

Complete Caregiver Navigation Guide

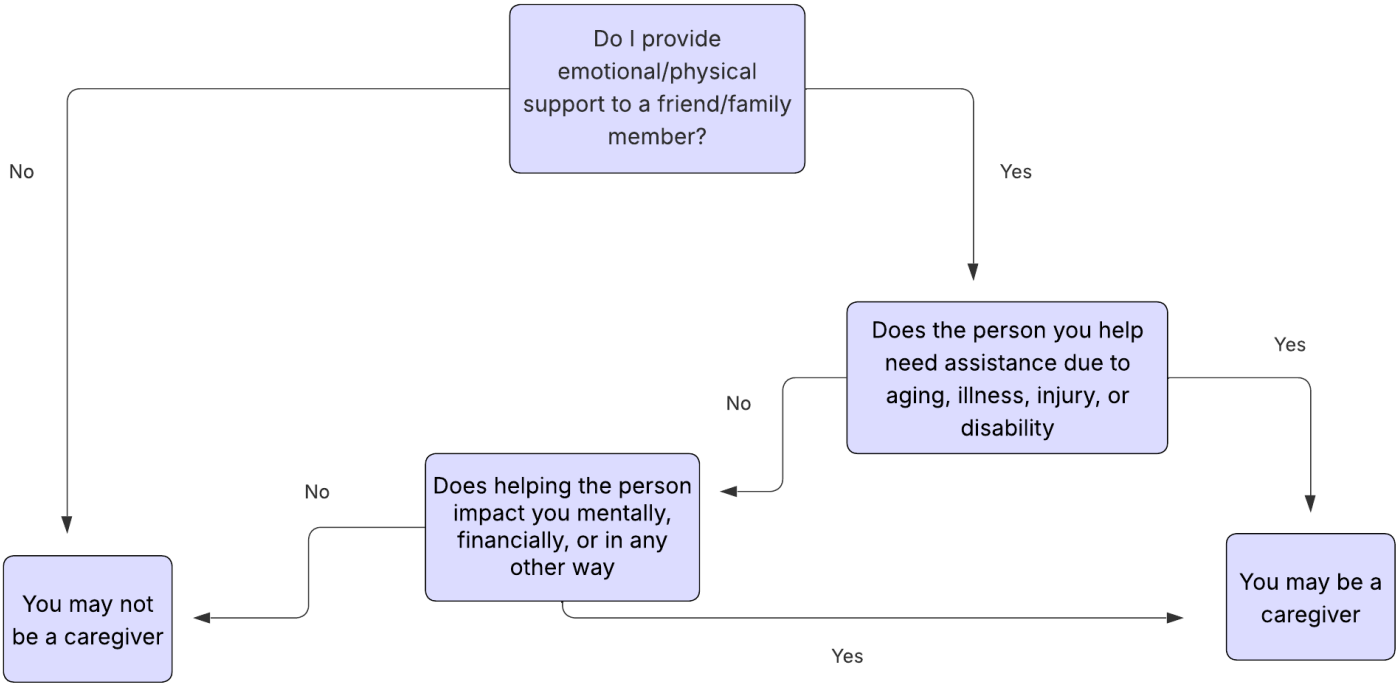
Finding the available community resources to help guide your next steps as a caregiver

This flowchart is designed to help unpaid caregivers in the Central & South Okanagan identify community resources based on their current needs. Follow the prompts below and stop when you find the support that best fits your situation.

Brooke Ellis, Olivia Rodzon, Thomas Grandison, Shaughn Davoren, and Haiqa Amir.
Faculty of Nursing, University of British Columbia Okanagan

This Caregiver Navigation Guide was developed in partnership with Lake Country Health, with support and guidance from Brad Buie, Executive Director, and Bri Aberdeen, Caregiver Support Coordinator.

Am I a Caregiver?



If you have concerns about the safety or well-being of a senior call 1-866-437-1940, Monday to Friday, 8:00 a.m. to 8:00 p.m., excluding statutory holidays. Language interpretation services are available.

Caregiver Support Flowchart – Central & South Okanagan

Resources are colour-coded by primary service location.

- [Lake Country](#)
- [Kelowna](#)
- [Vernon / North Okanagan](#)
- [Penticton / South Okanagan](#)
- [Select Communities in BC](#)
- [Interior Health Region](#)
- [Province-Wide BC](#)
- [Virtual / Online](#)
- [Canada-Wide](#)

Where the service is primarily delivered:

-  [Via Internet](#)
-  [Over the Phone](#)
-  [At Location](#)
-  [At Home](#)

Start here. Follow the questions below. Stop when you find what fits your situation!

START HERE

You might be here if you are an unpaid caregiver supporting someone with aging, illness, disability, or complex needs.

- If yes, continue below
- If no, community supports may still help



CONTACTING A CASEWORKER OR CARE MANAGER

You might be here if you do not know where to start, need help connecting to services, or want support coordinating care and paperwork.

-  [Interior Health Step By Step Guide](#) (pg.8-9)

CAREGIVER BURNOUT AND SELF-CHECK

You might be here if you feel exhausted, emotionally drained, short-tempered, disconnected, or are wondering, “Am I burnt out?”

-  [YourCare](#) (pg. 10)
-  [Caregiver Screening Tools](#) (pg. 10-11)

























For a medical emergency, call 9-1-1.

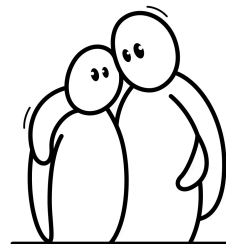
For non-emergency health concerns, call 8-1-1 to speak with a nurse or health professional.

-  [Care-Giver Assessment Tool](#) (pg. 11-12)

EMOTIONAL SUPPORT, EDUCATION, AND PEER CONNECTION


















You might be here if you feel overwhelmed, isolated, burnt out, unsure where to start, or are supporting someone with a specific diagnosis.

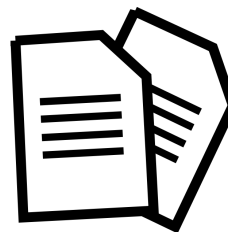
-   [Family Caregivers of BC](#) (pg. 13)
-   [Interior Health Caregiver Support](#) (pg 13-14)
-   [Caregiver Support Program, Lake Country Health](#) (pg. 14)
-   [Caregiver Support Program, Pathways Central Okanagan](#) (pg. 15)
-   [Alzheimer Society of BC](#) (pg. 15-16)
-    [First Link Dementia Support](#) (pg. 16-17)
-   [Parkinson Society British Columbia](#) (pg. 17)
-   [Stroke Recovery Association of BC](#) (pg. 17-18)
-    [Canadian Cancer Society](#) (pg. 18-19)
-    [ALS Society of British Columbia](#) (pg. 19)
-  [Brain Injury Association of British Columbia](#) (pg. 20)



ADMINISTRATIVE SUPPORT




















You might be here if you need help with paperwork, referrals, applications, benefits, or coordinating services across health and community systems.

-   [TIER Support Services](#) (pg. 21)
-  [Pathways BC](#) (pg. 21-22)
-    [Interior Health Patient Care Quality Office](#) (pg. 22)
-   [Disability Alliance BC](#) (pg. 23)
-    [Service BC](#) (pg. 23-24)
-   [CSIL](#) (pg. 24)
-  [Telus Health Care](#) (pg. 25)
-  [Tia Health](#) (pg. 25-26)
-   [Kelowna Seniors Health and Wellness Centre](#) (pg. 26)



HELP STAYING AT HOME

You might be here if you need support to stay safely at home, access in-home services or navigate community support.

-    [Age in Place Programs](#) (pg. 27)
-    [Seniors Outreach and Resource Centre](#) (pg. 27-28)
-   [Community Connections Support Services](#) (pg. 28-29)
-   [Interior Health Home and Community Care](#) (pg. 29)
-    [Better at Home Program](#) (pg. 29-30)
-    [Red Cross Equipment Loan Program](#) (pg. 30)
-    [Lake Country Health Equipment Bank](#) (pg. 31)



If you have concerns about the safety or well-being of a senior call 1-866-437-1940, Monday to Friday, 8:00 a.m. to 8:00 p.m., excluding statutory holidays. Language interpretation services are available.

FOOD, FINANCIAL STRAIN, AND BASIC NEEDS
















You might be here if food access, money, benefits, or daily needs feel hard right now.

-   [Lake Country Food Bank](#) (pg. 32)
-   [BC Seniors Supplement](#) (pg. 32-33)
-   [Canada Caregiver Credit](#) (pg. 33)
-    [BC Hydro Customer Crisis Fund](#) (pg. 34)
-    [Church and Community Food Partnerships](#) (pg. 34-35)
-    [United Way BC, 2-1-1](#) (pg. 35)
-    [United Way Central and South Okanagan Similkameen](#) (pg. 35-36)
-    [Beyond the Bell](#) (pg. 36-37)



MENTAL HEALTH AND EMOTIONAL WELLBEING








You might be here if stress, anxiety, low mood, or burnout is affecting you or your family.

-   [Interior Health Mental Health and Substance Use Services](#) (pg. 38)
-    [CMHA Vernon Peer Support Services](#) (pg. 38-39)
-    [Foundry Kelowna](#) (pg. 39)
-    [Hospice Counselling Services](#) (pg. 39-40)
-   [Here to Help BC](#) (pg. 40)
-   [BounceBack BC](#) (pg. 40)






























SOCIAL CONNECTION AND COMPANIONSHIP

You might be here if loneliness or isolation is a concern for you or the person you support.

-   [Good Morning Call Program](#) (pg. 42)
-    [Friendly Visitor Program](#) (pg. 42-43)
-   [Friendly Calls Program](#) (pg. 43)

IN-HOME CARE AND RESPITE




























You might be here if you need hands-on help, supervision, or time away from caregiving.

-    [Home Instead](#) (pg. 44)
-     [Just Like Family Home Care](#) (pg. 44-45)
-     [Comfort Keepers](#) (pg. 45)
-     [Senior Helpers](#) (pg. 46)
-     [Healthy at Home Senior Care](#) (pg. 46-47)
-     [Kelowna Homecare Solutions](#) (pg. 47)
-     [JnB Homecare](#) (pg. 48)



For a medical emergency, call 9-1-1.






























For non-emergency health concerns, call 8-1-1 to speak with a nurse or health professional.

-    [TLC Home Support](#) (pg. 48-49)
-    [Qualicare Home Care](#) (pg. 49)
-     [Nurse Next Door Services](#) (pg. 49-50)
-    [DNA's Helping Hands](#) (pg. 50-51)
-    [MD Home Care](#) (pg. 51)
-    [Companion Care](#) (pg. 51-52)
-     [Interior Health Respite Services](#) (pg. 52)
-     [BC Adult Day Programs](#) (pg. 52-53)



LEGAL SUPPORT AND ADVOCACY

You might be here if you need help with rights, decision-making, advanced care planning, or advocacy.

-    [Legal Aid BC](#) (pg. 54)
-   [Seniors First BC](#) (pg. 54-55)
-   [BC Seniors Advocacy](#) (pg. 55-56)
-   [BC Centre for Elder Advocacy and Support](#) (pg. 56)
-     [Okanagan Advocacy Resource Society](#) (pg. 56-57)
-     [Community Legal Clinics](#) (pg. 57)
-   [Notaries and Legal Professionals](#) (pg.58)
-   [Honouring My Journey, Advance Care planning](#) (pg.59)
-   [My Advance Care Planning Guide](#) (pg. 59-60)
-   [Public Guardian and Trustee of BC](#) (pg. 60-61)
-   [Nidus Personal Planning Resource Centre](#) (pg. 61)
-   [Community Legal Assistance Society](#) (pg. 61-62)


















INCREASING CARE NEEDS AND LONG-TERM PLANNING

You might be here if care needs are increasing beyond what feels manageable at home.

-   [Assisted Living Registry BC](#) (pg. 63)
-   [BC Housing Seniors Supportive Housing](#) (pg. 63-64)
- [Long Term Care Homes in the Kelowna Area](#) (pg. 64-66)
 -     [Cottonwoods Care Centre](#)
 -     [Mountainview Village](#)
 -     [Village at Mill Creek](#)
- [Long Term Care Homes in the Vernon / North Okanagan Area](#) (pg. 66-69)
 -     [Gateby Care Centre](#)
 -     [Polson Long Term Care](#)
 -     [Noric House](#)
 -     [The Hamlets at Vernon](#)
- [Long Term Care Homes in the Lake Country / Winfield Area](#) (pg. 69-70)
 -     [Lake Country Lodge](#)
- [Long Term Care Homes in the South Okanagan / Penticton Area](#) (pg. 70-73)
 -     [Trinity Care Centre](#)












If you have concerns about the safety or well-being of a senior call 1-866-437-1940, Monday to Friday, 8:00 a.m. to 8:00 p.m., excluding statutory holidays. Language interpretation services are available.

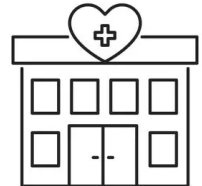
-    [Westview Place](#)
-    [Good Samaritan Village by the Station](#)
-    [Haven Hill Retirement Centre](#)
-    [The Hamlets at Penticton](#)
- [Long Term Care Homes in the Oliver / Osoyoos / South Okanagan Rural Area](#) (pg. 73-74)
 -    [McKinney Place Extended Care](#)

Wait times vary based on urgency and site.

HOSPICE AND END-OF-LIFE SUPPORT










You might be here if you or the person you support has a life-limiting illness and you want comfort-focused care, caregiver support, or help navigating end-of-life planning.

-    [Hospice Society of Kelowna](#) (pg. 75)
-    [North Okanagan Hospice Society](#) (pg. 75-76)
-    [Penticton & District Hospice Society](#) (pg. 76-77)







VETERAN'S SERVICES

You might be here if your loved one has served in the Canadian Armed Forces or the RCMP and want to explore benefits gained through service.

-  [Lake Country Legion - Oyama 189](#) (pg. 78)
-  [Veteran's Affairs Office](#) (pg. 78-79)
-  [Caregiver Recognition Benefit](#) (pg. 79)
-   [Case Management](#) (pg. 79-80)
-  [Long-Term Care Financial Assistance](#) (pg. 80)
-  [Telemedicine Service](#) (pg. 80-81)
-  [Veteran's Independence Program](#) (pg. 81)
-  [Veteran's Independence Program for Primary Caregivers](#) (pg. 82)

NEED HELP DECIDING WHERE TO GO NEXT

You might be here if you are unsure which options fit your situation or want help deciding what to do next.

-   [Call HealthLinkBC, 8-1-1](#) (pg. 83)
-   [Call or text BC 2-1-1](#) (pg. 83-84)



Appendix A

- [Home Health Offices through Interior Health](#) (pg. 85-87)

For a medical emergency, call 9-1-1.

For non-emergency health concerns, call 8-1-1 to speak with a nurse or health professional.

CONTACTING A CASEWORKER OR CARE MANAGER

Interior Health Step By Step Guide

What is a Case Manager?

A case manager is a health professional who specializes in coordinating care for people in the community with complex health needs. These services include: ensuring medical, social, and community care is received, developing individualized care plans, arranging long-term care placements, and more.

Step 1: How to Contact

If you have a Physician or other Health Care Provider

- Request that they fill out an External Home Health Referral Form.

If you do not have a Physician or other Health Care Provider

- You can self-refer by calling the Home Health Central Intake Line at **1-800-707-8550**, or by contacting them directly using [Appendix A](#) at the back of the guide to find your nearest Home Health Office.

If your loved one is currently in the hospital

- Talk to your bedside nurse and ask to connect with a Transition Liaison regarding your concerns about being a caregiver with your available resources. The Transition Liaison will fill out the necessary paperwork to connect you with a Case Manager through the Home and Community Care Office.

Step 2: Prepare for Assessment

Criteria for assessment:

- Be a Canadian citizen or have permanent resident status (landed immigrant or on a Minister's permit approved by the Ministry of Health Services)
- Require care:
 - After hospital release, **or**
 - At home to prevent hospitalization, **or**
 - For a life-limiting illness

Criteria for some services:

- Be 19 years of age or older
- Have lived in British Columbia for a minimum of 3 months
- Be unable to function independently because of chronic, health-related reasons, **or**
- Have been diagnosed by a doctor with an end-stage illness

What will be assessed?

If you have concerns about the safety or well-being of a senior call 1-866-437-1940, Monday to Friday, 8:00 a.m. to 8:00 p.m., excluding statutory holidays. Language interpretation services are available.

- Your eligibility for home & community services
- What services best meet your goals, needs and situation
- How long you need these services for, and costs, if any, for these services.

Documents to Prepare for Assessment:

- Advanced Care Plan
- Personal Health Number (PHN)
- Medication prescriptions
- War veteran and pension cheque stubs or regiment number
- Most recent income tax return or notice of assessment (some services charge a fee based on your income)
- Name and telephone number of your doctor or nurse practitioner
- Name and address of a close relative or friend

Important Notes

- Ask questions if you're unsure what services are available to you
- Bring any advance care planning documents to the attention of your family and health-care providers
- If eligible, a care professional will develop a collaborative care plan with you
- The care plan will be updated as your situation changes
- If there is a waiting list, professionals will ensure interim services are in place

[Take me back to the flowchart!](#)

For a medical emergency, call 9-1-1.

For non-emergency health concerns, call 8-1-1 to speak with a nurse or health professional.

CAREGIVER BURNOUT AND SELF-CHECK

YourCare+

Description: YourCare+ is an online caregiver support platform that provides free tools, information, and assessments designed to help family caregivers navigate home care, protect their own wellness, and better organize and communicate care needs. The platform includes resources like caregiver self-assessment tools, home care planning tools, and educational content to support caregiving tasks.

Who this is for: YourCare+ is for family members, friends, or unpaid caregivers who are providing care to someone at home and who want resources to understand home care, assess stress and burnout, organize care tasks, and find strategies to maintain their own wellbeing while caregiving.

When this might help: YourCare+ might help when you are feeling overwhelmed by caregiving responsibilities, when you need tools to plan and coordinate care, when you want to learn about managing stress and preventing burnout, or when you want to communicate more effectively with health care providers about care needs.

How to access: You can access YourCare+ by visiting the website and using the online tools and resources directly in your web browser; no special login is required for many of the caregiver tools and assessments, though some features may prompt you to create an account.

- *Website:* [YourCare+](#)

Is a referral needed? No referral or formal health care provider submission is needed to use the self-help tools and assessments on YourCare+; it is freely accessible to caregivers online.

Cost: The YourCare+ tools and resources are provided free of charge to users.

Wait times: There are no wait times associated with accessing the online tools and resources on the YourCare+ platform, as they are available on demand.

Location: YourCare+ is a web-based platform and does not have a physical care location; the services are accessed online.

[Take me back to the flowchart!](#)

Caregiver Screening Tools

Description: The Caregiver Screening Tools outlined in the PDF include the Modified Caregiver Strain Index, which measures caregiver strain across areas such as sleep, physical effort, emotional stress, financial strain, and feeling overwhelmed, and the Caregiver Risk Factors Screen, which identifies caregiver and care recipient risk factors that may impact safety and sustainability of care.

Who this is for: The Modified Caregiver Strain Index is completed by the caregiver, and the Caregiver Risk Factors Screen is completed by a referring health provider as part of a clinical assessment.

If you have concerns about the safety or well-being of a senior call 1-866-437-1940, Monday to Friday, 8:00 a.m. to 8:00 p.m., excluding statutory holidays. Language interpretation services are available.

When this might help: These tools are used when there are concerns about caregiver stress, burnout, increasing care demands, or risk factors that may require referral to additional supports or programs.

How to access: The caregiver completes the Strain Index checklist directly, and the health provider completes the Risk Factors Screen and documents scores and referral decisions within the assessment form.

- *Phone:* Not applicable, as this is an assessment form.
- *Email:* Not applicable, as this is an assessment form.
- *Website:* [CaregiverScreeningTools](#)

Is a referral needed? A referral is not required to complete the caregiver self report tool, but the Risk Factors Screen supports referral decision making based on scoring criteria outlined in the PDF.

Cost: There is no cost listed in the PDF for use of these tools,

Wait times: There are no wait times, as the tools are completed during assessment.

Location: These screening tools are used within clinical or community care settings and do not have a standalone physical location.

[Take me back to the flowchart!](#)

Care-Giver Assessment Tool

Description: The Care-Giver Assessment Tool is a structured clinical assessment designed to gather detailed information from the caregiver's perspective about their caregiving role, the care recipient's needs, the caregiver's health and well-being, the consequences of caregiving, and available support. It is intended to follow an initial positive screen for caregiver burden or depression and takes approximately 30 minutes or less to complete.

Who this is for: This tool is for caregivers who have screened positive for burden or depression and for clinicians completing a comprehensive caregiver assessment in consultation with the caregiver.

When this might help: It may help when there are concerns about caregiver strain, declining health, limited supports, or when developing a specific care plan and referrals based on identified caregiver needs.

How to access: The assessment is completed by a clinician in consultation with the caregiver in a private environment as part of a formal assessment process

- *Phone:* Not applicable, as this is an assessment form.
- *Email:* Not applicable, as this is an assessment form.
- *Website:* [Care-Giver Assessment Tool](#)

Is a referral needed? The tool is used following an initial positive screen for caregiver burden or depression and is typically initiated within a clinical context.

Cost: No cost is listed in the PDF for use of this assessment tool.

For a medical emergency, call 9-1-1.

For non-emergency health concerns, call 8-1-1 to speak with a nurse or health professional.

Wait times: There are no wait times specific to the tool itself, as it is completed during a clinical assessment appointment.

Location: This assessment is used within clinical or community care settings and does not have a standalone physical location.

[Take me back to the flowchart!](#)

EMOTIONAL SUPPORT, EDUCATION, AND PEER CONNECTION

Family Caregivers of BC

Description: Family Caregivers of British Columbia is a provincial, not-for-profit organization that supports people in British Columbia who provide physical or emotional care to a family member, friend, or neighbour. Services focus on emotional support, education, system navigation, and reducing caregiver isolation and burnout.

Who this is for: Adult and young caregivers caring for someone with chronic illness, disability, dementia, mental health conditions, or aging-related needs.

When this might help: When caregivers feel overwhelmed, isolated, or exhausted, need emotional support, want help navigating the health system, or are seeking caregiver-specific education or peer support.

How to access: You can access Family Caregivers BC by calling the BC Caregiver Support Line, emailing their support team, or visiting their website to explore services and resources.

- *Phone:* 1 (877) 520-3267 (BC Caregiver Support Line, Monday-Friday 8:30 am–4:00 pm PST)
- *Email:* cgsupport@familycaregiversbc.ca
- *Website:* [Family Caregivers of British Columbia | Support and Resources for You](#)

Is a referral needed? No. Caregivers can self-refer. Healthcare providers can also refer caregivers.

Cost: Free.

Wait times: Not specified. Support Line is available during business hours. Some programs may have limited availability.

Location: Province-wide across British Columbia. Services are offered by phone and online.

[Take me back to the flowchart!](#)

Interior Health Caregiver Support

Description: Support for unpaid caregivers who provide care to a family member or friend. Focuses on emotional support, education, system navigation, and connecting caregivers with community and health services.

Who this is for: Unpaid caregivers supporting adults with chronic illness, disability, frailty, aging-related needs, or serious illness within the Interior Health region.

When this might help: When caregiving feels overwhelming or isolating, when you need emotional support, help navigating the health system, or guidance on available caregiver and respite resources.

How to access:

- *Phone:* 1 (877) 520-3267 (BC Caregiver Support Line, Monday-Friday 8:30 am–4:00 pm PST)

For a medical emergency, call 9-1-1.

For non-emergency health concerns, call 8-1-1 to speak with a nurse or health professional.

- *Website:* [Caregiver Support | Service Listing | IH](#)

Is a referral needed? No. Caregivers can self-refer by calling the support line. Some related services may require an assessment through Home and Community Care.

Cost: Free. Caregiver support and information services are provided at no cost.

Wait times: Not specified. Support line access is available during operating hours. Wait times for connected services vary by location and service type.

Location: Available across the Interior Health region in British Columbia. Support is offered by phone and through local Home and Community Care offices.

[Take me back to the flowchart!](#)

Caregiver Support Program, Lake Country Health

Description: A community-based program that supports unpaid caregivers through emotional support, education, peer connection, and respite-focused services. The program aims to reduce caregiver stress and isolation and help caregivers sustain their role.

Who this is for: Unpaid caregivers supporting an adult, often an older adult, with chronic illness, disability, frailty, or aging-related needs. Includes family members, friends, and neighbours providing regular care.

When this might help: This program helps when caregiving feels overwhelming or isolating, when you need emotional support, when you want to connect with other caregivers, or when you need a break or practical support.

How to access: Contact Lake Country Health directly to connect with the Caregiver Support Program and register for services.

- *Phone:* (778) 215-5247 (Monday to Thursday, 9:00 am to 3:00 pm PST)
- *Email:* caregiver@lakecountryhealth.ca
- *Website:* [Caregivers | Lake Country Health](#)

Is a referral needed? No. Self-referral only.

Cost: Free. All caregiver support services are provided at no cost.

Wait times: Not specified. Timing depends on program availability and capacity.

Location: 10080 Main Street Lake Country BC, V4V 1T8. Services include in-person, community-based, and some virtual options.

[Take me back to the flowchart!](#)

If you have concerns about the safety or well-being of a senior call 1-866-437-1940, Monday to Friday, 8:00 a.m. to 8:00 p.m., excluding statutory holidays. Language interpretation services are available.

Caregiver Support Program, Pathways Central Okanagan

Description: A monthly online group support program for families and caregivers of loved ones. It brings caregivers together to share experiences, get support, and learn strategies to cope with caregiving responsibilities.

Who this is for: Family members, friends, or people providing informal care to someone (at any age) who needs ongoing support or assistance.

When this might help: When caregiving feels stressful, isolating, or overwhelming, or when you want connection with others in similar situations. Monthly group sessions help with emotional support, shared learning, and coping skills.

How to access: Contact Pathways Abilities Society to register for the caregiver support group sessions or to ask about schedules and links for the online group.

- *Phone:* (778) 789-1496 (Caregiver Support Coordinator)
- *Email:* community-services@pathwaysbc.ca
- *Website:* [Pathways | Caregivers Group Support](#)

Is a referral needed? No referral is listed. You can connect directly with Pathways to join the support group.

Cost: Caregiver support group sessions are offered *at no cost*.

Wait times: No formal wait list is noted; registration depends on session availability and timing of monthly groups.

Location: The program is delivered online (virtual monthly group sessions), hosted through Pathways Abilities Society in the Central Okanagan (Kelowna area).

[Take me back to the flowchart!](#)

Alzheimer Society of BC

Description: A province-wide program that offers facilitated support groups for unpaid caregivers of people living with Alzheimer's disease or other dementias. The program provides emotional support, education, shared learning, and peer connection to help reduce caregiver stress and isolation.

Who this is for: Unpaid caregivers, family members, and care partners supporting a person living with Alzheimer's disease or another form of dementia. Includes spouses, adult children, friends, and other informal caregivers across British Columbia.

When this might help: This program helps when caregiving feels overwhelming or isolating, when you want to connect with others who understand dementia caregiving, when you want emotional support, or when you want to learn practical coping strategies.

For a medical emergency, call 9-1-1.

For non-emergency health concerns, call 8-1-1 to speak with a nurse or health professional.

How to access: Contact the Alzheimer Society of British Columbia to learn about available caregiver support groups and register for services.

- *Phone:* (604) 681-6530
 - Toll Free: 1 (800) 667-3742
 - 1 (800) 936-6033 (First Link Dementia Helpline)
- *Email:* info@alzheimerbc.org
- *Website:* [Family caregiver support groups | Alzheimer Society of British Columbia](#)

Is a referral needed? No. Self-referral.

Cost: All caregiver support groups are offered at no cost.

Wait times: Not specified. Timing depends on group availability and capacity.

Location: British Columbia. Support groups are primarily offered virtually, with some in-person options available when feasible.

[Take me back to the flowchart!](#)

First Link Dementia Support

Description: A program that connects people living with dementia and their caregivers to trusted support, information, and community resources early in the diagnosis journey. It provides personalized guidance, education, and links to local services to help understand and manage dementia.

Who this is for: People living with Alzheimer’s disease or another form of dementia, and their family caregivers or care partners across British Columbia.

When this might help: This program helps when you have a new or recent dementia diagnosis (your own or someone you care for), when you want trusted information about dementia, when you need help navigating community support, or when you want skills and planning tools to support daily living and future care.

How to access: Contact the Alzheimer Society of British Columbia to connect with the First Link Dementia Support Program and arrange services.

- *Phone:* 1 (800) 936-6033 (First Link Dementia Helpline)
- *Email:* info@alzheimerbc.org
- *Website:* [First Link®: Help for people living with dementia and care partners | Alzheimer Society of Canada](#)

Is a referral needed? No. Self-referral.

Cost: Many First Link services are free. Some specific programs or workshops may have associated fees.

Wait times: Not specified. Timing depends on availability and coordination of supports.

If you have concerns about the safety or well-being of a senior call 1-866-437-1940, Monday to Friday, 8:00 a.m. to 8:00 p.m., excluding statutory holidays. Language interpretation services are available.

Location: British Columbia. Services are available province-wide by phone, virtual connection, or in-person through local Alzheimer Society offices.

[Take me back to the flowchart!](#)

Parkinson Society British Columbia

Description: A province-wide network of peer-led support groups for people living with Parkinson’s disease, care partners, caregivers, and family members. These groups provide opportunities for shared experience, emotional support, information sharing, and connection with others facing similar challenges.

Who this is for: People living with Parkinson’s disease, care partners, caregivers, and family members across British Columbia who want community support, connection, education, and peer interaction.

When this might help: These support groups help when you want to connect with others who understand the daily and long-term challenges of Parkinson’s, when you need encouragement, when you want to share experiences and coping strategies, or when you want to learn from others in similar situations.

How to access: Contact Parkinson Society British Columbia to find support group locations, meeting times, and formats (virtual or in-person).

- *Phone:* (604) 662-3240
 - Toll Free: 1-800-668-3330 (Support Groups Line)
- *Email:* supportgroups@parkinson.bc.ca
- *Website:* [Support Groups | Parkinson Society British Columbia](#)

Is a referral needed? No. Self-referral.

Cost: Free. Support group participation is offered at no cost.

Wait times: Not specified. Group schedules vary by location and facilitator availability.

Location: Province-wide, British Columbia. Many groups meet virtually via Zoom; others meet in-person at community centres and partner sites.

[Take me back to the flowchart!](#)

Stroke Recovery Association of BC

Description: A province-wide network of free recovery programs, peer support groups, education, and community services designed to help people who have had a stroke and their caregivers. Services focus

For a medical emergency, call 9-1-1.

For non-emergency health concerns, call 8-1-1 to speak with a nurse or health professional.

on social connection, coping strategies, skill development, movement and communication support, and ongoing recovery after hospital discharge.

Who this is for: Stroke survivors, care partners, caregivers, family members, and friends impacted by stroke anywhere in British Columbia.

When this might help: These programs help when you are adjusting to life after a stroke, when you want peer connection and emotional support, when you want to share experiences, learn practical coping and communication strategies, or participate in exercise and recovery-focused activities.

How to access: Contact the Stroke Recovery Association of British Columbia for details on recovery programs, support group locations, schedules, and registration (virtual or in-person).

- *Phone:* (604) 688-3603 (Office)
 - Toll free: 1 (888) 313-3377
- *Email:* office@strokerecoverybc.ca
- *Website:* [Learn how to recover from stroke and how to help stroke survivors too.](#)

Is a referral needed? No. Self-referral.

Cost: Free. Participation in Stroke Recovery BC programs and support groups is offered at no cost.

Wait times: Not specified. Timing and availability depend on program schedules, facilitator availability, and community demand.

Location: Province-wide, British Columbia. Programs and peer support groups are offered both virtually and in-person across multiple communities.

[Take me back to the flowchart!](#)

Canadian Cancer Society

Description: A range of free programs and services that help people living with cancer, caregivers, and families before, during, and after treatment. Services focus on emotional support, practical help, information, community connection, navigation of the cancer journey, and quality-of-life support.

Who this is for: People diagnosed with cancer, caregivers, family members, and support networks across Canada who want assistance, information, coping strategies, or connections to community resources.

When this might help: These services help at any point in the cancer journey - at diagnosis, during treatment, through survivorship and follow-up, and when adjusting to life after cancer or living with advanced disease.

How to access: Contact the Canadian Cancer Society to learn about available programs, register for services, or get referrals.

- *Phone:* 1 (888) 939-3333 (Canada Line)
- *Email:* info@cancer.ca (for information and support), connect@cancer.ca (for general inquiries)

If you have concerns about the safety or well-being of a senior call 1-866-437-1940, Monday to Friday, 8:00 a.m. to 8:00 p.m., excluding statutory holidays. Language interpretation services are available.

- *Website:* [How we can help | Canadian Cancer Society](#)

Is a referral needed? No. Self-referral.

Cost: Free. Most services are offered at no cost, though eligibility and delivery vary by location.

Wait times: Not specified. Availability depends on program location, schedules, and demand.

Location: Canada-wide. Services provided in communities across Canada in-person, by phone, or online.

[Take me back to the flowchart!](#)

ALS Society of British Columbia

Description: A suite of free supports, resources, and programs provided by the ALS Society of British Columbia to help people living with amyotrophic lateral sclerosis (ALS) or primary lateral sclerosis (PLS) and their caregivers navigate the physical, emotional, and practical challenges of diagnosis and progression. Services focus on quality of life, connection, education, equipment access, peer support, and specialist care throughout British Columbia.

Who this is for: People living with ALS or PLS, their caregivers, family members, and care partners across British Columbia and the Yukon.

When this might help: These services help when you are newly diagnosed, adapting to life with ALS or PLS, needing support for daily activities, seeking connection with others, accessing specialized care, or requiring information and guidance about living with ALS or PLS.

How to access: Register with the ALS Society of British Columbia to access programs and services. Contact the society for details or visit their website:

- *Phone:* (604) 278-2257
 - Toll Free: 1 (800) 708-3228
 - Fax: (604) 278-4257
- *Email:* info@alsbc.ca
- *Website:* [Programs & Services - ALS Society of BC](#)

Is a referral needed? No referral required. Patient registration is needed to access most services.

Cost: No cost for people living with ALS or PLS to register or access services.

Wait times: Not specified. Availability depends on program schedules and individual needs.

Location: British Columbia (services provided province-wide in-person, virtual, and by phone).

[Take me back to the flowchart!](#)

For a medical emergency, call 9-1-1.

For non-emergency health concerns, call 8-1-1 to speak with a nurse or health professional.

Brain Injury Association of British Columbia

Description: A curated collection of trusted tools, guides, fact sheets, and printable resources designed to support people living with acquired brain injury (ABI), caregivers, health professionals, and community partners. Resources provide practical information for understanding brain injury, navigating recovery, and improving quality of life.

Who this is for: People living with acquired brain injury, caregivers, support persons, health care providers, educators, and community agencies seeking reliable guides and tools related to brain injury.

When this might help: These resources help when you want clear explanations about brain injury, need strategies for daily challenges, are looking for planning and coping tools, or want printable materials for support and education.

How to access: Visit the Brainstreams website to download or view resource documents and guides.

- *Phone:* (250) 812-2962
- *Email:* info@brainstreams.ca
- *Website:* [Popular Resources | Brainstreams](#)

Is a referral needed? No. Open access.

Cost: Free. Resources are provided at no cost.

Wait times: Not applicable. Materials are available for immediate download.

Location: Canada-wide. Online resource library available anywhere with internet access.

[Take me back to the flowchart!](#)

ADMINISTRATIVE SUPPORT

TIER Support Services

Description: TIER Support Services provides person-centered programs for both Community Support and Employment Support. You get one-on-one assistance to set goals and work toward them with support from staff. All programs are built to help you plan for greater independence and participation in the community.

Who this is for: People who want support to live more independently in the community, including assistance with community activities and help finding and maintaining employment. Services are suitable for individuals and their families, caregivers, or support people.

When this might help: When you need help building life skills, planning community involvement, exploring job options, or receiving support while working toward personal goals.

How to access: Contact TIER Support Services directly by phone or email to inquire about programs and start the process.

- *Phone:* (250) 769-4592
- *Email:* george@tier.ca
- *Website:* [TIER Support Services Ltd.](#)

Is a referral needed? Not clearly listed on the site. It appears you can contact them directly to learn about eligibility and next steps.

Cost: Cost information is not listed on the website. You would need to contact the organization to ask about fees or funding options.

Wait times: No wait time information is available on the public website. You would need to call or email the office to find out about current wait lists or availability.

Location: 1878 Walburn Road, Kelowna, BC V1P 1C9, Canada.

[Take me back to the flowchart!](#)

Pathways BC

Description: Pathways BC is a non-profit online resource that provides directories of medical care providers, community services, and clinical tools to help connect people with health care and support services. It was developed by physicians and funded through partnerships in British Columbia. The platform eases referral processes for clinicians and allows patients to find relevant healthcare and community support information through public directories.

Who this is for: This service is for members of the public looking for health or community supports and for healthcare providers who need referral information.

For a medical emergency, call 9-1-1.

For non-emergency health concerns, call 8-1-1 to speak with a nurse or health professional.

When this might help: This may help when someone is trying to find a doctor, clinic, specialist, or community support service in their area. It is also useful when checking referral requirements or service availability.

How to access: You can access public directories directly through the Pathways BC website. Healthcare providers can request login access for full referral tools.

- *Email:* community-services@pathwaysbc.ca
- *Website:* [Pathways | Community Service Directory - Central Okanagan](#)

Is a referral needed? No referral is needed to use the public directories. Clinician referral tools require authorized access.

Cost: The service is free to use.

Wait times: Instant search results.

Location: Pathways BC operates online and serves communities across British Columbia.

[Take me back to the flowchart!](#)

Interior Health Patient Care Quality Office

Description: The Interior Health Patient Care Quality Office is a service that helps people share feedback, compliments, or concerns about health care received within the Interior Health region. It supports patients and families who feel uncomfortable talking to their care provider or who have unresolved issues and want help finding a solution.

Who this is for: This is for patients, families, or caregivers who want to raise a concern about the quality of care, or who want to share positive feedback.

When this might help: This might help when someone experienced care that did not meet their expectations or when they want to report a problem that has not been resolved through usual care channels.

How to access:

- *Phone:* 1 (877) 442-2001
- *Email:* PCQO@interiorhealth.ca
- *Website:* [Patient Care Quality Office | Patients & Visitors | IH](#)

Is a referral needed? No referral is needed to contact the Patient Care Quality Office.

Cost: There is no cost to contact the office or share feedback.

Wait times: The goal is to respond within a few business days, but response times can vary depending on volume.

Location: Patient Care Quality Office, 5th Floor, 505 Doyle Avenue, Kelowna, BC V1Y 0C5, Canada. (open by appointment).

If you have concerns about the safety or well-being of a senior call 1-866-437-1940, Monday to Friday, 8:00 a.m. to 8:00 p.m., excluding statutory holidays. Language interpretation services are available.

[Take me back to the flowchart!](#)

Disability Alliance BC

Description: Disability Alliance BC supports people with disabilities across British Columbia through advocacy, legal information, and direct assistance. Services focus on income supports, disability benefits, tax credits, housing help, and disability rights.

Who this is for: This service is for people with disabilities in BC and for family members or caregivers supporting them.

When this might help: This may help when someone needs support applying for disability benefits, appealing a denial, accessing tax credits, or understanding disability rights.

How to access: You can contact Disability Alliance BC directly by phone or email to request support or book an appointment.

- *Phone:* (604) 872-1278
 - Toll-free: 1 (800) 663-1278
 - Fax: (604) 875-9227
- *Email:* dtc@dabc.ca
- *Website:* [Disability Alliance BC - We are all connected DABC](#)

Is a referral needed? No referral is required.

Cost: Core services free; membership by donation.

Wait times: Vary by service. Not listed publicly.

Location: Based in Vancouver, with services available province-wide by phone and online.

[Take me back to the flowchart!](#)

Service BC

Description: Service BC is a provincial government service that helps people access many British Columbia government programs and services in-person, by phone, or online. It connects residents with services like driver's licences, birth certificates, health cards, and general government information.

Who this is for: Service BC is for all residents of British Columbia who need help finding or using government services.

When this might help: This might help when you need to apply for or renew government documents, get information about programs, or be directed to the right provincial service or office.

How to access: You can access Service BC by visiting a Service BC centre, calling the contact centre, or using online services through the BC government website.

For a medical emergency, call 9-1-1.

For non-emergency health concerns, call 8-1-1 to speak with a nurse or health professional.

- *Phone:* 1 (800) 663-7867
- *Email:* servicebc@gov.bc.ca
- *Website:* [Service BC - Province of British Columbia](#)

Is a referral needed? No referral is needed to use Service BC.

Cost: Most information and referrals are free, though fees may apply for specific documents or services (like licences or certificates).

Wait times: Appointments are available from 7:30 AM to 5:00 PM. Limited walk-in services are offered, with the highest demand typically during the first week of each month.

Location: Service BC centres are located across British Columbia, with contact options available by phone and online.

[Take me back to the flowchart!](#)

Choice in Supports for Independent Living (CSIL)

Description: Choice Supports for Independent Living (CSIL) is a program that helps adults with disabilities live independently by providing funding and support to hire attendants or purchase services that meet personal needs. The program focuses on choice and control so participants can manage their own support services based on individual goals and priorities.

Who this is for: CSIL is for adults with disabilities who need support to live independently in their homes and communities.

When this might help: This may help when someone needs assistance with daily living tasks, wants more control over their support, or is working toward personal independence goals.

How to access: You can access CSIL by contacting SCI BC to begin the application process and determine eligibility.

- *Phone:* (604) 324-3611 or (604) 326-1229
- *Email:* info@sci-bc.ca
- *Website:* [Choice in Supports for Independent Living \(CSIL\) - Spinal Cord Injury BC](#)

Is a referral needed? Yes - must first be accepted into IH Home & Community Care.

Cost: Health-authority funds cover care hours; client manages payroll, WCB, taxes (book-keeping supports available).

Wait times: Depends on IH assessment and available budget; can be several months.

Location: SCI BC is based in British Columbia, Canada, and serves residents province-wide.

[Take me back to the flowchart!](#)

If you have concerns about the safety or well-being of a senior call 1-866-437-1940, Monday to Friday, 8:00 a.m. to 8:00 p.m., excluding statutory holidays. Language interpretation services are available.

Telus Health Care

Description: TELUS Health MyCare is a virtual healthcare service that lets you connect with healthcare providers like doctors, counsellors, and dietitians using a smartphone app or online platform. You can book and join video consultations, check symptoms, and get prescriptions without going to a clinic.

Who this is for: It is for people in Canada who want convenient access to healthcare services without travelling to a clinic.

When this might help: This might help when you need medical advice, mental health support, dietary guidance, or a prescription but cannot visit a clinic in-person.

How to access: You access services by downloading the TELUS Health MyCare app and creating an account, then browsing available providers and booking an appointment.

- *Website:* [TELUS Health MyCare | TELUS](#)

Is a referral needed? No referral is needed, but eligibility for specific services can depend on your province and health plan.

Cost: Doctor visits are billed to MSP, AHCIP, or OHIP and come at no cost to the patient. Psychologist appointments cost \$225 for 50 minutes. Counsellor and dietitian appointments cost \$120 for 50 minutes and may be reimbursed through extended health benefits.

Wait times: Often same-day for doctors; mental-health clinicians within a few days.

Location: Services are offered virtually across supported regions in Canada.

[Take me back to the flowchart!](#)

Tia Health

Description: Tia Health is a virtual healthcare platform that connects you with licensed doctors, nurse practitioners, and other healthcare providers through secure video, phone, or chat appointments. You can get medical advice, prescriptions, referrals, sick notes, and support for both urgent and ongoing health needs from your device.

Who this is for: This service is for people in Canada who want convenient access to healthcare without going in-person to a clinic.

When this might help: This may help when you need medical advice, prescription renewals, specialist referrals, urgent care support, or follow-up care that can be done remotely.

How to access: You access Tia Health by signing up on the website or app, creating an account, and booking a virtual appointment with a provider.

- *Website:* [Tia | On-Demand Treatment & Consultations with Canadian Providers](#)

Is a referral needed? No referral is required to use the service.

For a medical emergency, call 9-1-1.

For non-emergency health concerns, call 8-1-1 to speak with a nurse or health professional.

Cost: Costs vary depending on the type of appointment and provider. Some visits may be covered by provincial health plans. Other services typically involve fees, and prices are shown when booking.

Wait times: Wait times vary based on provider availability and appointment type.

Location: Tia Health operates online and serves patients across Canada.

[Take me back to the flowchart!](#)

Kelowna Seniors Health and Wellness Centre

Description: The Kelowna Seniors Health and Wellness Centre is a specialized clinic that provides comprehensive assessment, care planning, and short-term therapeutic services for seniors with complex or age-related health needs. The centre uses an interprofessional team including geriatric specialists, physicians with a focus on seniors, rehab therapists, dietitians, and other allied health professionals to help seniors remain as independent and well as possible.

Who this is for: This service is for older adults who are experiencing health challenges that affect their ability to stay independent, and for their families or caregivers.

When this might help: It might help when a senior needs a detailed health assessment, care planning, support for complex medical issues, or connections to community supports.

How to access: Access requires a referral from a family doctor, nurse practitioner, or specialist.

- *Phone:* (250) 469-7070 ext. 13459
 - *Fax:* (250) 469-7085
- *Website:* [Kelowna Seniors Health & Wellness Centre | Location Listing | IH](#)

Is a referral needed? Yes, a referral from a doctor, nurse practitioner, or specialist is required.

Cost: Services are covered under provincial health care for eligible residents. No patient cost is listed.

Wait times: Triage based on urgency; routine referrals 4-12 weeks.

Location: 505 Doyle Avenue, Kelowna, BC V1Y 0C5.

[Take me back to the flowchart!](#)

HELP STAYING AT HOME

Age in Place Programs

Description: Age in Place Programs help people stay safe and independent at home as they age or face health challenges. These services include care planning, support from health professionals, and access to home care services such as nursing, rehabilitation, personal support, and equipment to help with daily living.

Who this is for: This program is for older adults and adults with health needs who want support to live at home rather than moving to long-term care.

When this might help: This may help when someone needs extra support with personal care, mobility, medication management, home safety, or recovering at home after a hospital stay.

How to access: You can access the program by contacting Interior Health Home and Community Care to request an assessment.

- *Phone:* 1 (800) 707-8550
- *Website:* [Help with Living at Home | Home & Community Care | IH](#)

Is a referral needed? A referral or direct request for an assessment is required.

Cost: Many basic home care services are covered under provincial health care. Some services or equipment may involve fees.

Wait times: Vary by service and community and are not published publicly.

Location: These services are available throughout the BC Interior region, delivered either in your own home or at community clinics.

[Take me back to the flowchart!](#)

Seniors Outreach and Resource Centre

Description: The Seniors Outreach and Resource Centre is a community organization that offers support, information, and referral services to help seniors remain independent, connected, and well. The centre provides programs, social activities, and practical assistance to address needs related to aging, health, mobility, and community engagement.

Who this is for: This service is for older adults in the community, their families, and caregivers who need help accessing resources, programs, or support.

When this might help: This may help when a senior is looking for social programs, community connections, support navigating services, or information about local resources.

How to access: You can access services by contacting the centre by phone, email, or by visiting in-person during operating hours.

For a medical emergency, call 9-1-1.

For non-emergency health concerns, call 8-1-1 to speak with a nurse or health professional.

- *Phone:* (250) 861-6180
 - Fax: (250) 861-6153
- *Email:* info@seniorsoutreach.ca
- *Website:* [Seniors Outreach - Resources & Services for Seniors in the Okanagan](#)

Is a referral needed? No referral is required; anyone can contact the centre directly.

Cost: Many services and programs are free or operate on a low-cost basis; fees vary by program.

Wait times: No formal wait times; availability depends on demand and program schedules.

Location: The Seniors Outreach and Resource Centre is located in Kelowna, British Columbia.

[Take me back to the flowchart!](#)

Community Connections Support Services

Description: Community Connections Support Services is a private, accredited agency that provides community support, home share coordination, and residential services for adults living with developmental disabilities. They help people maximize their independence and participate fully in their homes and communities through social, recreational, and daily living supports.

Who this is for: You might be here if you are an adult with a developmental disability who wants to live more independently, if you are looking for home share options or residential support, or if you are a family member seeking community-based services for your loved one.

When this might help: This support can help when you need assistance with daily living skills like banking, budgeting, or cooking, when you want to participate in social and recreational activities in your community, when you need 24-hour residential support, or when you are looking for a home share arrangement with a caregiver.

How to access: You can access services by contacting Community Connections Support Services by phone, email, or through their website to inquire and set up supports.

- *Phone:* (250) 491-2907
 - Fax: 1 (866) 728-2938
 - Toll Free: (888) 491-2907
- *Email:* mail@commconn.ca
- *Website:* [Connect! – Community Connections Support Services' Home on the Web](#)

Is a referral needed? Yes, a referral from Community Living BC (CLBC) is required to access home sharing, residential, and respite support services. You can contact CLBC directly to begin the referral process.

Cost: Services are funded through Community Living BC (CLBC). Contact them directly for information about costs and funding arrangements.

If you have concerns about the safety or well-being of a senior call 1-866-437-1940, Monday to Friday, 8:00 a.m. to 8:00 p.m., excluding statutory holidays. Language interpretation services are available.

Wait times: Services are provided based on availability and CLBC funding allocation. Contact them directly ((250) 712-3610) to learn about current wait times for specific programs.

Location: Services are available in the Central Okanagan (Kelowna, West Kelowna), West Kootenay (Nelson, Trail, Grand Forks), and East Kootenay (Cranbrook) regions.

[Take me back to the flowchart!](#)

Interior Health Home and Community Care

Description: Interior Health Home and Community Care offers a range of services to help people stay safe and supported at home. Services include nursing care, personal support, rehabilitation therapy, wound care, medication help, equipment loans, and care planning for people with chronic or complex needs.

Who this is for: This service is for adults and seniors who need health care and support at home due to illness, disability, or age-related challenges.

When this might help: This may help when someone needs regular support with daily living, recovery after a hospital stay, nursing care at home, or help managing a health condition.

How to access: You can access services by contacting Interior Health Home and Community Care by phone or through their website to inquire and set up supports.

- *Phone:* 1 (800) 707-8550
- *Website:* [Home & Community Care | Interior Health](#)

Is a referral needed? A referral or request for assessment is required.

Cost: Basic home care services are covered under provincial health care. Some services or equipment may involve fees.

Wait times: Vary depending on service demand and are not listed publicly.

Location: Services are available throughout the Interior Health region in British Columbia.

[Take me back to the flowchart!](#)

Better at Home Program

Description: A free or low-cost program that helps seniors with simple daily tasks like housekeeping, rides, yard work, and friendly visits so they can stay living at home.

Who this is for: You might be here if you are 65 or older and need help to stay independent, or 55-64 with a disability. Priority is given to low-income seniors, immigrants, Indigenous elders, caregivers, and 2SLGBTQIA+ seniors.

For a medical emergency, call 9-1-1.

For non-emergency health concerns, call 8-1-1 to speak with a nurse or health professional.

When this might help: This can help when you need light cleaning, a ride to the doctor, snow shoveled, groceries picked up, or someone to visit you for company.

How to access: You can access services by contacting Better at Home Program by phone, email, or through their website to inquire and set up supports.

- *Phone:* (250) 861-6180 ext 5
- *Email:* betterathome@seniorsoutreach.ca
- *Website:* seniorsoutreach.ca/better-at-home/

Is a referral needed? No. You can call your local provider directly.

Cost: Free or low-cost based on your income. Friendly visits are always free.

Wait times: You may wait depending on volunteer availability in your area.

Location: Available in over 260 communities across BC. Find your local provider on the website. Their Kelowna location is 155 Asher Road, Kelowna, BC.

[Take me back to the flowchart!](#)

Red Cross Equipment Loan Program

Description: The Canadian Red Cross Health Equipment Loan Program (HELP) provides short-term loans of health and mobility equipment to people recovering from illness or injury, people with mobility needs, and those who need support to return home from hospital or remain at home safely. It includes items such as wheelchairs, walkers, bath seats, commodes, canes, raised toilet seats, and other durable medical equipment.

Who this is for: This program is for people of all ages who need health equipment to support recovery, independence, or mobility at home.

When this might help: This may help when someone is recovering from injury or surgery, managing mobility challenges, or needs equipment to safely remain in their home.

How to access: You can access services by contacting the Red Cross Equipment Loan Program by phone, email, or through their website to inquire and set up supports.

- *Phone:* 1 (800) 418-1111
- *Email:* WeCare@redcross.ca
- *Website:* [Canadian Red Cross Health Equipment Loan Program \(HELP\) - Canadian Red Cross](#)

Is a referral needed? Yes, a referral from a regulated health care provider is required to access equipment loans.

Cost: Free or low-cost. Long-term loans are free for eligible clients.

Wait times: Not publicly listed and can vary based on demand and equipment availability.

Location: The program operates in British Columbia, across other Canadian provinces and territories, through local Red Cross branches and depots.

If you have concerns about the safety or well-being of a senior call 1-866-437-1940, Monday to Friday, 8:00 a.m. to 8:00 p.m., excluding statutory holidays. Language interpretation services are available.

[Take me back to the flowchart!](#)

Lake Country Health Equipment Bank

Description: The Equipment Bank, operated by Lake Country Health, provides free access to mobility and medical support equipment for community members. Available items include walkers, wheelchairs, canes, bath seats, raised toilet seats, grab bars, and other assistive devices that support safety, recovery, and independence at home.

Who this is for: Community members who require short-term mobility or medical equipment due to injury, surgery, illness, aging, or caregiving needs.

When this might help: This service is helpful after a fall, hospitalization, surgery, or illness that affects mobility. It is also useful when setting up a safer home environment for someone with changing physical needs.

How to access: Individuals can contact Lake Country Health directly by phone or email to inquire about available equipment. It is recommended to call ahead to confirm availability before visiting.

- *Phone:* (778) 215-5247
- *Email:* office@lakecountryhealth.ca
- *Website:* [Equipment Bank | Lake Country Health](#)

Is a referral needed? No referral is indicated. Community members can contact the organization directly.

Cost: Equipment is provided free of charge.

Wait times: Not specified. Access depends on current equipment availability.

Location: 10080 Main Street, Lake Country, BC V4V 1T8 Canada

[Take me back to the flowchart!](#)

For a medical emergency, call 9-1-1.

For non-emergency health concerns, call 8-1-1 to speak with a nurse or health professional.

FOOD, FINANCIAL STRAIN, AND BASIC NEEDS

Lake Country Food Bank

Description: The Lake Country Food Bank provides emergency food support and basic household items to individuals and families in need. It works to reduce food insecurity and help community members access nutritious food through regular food distribution and supplementary programs.

Who this is for: This service is for residents of the Lake Country area who need help with food and essential items.

When this might help: This may help when someone is struggling to afford groceries or needs short-term food support.

How to access: You can access the food bank by contacting them by phone or email, filling out an intake form, and attending scheduled food distribution times.

- *Phone:* (250) 766–0125
- *Email:* info@lakecountryfoodbank.org
- *Website:* [Food Bank | Lake Country Food Bank | Lake Country](#)

Is a referral needed? No referral is required to access services; residents can contact the food bank directly.

Cost: Services are provided at no cost.

Wait times: Not publicly listed and depend on appointment availability.

Location: 9830C Bottom Wood Lake Rd. Lake Country, B.C. V4V 1S7

[Take me back to the flowchart!](#)

BC Seniors Supplement

Description: The BC Seniors Supplement is a provincial financial support payment provided on a monthly basis to low-income seniors living in British Columbia who receive the federal Old Age Security (OAS) pension and the Guaranteed Income Supplement (GIS) or the Allowance for a spouse. It acts as a top-up to help increase monthly income for eligible seniors.

Who this is for: This is for BC residents aged 65 or older (or 60–64 with federal allowance) who receive federal OAS and GIS benefits and meet income criteria.

When this might help: This may help when a senior's monthly income from federal programs is low and extra financial support could assist with basic living expenses.

How to access: You do not apply separately for this benefit. Eligibility is determined automatically based on your federal OAS and GIS/Allowance status through Service Canada, and the province issues the supplement one month after your first eligible federal payment.

If you have concerns about the safety or well-being of a senior call 1-866-437-1940, Monday to Friday, 8:00 a.m. to 8:00 p.m., excluding statutory holidays. Language interpretation services are available.

- *Phone:* 1 (866) 866-0800 (for questions), 1 (800) 277-9914 (to confirm federal benefit status)
- *Website:* [Senior's Supplement - Province of British Columbia](#)

Is a referral needed? No referral is needed. Participation is automatic if you qualify for federal benefits and meet residency rules.

Cost: There is no cost to receive the supplement.

Wait times: There are no published wait times since eligibility is determined automatically by federal benefit status.

Location: The program is provided throughout British Columbia and administered by the provincial government.

[Take me back to the flowchart!](#)

Canada Caregiver Credit

Description: The Canada Caregiver Credit is a non-refundable tax credit that helps reduce the amount of income tax you owe if you support a dependent with a physical or mental impairment. It provides tax relief for people who care for children, spouses, parents, grandparents, or other eligible dependents with impairments.

Who this is for: This credit is for Canadian taxpayers who support a dependent with a physical or mental impairment and who meet the eligibility criteria set by the Canada Revenue Agency (CRA).

When this might help: This might help when you file your annual tax return and are claiming deductions and credits to reduce the tax you owe due to caregiving responsibilities.

How to access: You access the credit when you complete your federal income tax return by claiming the Canada Caregiver Amount on the appropriate form and schedules.

- *Phone:* 1 (800) 959-8281
- *Website:* [Canada caregiver credit - Canada.ca](#)

Is a referral needed? No referral is needed. You claim the credit directly when you file your tax return.

Cost: There is no cost to claim the credit.

Wait times: Vary by call volume and time of year.

Location: This federal tax credit applies across all of Canada.

[Take me back to the flowchart!](#)

For a medical emergency, call 9-1-1.

For non-emergency health concerns, call 8-1-1 to speak with a nurse or health professional.

BC Hydro Customer Crisis Fund

Description: The BC Hydro Customer Crisis Fund helps residential customers who are experiencing short-term financial hardship pay their electricity bills. The fund provides emergency assistance to help prevent service disconnection or support reconnection after a shut-off.

Who this is for: This service is for BC Hydro residential customers who are struggling to pay their power bill due to a financial crisis.

When this might help: This may help when someone cannot pay their current electricity bill, is at risk of disconnection, or needs help restoring service.

How to access: You apply directly through BC Hydro by completing an online application or contacting customer service.

- *Phone:* 1 (800) 224-9376
- *Website:* [Customer Crisis Fund](#)

Is a referral needed? No referral is required

Cost: There is no cost to apply, and the assistance does not need to be repaid.

Wait times: Vary and are not publicly listed.

Location: Available at locations across British Columbia.

[Take me back to the flowchart!](#)

Church and Community Food Partnerships

Description: Church and Community Food Partnerships are programs supported through the United Way British Columbia Helpline that connect people with local food banks, meal programs, community kitchens, and other food support services in their area. These partnerships help reduce food insecurity and help people access emergency food and nutrition resources.

Who this is for: This service is for individuals and families in need of food support or who need help finding local food programs.

When this might help: This may help when someone is experiencing difficulty affording groceries, needs emergency food, or wants information about community food resources.

How to access: You can access these services by contacting the United Way BC Helpline by phone or online to be connected with local food support programs through church and community partners.

- *Email:* 211-info@uwbc.ca
- *Website:* [Helpline Services - United Way British Columbia](#)

Is a referral needed? No referral is required to contact the Helpline or access food partnership support.

Cost: Services are provided at no cost.

Wait times: Vary depending on call volume and program availability.

If you have concerns about the safety or well-being of a senior call 1-866-437-1940, Monday to Friday, 8:00 a.m. to 8:00 p.m., excluding statutory holidays. Language interpretation services are available.

Location: Available at locations all across British Columbia.

[Take me back to the flowchart!](#)

United Way BC, 2-1-1

Description: United Way BC operates the 2-1-1 Helpline, a free information and referral service that connects people with community, social, health, and government services across British Columbia. You can call or search online to find supports for food, housing, financial help, mental health, legal aid, and more.

Who this is for: This service is for anyone in British Columbia who needs help finding community supports or information about local services.

When this might help: This may help when you are trying to find resources for food, housing, health care, support groups, crisis services, or other community programs.

How to access: You can access the service by calling 2-1-1 on your phone or by using the online search tool on the 2-1-1 website.

- *Phone:* 2-1-1
- *Website:* [Home - Homepage - 211 British Columbia](#)

Is a referral needed? No referral is needed; anyone can contact 2-1-1 directly.

Cost: The service is free.

Wait times: Vary depending on call volume and time of day.

Location: Available at locations all across British Columbia.

[Take me back to the flowchart!](#)

United Way Central and South Okanagan Similkameen

Description: United Way British Columbia's Southern Interior region supports community well-being by connecting people to services and funding local programs that address food security, housing, children & youth, seniors, emergency response, and health and wellness. It partners with community agencies to build resilience and provide help where it's most needed.

Who this is for: This service is for individuals, families, community groups, and local agencies who need support with social, health, and community challenges or who want to access or strengthen community services.

For a medical emergency, call 9-1-1.

For non-emergency health concerns, call 8-1-1 to speak with a nurse or health professional.

When this might help: This may help when you need information on community resources, access to supportive programs, or funding for local initiatives in the Okanagan, Similkameen, West Kootenay, and Shuswap regions.

How to access: You can contact United Way BC Southern Interior by phone or email to learn about available supports, community programs, and partnership opportunities.

- *Phone:* (250) 860-2356
- *Email:* info-sibc@uwbc.ca
- *Website:* [Southern Interior Region - United Way British Columbia](#)

Is a referral needed? No formal referral is required; you can reach out directly.

Cost: There is no cost to contact or access information; some programs funded through United Way may have their own eligibility requirements.

Wait times: Vary by service and program and are not listed publicly.

Location: United Way British Columbia – Southern Interior region serves communities across the Central and South Okanagan, Similkameen, West Kootenay, and Shuswap areas of British Columbia, with an office in Kelowna.

[Take me back to the flowchart!](#)

Beyond the Bell

Description: Beyond the Bell is a community initiative run by YMCA of the Southern Interior that focuses on supporting children and youth through out-of-school programs, activities, mentorship, and social connection. It aims to help young people build confidence, stay engaged in learning, and develop life skills in a safe and supportive environment.

Who this is for: This program is for children, youth, and families in the Southern Interior region who benefit from after-school support, mentorship, and positive social activities.

When this might help: This may help when a child or youth needs structured after-school activities, extra support with friendships, confidence, goal setting, or a safe space to belong and grow.

How to access: You can access Beyond the Bell by contacting the YMCA of the Southern Interior for information about program locations, registration, and availability.

- *Phone:* (250) 762-9622
- *Email:* info@ymcasib.ca
- *Website:* [YMCA Beyond the Bell after-school enrichment program](#)

Is a referral needed? No referral is needed; families can register directly.

Cost: Program costs vary by location and activity; contact the YMCA for specific fees.

Wait times: Varies depending on program demand and spots available.

If you have concerns about the safety or well-being of a senior call 1-866-437-1940, Monday to Friday, 8:00 a.m. to 8:00 p.m., excluding statutory holidays. Language interpretation services are available.

Location: Programs run at community and school sites across the Southern Interior region of British Columbia.

[Take me back to the flowchart!](#)

For a medical emergency, call 9-1-1.
For non-emergency health concerns, call 8-1-1 to speak with a nurse or health professional.

MENTAL HEALTH AND EMOTIONAL WELLBEING

Interior Health Mental Health and Substance Use Services

Description: Interior Health Mental Health and Substance Use Services (MHSUS) is the first line of assistance that is offered by the provincial health authority. MHSUS offers a wide range of services, including support for eating disorders, other mental health conditions, and substance use challenges.

Who this is for: People experiencing mental health concerns or substance use challenges.

When this might help: Whenever a person feels ready to seek support.

How to access: Contact Interior Health Mental Health and Substance Use Services directly by phone or through their website to connect with appropriate supports in your area.

- *Phone:* (250) 310-6478
- *Website:* [Mental Health & Substance Use | Interior Health](#)

Is a referral needed? No. You can access these resources at any time.

Cost: Free.

Wait times: Not specified. Timing depends on program availability and capacity.

Location: Throughout the Interior Health region, including Williams Lake, Princeton, and Elkford.

[Take me back to the flowchart!](#)

CMHA Vernon Peer Support Services

Description: The Peer support service allows people to reach out to a volunteer who offers emotional and practical support to individuals navigating mental health challenges. These people have lived experience and have been trained to offer connection through lived experiences.

Who this is for: This is for Caregivers who are feeling isolated or feel they have nobody to confide in.

When this might help: When a Caregiver is feeling isolated

How to access: Self-refer through the CMHA Vernon and District Branch Peer Support Services webpage.

- *Phone:* (250) 542-3114 (Monday to Friday, 8:00am - 4:00pm)
 - *Fax:* (250) 549-8446
- *Email:* vernon@cmhavernon.ca
- *Website:* [Peer Support Services – CMHA Vernon and District Branch](#)

Is a referral needed? Self-referral is accepted.

Cost: Free.

Wait times: Not specified. Timing depends on volunteer availability.

Location: 3100 28 Ave, Vernon, BC V1T 1W3

If you have concerns about the safety or well-being of a senior call 1-866-437-1940, Monday to Friday, 8:00 a.m. to 8:00 p.m., excluding statutory holidays. Language interpretation services are available.

[Take me back to the flowchart!](#)

Foundry Kelowna

Description: Foundry Kelowna is run by CMHA Kelowna. These centres bring together various service providers and organizations to offer a wide range of support to young people aged 12-24 and their families. The Interior Health Youth Team operates from Foundry Kelowna.

Who this is for: Young people aged 12-24 and their caregivers.

When this might help: When youth feel overwhelmed, disconnected, or need timely mental health, substance use, or primary care support.

How to access: Contact Foundry Kelowna directly by phone or email, or visit the website to learn about drop-in and scheduled services.

- *Phone:* (236) 420-2803
- *Email:* foundry@cmhakelowna.org
- *Website:* [Foundry Kelowna - foundrybc](#)

Is a referral needed? No. You can access these resources at any time.

Cost: Free.

Wait times: Same day for many of their services.

Location: 100 - 1815 Kirschner Road, Kelowna, BC V1Y 4N7

[Take me back to the flowchart!](#)

Hospice Counselling Services

Description: Interactive Counselling provides grief counselling services for adults, teens, and children who are coping with various types of loss, including the death of a loved one, miscarriage, relationship loss, or major life changes.

Who this is for: Anyone experiencing grief or loss, including caregivers and family members.

When this might help: During bereavement, miscarriage or fertility loss, separation or divorce, or after other significant life changes.

How to access: Book directly online through their JaneApp booking system [HERE](#) or visit the Interactive Counselling grief counselling webpage.

- *Phone:* Varies based on location.
 - Kelowna: (250) 859-4485
 - Vernon: (778) 506-2276

For a medical emergency, call 9-1-1.

For non-emergency health concerns, call 8-1-1 to speak with a nurse or health professional.

- Penticton: (236) 700-6707
- *Email:* info@interactivecounselling.ca
- *Website:* [Kelowna Grief Counselling | Interactive Counselling](#)

Is a referral needed? No, self-referral with direct booking.

Cost: Not specified. Contact the clinic directly for current fees.

Wait times: Not specified. Availability varies by counsellor.

Location: Locations available in Kelowna, Vernon, and Penticton.

[Take me back to the flowchart!](#)

Here to Help BC

Description: Here to Help offers mental health and substance use information, tools, and connections to resources across British Columbia. There are strategies to help you take care of your mental health and use substances in healthier ways, find the information you need to manage mental health and substance use problems, and learn how you can support a loved one.

Who this is for: People seeking trustworthy mental health and substance use information and resources, including self-help tools.

When this might help: When you need information about symptoms, coping skills, self-care practices, or how to support someone facing mental health or substance use challenges.

How to access: Visit the Here to Help online resource library to browse topics and tools at any time.

- *Phone:* 1 (800) 661-2121 (Publications)
 - Toll Free in BC: (604) 669-7600
 - Fax: (604) 688-3236
- *Email:* support@heretohelp.bc.ca (Get help)
- *Website:* [Resource Library | Here to Help](#)

Is a referral needed? No. You can access these resources at any time.

Cost: Free.

Wait times: Immediate access to online resources.

Location: Online/Virtual, accessible anywhere with an internet connection.

[Take me back to the flowchart!](#)

BounceBack BC

If you have concerns about the safety or well-being of a senior call 1-866-437-1940, Monday to Friday, 8:00 a.m. to 8:00 p.m., excluding statutory holidays. Language interpretation services are available.

Description: BounceBack BC is a free, evidence-based mental health program that supports people aged 13 and older experiencing low mood, mild to moderate depression, anxiety, stress, or worry. Participants work through structured self-help workbooks and receive guidance from a trained coach through scheduled phone or video sessions. The program focuses on practical skills to improve mood, manage stress, and build coping strategies.

Who this is for: People aged 13 and older living in British Columbia who want structured, practical tools to manage mild to moderate mental health challenges.

When this might help: When ongoing stress, worry, or low mood begins to affect daily functioning such as sleep, school, work, or relationships, and crisis services are not required.

How to access: Complete the short online intake form on the BounceBack BC website to self-refer.

- *Phone:* 1 (866) 639-0522
- *Email:* bounceback@cmha.bc.ca
- *Website:* [Bounceback](#)

Is a referral needed? No. You can access these resources at any time.

Cost: Free, funded by the Government of British Columbia.

Wait times: Initial contact within 5–7 business days. First coaching session typically scheduled within 1–3 weeks.

Location: Province-wide. Services delivered by phone or video. Workbooks provided online or by mail.

[Take me back to the flowchart!](#)

For a medical emergency, call 9-1-1.

For non-emergency health concerns, call 8-1-1 to speak with a nurse or health professional.

SOCIAL CONNECTION AND COMPANIONSHIP

Good Morning Call Program

Description: The Good Morning Program is a free telephone service that provides daily safety check calls to seniors or people with high health risks who live alone or feel isolated in the community. Trained volunteers make non-intrusive, non-judgmental calls 365 days a year to ensure participants are safe and provide social interaction, support, and referrals when needed.

Who this is for: Seniors or people with high health risks who live alone or feel isolated in the community

When this might help: When individuals want to remain living independently longer, while having daily safety checks and some social interaction

How to access:

- *Phone:* (250) 542-3115 ext. 235 (Business Line)
- *Website:* [The Good Morning Program | HealthLink BC](#)

Is a referral needed? Open access. No referral required.

Cost: Free.

Wait times: Not specified.

Location: Services available in Vernon, Armstrong, Enderby, Lumby, Cherryville, Falkland, and Westside

[Take me back to the flowchart!](#)

Friendly Visitor Program

Description: Lower Similkameen Community Services Society Friendly Visitor connects isolated seniors with trained volunteers who provide regular companionship through in-home visits, phone chats, walks, or outings. The program helps reduce loneliness, supports social connection, and encourages seniors to remain engaged in their community.

Who this is for: Isolated seniors in the community who would benefit from regular social interaction and companionship.

When this might help: When a senior is feeling lonely, isolated, or would enjoy regular social visits or friendly check-ins.

How to access: Contact the Lower Similkameen Community Services Society directly by phone or through their website.

- *Phone:* (250) 499-2352
- *Website:* [Friendly Visitor - Lower Similkameen Community Services Society](#)

If you have concerns about the safety or well-being of a senior call 1-866-437-1940, Monday to Friday, 8:00 a.m. to 8:00 p.m., excluding statutory holidays. Language interpretation services are available.

Is a referral needed? Open access. No referral required.

Cost: Free.

Wait times: Not specified on the website.

Location: The program serves the South Similkameen communities.

[Take me back to the flowchart!](#)

Friendly Calls Program

Description: Canadian Red Cross Friendly Calls is a free, national telephone support program that matches adults aged 18 and over with trained Red Cross personnel. Volunteers call regularly to provide emotional support, check-in on well-being, encourage healthy coping strategies, and connect participants with local resources and community supports tailored to their needs.

Who this is for: Adults aged 18 and over across Canada who could benefit from increased social connection, emotional support, or regular friendly check-in calls.

When this might help: When someone is feeling isolated, lonely, or would benefit from regular supportive conversation and connection, but does not require crisis or intensive clinical services.

How to access: Call the Friendly Calls toll-free line or complete the online sign-up form on the Canadian Red Cross website to register yourself or someone you're helping.

- *Phone:* 1 (833) 979-9779 (toll-free, weekdays 9 a.m. to 5 p.m. local time)
- *Email:* friendlycallsbc@redcross.ca
- *Website:* [Friendly Calls Program - Canadian Red Cross](#)

Is a referral needed? No, self-referral is accepted.

Cost: Free.

Wait times: Not specified; frequency and length of calls are tailored to the participant's needs.

Location: Available nationally across Canada by phone.

[Take me back to the flowchart!](#)

For a medical emergency, call 9-1-1.

For non-emergency health concerns, call 8-1-1 to speak with a nurse or health professional.

IN-HOME CARE AND RESPITE

Home Instead

Description: Home Instead provides private in-home support for older adults in Kelowna and surrounding communities. Care plans are individualized and scheduling is flexible. Services focus on non-medical support such as personal care, companionship, meal preparation, light housekeeping, transportation, and dementia care. Care is delivered by trained Care Professionals.

Who this is for: Older adults who want to remain safely at home. People who need help with personal care or daily tasks. Individuals living with dementia or other chronic conditions. Families who need respite support.

When this might help: When people need help maintaining independence at home, require assistance with daily tasks like cooking or cleaning, need accompaniment to appointments or errands, or when families need respite care support.

How to access: Call the local office or request a free in-home consultation through the Home Instead website to discuss care needs and arrange services.

- *Phone:* (250) 860-4113 or (778) 400-6243 (Specific for Kelowna)
- *Website:* [Home Instead Kelowna, BC - Trusted In-Home Senior Care](#)

Is a referral needed? Open access. No referral required.

Cost: A free initial consultation is available.

Wait times: Many clients begin receiving support within 48 hours of initial contact.

Location: Serves Kelowna, BC and surrounding areas including Lake Country, West Kelowna, Peachland, Summerland, Penticton, and Naramata.

[Take me back to the flowchart!](#)

Just Like Family Home Care

Description: Just Like Family provides professional in-home support for seniors and adults in Kelowna and surrounding communities. Services include companionship, respite care, disability support, post-hospital recovery support, personal care, and household assistance. Care plans are tailored to individual needs.

Who this is for: Older adults who want to remain at home. People with disabilities. Individuals recovering after hospitalization. Families who need respite support.

When this might help: When help is needed with daily living tasks. After a hospital stay. When a caregiver needs a break. When ongoing support is required due to disability or chronic illness.

If you have concerns about the safety or well-being of a senior call 1-866-437-1940, Monday to Friday, 8:00 a.m. to 8:00 p.m., excluding statutory holidays. Language interpretation services are available.

How to access: Call the Kelowna office or complete the online contact form on the Just Like Family website to request a consultation.

- *Phone:* (250) 215-2477
- *Email:* okanagan@justlikefamily.ca
- *Website:* [Home Care Kelowna | Senior Care Kelowna | Just Like Family Home Care](#)

Is a referral needed? No. Self-referral is accepted.

Cost: Private pay. Pricing is discussed during the initial consultation.

Wait times: A staff member typically responds within 24 hours to arrange an initial consultation.

Location: 1100 – 1631 Dickson Ave, Kelowna, BC V1Y 0B5. Services are provided in clients' homes throughout Kelowna, Summerland, Penticton, and nearby communities.

[Take me back to the flowchart!](#)

Comfort Keepers

Description: Comfort Keepers Kelowna provides professional in-home senior care services, including companionship, personal care, light housekeeping, meal preparation, transportation to appointments, and specialized care for dementia and end-of-life needs. They offer both part-time and 24-hour live-in care options.

Who this is for: Older adults who want to remain living safely at home, people who need help with daily living tasks, individuals living with chronic conditions, families who need caregiver respite, and anyone needing flexible home support options.

When this might help: When daily tasks become hard, after a hospital stay, when supervision or companionship is needed, when families need a break, or when ongoing in-home support is needed due to aging or health challenges

How to access: Call the Comfort Keepers Kelowna office or use the contact form on the Comfort Keepers Kelowna website to request a free care consultation.

- *Phone:* (778) 214-2464
- *Website:* [Home Care & Caregivers Services | Respite & Senior Care | Assisted Living Kelowna](#)

Is a referral needed? No. Self-referral is accepted.

Cost: Private-pay rates apply. Pricing is discussed during the initial consultation.

Wait times: Wait times vary. A care consultation is typically arranged soon after contact.

Location: 1835 Gordon Dr #115C, Kelowna, BC V1Y 6B6, Canada. Services are provided in clients' homes throughout Kelowna and surrounding areas such as Lake Country, Vernon, Salmon Arm, and Sorrento.

[Take me back to the flowchart!](#)

For a medical emergency, call 9-1-1.

For non-emergency health concerns, call 8-1-1 to speak with a nurse or health professional.

Senior Helpers

Description: Senior Helpers provides professional in-home care for seniors in Kelowna and surrounding communities. Care plans are customized to individual needs. Services include companion care, personal care, respite care, and specialized support for Alzheimer's disease, dementia, Parkinson's disease, and other chronic conditions. Care is delivered by trained caregivers in the client's home.

Who this is for: Older adults who want to remain at home. Individuals living with Alzheimer's disease, dementia, Parkinson's disease, or other chronic illnesses. Families who need respite or ongoing in-home support.

When this might help: When help is needed with daily living tasks. When specialized memory or neurological support is required. When a family caregiver needs a break. When safety and independence at home are concerns.

How to access: Call the Kelowna office or complete the online contact form on the Senior Helpers website to request a consultation.

- *Phone:* (236) 361-7813
- *Email:* info@seniorhelpers.ca
- *Website:* [Senior Care in Kelowna - Professional Home Care Services](#)

Is a referral needed? No. Self-referral is accepted.

Cost: Private pay. Pricing varies based on type and duration of care and is discussed during consultation.

Wait times: Not specified on the website. Availability depends on care needs and staffing.

Location: 3021A Pandosy Street, Kelowna, BC V1Y 1W1. Services are provided in clients' homes throughout Kelowna and surrounding communities.

[Take me back to the flowchart!](#)

Healthy at Home Senior Care

Description: Healthy at Home Senior Care provides in-home support to help seniors remain safe and independent. Services include housekeeping, meal preparation, companionship, personal care, medication assistance, and nursing support. Care plans are tailored to individual needs.

Who this is for: Older adults in the Central Okanagan who need help with daily living. Seniors who want to remain at home with added support. Families who need respite assistance.

When this might help: When mobility or memory makes daily tasks difficult. After a health change or hospital stay. When a caregiver needs relief. When a senior wants extra help to remain independent.

If you have concerns about the safety or well-being of a senior call 1-866-437-1940, Monday to Friday, 8:00 a.m. to 8:00 p.m., excluding statutory holidays. Language interpretation services are available.

How to access:

- *Phone:* (250) 762-2233
- *Email:* info@healthyathomeseniorcare.com
- *Website:* [Healthy at Home Senior Care – Providing the assistance and support to help seniors live safely with comfort, independence, and dignity](#)

Is a referral needed? No. Self-referral is accepted.

Cost: Private pay. Pricing is discussed during the consultation.

Wait times: Emergency or respite visits can often begin within 24 hours. Ongoing schedules are arranged based on availability and care needs.

Location: Head office in Kelowna, BC. Serves Kelowna, West Kelowna, Lake Country, and Peachland.

[Take me back to the flowchart!](#)

Kelowna Homecare Solutions

Description: Kelowna Homecare Solutions provides medically supervised in-home health care across the Central Okanagan. Services include personal support, companionship, respite care, nursing care, occupational therapy, and accompanied visits. Care is coordinated to support safety and independence at home.

Who this is for: Seniors who need support at home. Individuals recovering from surgery or illness. People living with chronic conditions. Families who need caregiver relief.

When this might help: After a hospital discharge. During illness recovery. When ongoing nursing or therapy support is needed at home. When a family caregiver requires respite.

How to access: Call the office or submit a contact request through the Kelowna Homecare Solutions website to arrange a consultation.

- *Phone:* +1 (250) 861-8315
- *Email:* CPears@kelownahomecare.com
- *Website:* [KELOWNA HOMECARE SOLUTIONS](#)

Is a referral needed? No. Self-referral is accepted.

Cost: Private pay. Pricing is discussed during the consultation.

Wait times: Varies depending on service type and availability.

Location: Based in Kelowna, BC. Serves the Central Okanagan region.

[Take me back to the flowchart!](#)

For a medical emergency, call 9-1-1.

For non-emergency health concerns, call 8-1-1 to speak with a nurse or health professional.

JnB Homecare Services

Description: JnB Homecare Services provides both medical and non-medical care in the home. They support individuals with personal care, housekeeping, companionship, and respite. They also offer specialized care for people with developmental disabilities or brain injuries. Care is tailored to each person's needs.

Who this is for: Adults and seniors who need extra support at home. Individuals living with developmental disabilities or recovering from brain injury. Families who need reliable respite care.

When this might help: After a hospital stay. During recovery from illness or injury. When ongoing support is needed for a chronic condition or disability. When family caregivers need a break.

How to access: Call the office or complete the contact form on their website to request an assessment and discuss care options.

- *Phone:* (250) 300-7767
- *Email:* jenbella.homecareservices@yahoo.com
- *Website:* [Home | JnB Homecare](#)

Is a referral needed? No. You can contact them directly.

Cost: Private pay. Rates are discussed during the assessment.

Wait times: Varies depending on services needed and staff availability.

Location: Based in Kelowna, BC. Serves the Central Okanagan region.

[Take me back to the flowchart!](#)

TLC Home Support

Description: TLC Home Support is a Kelowna-based home care provider offering personalized in-home support. Services include personal care, companionship, housekeeping, respite, and recovery support. They offer 24/7 availability and free in-home assessments to build a care plan that fits your needs.

Who this is for: Seniors and adults who need extra help at home. Families looking for reliable daily support or short-term recovery care.

When this might help: After a hospital stay. When daily tasks feel overwhelming. When a caregiver needs peace of mind or a break. When ongoing support is needed to stay safely at home.

How to access: Call the office or complete the online form on the TLC Home Support website to arrange a free in-home assessment.

- *Phone:* (250) 860-5683
 - Toll Free: 1-877-317-0373
- *Email:* info@tlchomesupport.com

If you have concerns about the safety or well-being of a senior call 1-866-437-1940, Monday to Friday, 8:00 a.m. to 8:00 p.m., excluding statutory holidays. Language interpretation services are available.

- *Website:* [Home Support | TLCHomeSupport | Kelowna](#)

Is a referral needed? No. You can contact them directly.

Cost: Private pay. Pricing is discussed during the free assessment.

Wait times: Assessment is available at no charge. Service start times depend on availability and care needs.

Location: Kelowna, British Columbia. Services are provided in clients' homes throughout the area.

[Take me back to the flowchart!](#)

Qualicare Home Care

Description: Qualicare provides family-focused in-home care using a “360° Approach.” A dedicated Care Expert coordinates a comprehensive care plan that supports daily living, medical needs, and family communication. Services include personal care, companionship, nursing support, dementia care, and care coordination.

Who this is for: Families supporting someone with chronic illness. Individuals living with dementia, Parkinson’s disease, ALS, or complex health needs. Seniors who need coordinated support at home.

When this might help: During a medical crisis. When care needs feel complicated or overwhelming. When navigating multiple providers or appointments. When family caregivers need respite and guidance.

How to access: Call the office for a free consultation or complete the contact form on the Qualicare website to discuss your family’s needs.

- *Phone:* (250) 293-0773
- *Website:* [Family Home Care Services Near Vernon Kelowna, BC](#)

Is a referral needed? No. You can contact them directly.

Cost: Private pay. Pricing varies depending on level of care and is discussed during consultation

Wait times: Consultations are available upon request. Care can begin after a care plan is developed and staffing is arranged.

Location: Serves the Vernon–Kelowna region, including Summerland, Armstrong, and Winfield.

[Take me back to the flowchart!](#)

Nurse Next Door Services

Description: Nurse Next Door provides 24/7 in-home care guided by their “Happier Aging” philosophy. They offer personalized caregiver matching and coordinated care plans. Services include personal care, companionship, dementia support, respite care, and post-surgical recovery support.

For a medical emergency, call 9-1-1.

For non-emergency health concerns, call 8-1-1 to speak with a nurse or health professional.

Who this is for: Seniors who want to remain at home. Adults with disabilities. Individuals recovering after surgery. People living with dementia. Families who need consistent and reliable support.

When this might help: When 24-hour care is needed. After hospital discharge. When building a consistent caregiver relationship is important. When families need flexible respite support.

How to access: Call for a consultation or complete the contact form on the Nurse Next Door website to discuss care needs.

- *Phone:* +1 (877) 588-8609
- *Website:* [24/7 Professional In-Home Care Services - Nurse Next Door](#)

Is a referral needed? No. You can contact them directly.

Cost: Private pay. Pricing varies depending on level and duration of care and is discussed during consultation.

Wait times: Consultations are available 24/7. Care start times depend on availability and care needs. No long-term contracts are required.

Location: Kelowna office at 223-1889 Springfield Road. Serves Kelowna and surrounding communities.

[Take me back to the flowchart!](#)

DNA's Helping Hands

Description: DNA's Helping Hands offers senior-focused support in Kelowna. They help with transportation, errands, companionship, and in-home assistance. They use eco-friendly electric vehicles and can also help with pet visits to enrich social connection.

Who this is for: Seniors who want to stay independent at home. Older adults who need help with getting around or attending appointments. Individuals who would benefit from companionship and practical support.

When this might help: When transportation becomes hard. When daily tasks feel overwhelming. When social connection is limited. When caregivers need support.

How to access: Contact DNA's Helping Hands through the contact form or phone number on their website to inquire about services and availability.

- *Phone:* (250) 808-9326
- *Email:* info@dnahelpinghands.ca
- *Website:* <https://dnahelpinghands.ca/>

Is a referral needed? No. You can contact them directly.

Cost: Private pay. Rates are discussed when you inquire.

Wait times: Not specified on the website. Availability depends on scheduling.

Location: Kelowna, BC. Services are provided in clients' homes and for community transportation.

If you have concerns about the safety or well-being of a senior call 1-866-437-1940, Monday to Friday, 8:00 a.m. to 8:00 p.m., excluding statutory holidays. Language interpretation services are available.

[Take me back to the flowchart!](#)

MD Home Care

Description: MD Home Care is a locally owned home care provider with over 20 years of experience. They offer 24/7 in-home support. Services include personal care, medical support, dementia care, mental health support, and post-surgical care. Care plans are tailored to each client's needs.

Who this is for: Seniors who need help with daily living. Individuals living with Alzheimer's disease or dementia. Adults with mental health needs. People recovering after surgery. Families seeking reliable ongoing support.

When this might help: When care needs are complex. When palliative or end-of-life support is required. After hospital discharge. When daily personal care assistance is needed.

How to access: Call the office for 24/7 support or submit an inquiry through the MD Home Care website to discuss care options.

- *Phone:* (250) 470-9020 (available 24/7)
- *Website:* <https://www.mdhomecare.ca/>

Is a referral needed? No. You can contact them directly.

Cost: Private pay. Rates are discussed during consultation.

Wait times: Available 24/7. Service start times depend on care needs and staffing.

Location: Serves Kelowna, Winfield, Oyama, Westbank, West Kelowna, Peachland, and Osoyoos.

[Take me back to the flowchart!](#)

Companion Care

Description: Companion Care through Comfort Keepers focuses on social connection and everyday support. Services include companionship, transportation, meal preparation, light housekeeping, and help with errands. The goal is to support independence while reducing isolation.

Who this is for: Seniors who would benefit from regular social interaction. Older adults who need help with errands or transportation. Individuals who want light support to remain independent at home.

When this might help: When loneliness or isolation is a concern. When getting to appointments becomes difficult. When small daily tasks begin to feel overwhelming. When families want added peace of mind.

How to access: Request a free in-home consultation through the Comfort Keepers website or contact the local office to discuss care options.

- *Phone:* (866) 363-0072

For a medical emergency, call 9-1-1.

For non-emergency health concerns, call 8-1-1 to speak with a nurse or health professional.

- *Website:* [Companion Care for Seniors | Comfort Keepers Canada](#)

Is a referral needed? No. You can contact them directly.

Cost: Private pay. Rates are discussed during the consultation.

Wait times: Free consultation available. Service start times depend on availability.

Location: Available in Kelowna, British Columbia through the local Comfort Keepers office.

[Take me back to the flowchart!](#)

Interior Health Respite Services

Description: Interior Health provides publicly funded short-term respite care in long-term care homes. This service offers temporary placement so family caregivers can rest or attend to other responsibilities. Care is provided in a licensed facility.

Who this is for: Family caregivers supporting someone with significant care needs at home. Individuals who may be at risk of long-term care admission. Families who need structured, short-term relief.

When this might help: When a caregiver needs a planned break. During emergencies. When temporary relief is needed due to illness, travel, or burnout.

How to access: Call Interior Health Home and Community Care Central Intake to request an assessment or visit the website for more information.

- *Phone:* +1 (800) 707-8550
- *Website:* [Respite Care | Home & Community Care | IH](#)

Is a referral needed? Yes. An assessment through Interior Health Home and Community Care is required.

Cost: Subsidized services with a fixed daily rate. Financial assistance may be available based on income.

Wait times: Varies depending on bed availability. Planned respite is encouraged.

Location: Available throughout the Interior Health region in designated long-term care facilities.

[Take me back to the flowchart!](#)

BC Adult Day Programs

Description: BC Adult Day Programs are publicly funded community programs that offer social activities, light health services, and caregiver support. Programs typically run one to two days per week. They provide a safe and supportive environment outside the home.

If you have concerns about the safety or well-being of a senior call 1-866-437-1940, Monday to Friday, 8:00 a.m. to 8:00 p.m., excluding statutory holidays. Language interpretation services are available.

Who this is for: Seniors and adults with disabilities who benefit from structured daytime support. Individuals who need supervision or health monitoring. Caregivers who need regular respite during the week.

When this might help: When social isolation is increasing. When routine and structured activity would help. When caregivers need predictable breaks. When light health oversight is needed during the day.

How to access: Contact your regional health authority Home and Community Care office to request an assessment or speak with a healthcare provider about a referral.

- *Phone:* +1 (800) 707-8550
- *Website:* [Adult Day Services - Province of British Columbia](#)

Is a referral needed? Yes. A clinical assessment through the health authority is required.

Cost: Up to \$10 per day to help cover meals, supplies, or transportation. Fees may be reduced or waived based on financial need.

Wait times: Varies depending on personal needs and program availability.

Location: Community-based programs throughout British Columbia. Many are connected to long-term care homes or community centres.

[Take me back to the flowchart!](#)

For a medical emergency, call 9-1-1.

For non-emergency health concerns, call 8-1-1 to speak with a nurse or health professional.

LEGAL SUPPORT AND ADVOCACY

Legal Aid BC

Description: Free legal help for people who cannot afford a lawyer. Services include representation in court, legal advice, and legal information.

Who this is for: You might be here if you have a low income and need help with criminal charges, family issues, child protection, immigration, or mental health law.

When this might help: This can help when you are facing court and cannot afford a lawyer, when you need legal advice about a serious problem, or when you need information about your rights.

How to access: Call the Legal Aid Call Centre or visit your nearest legal aid location. A support worker can also help you apply.

- *Phone:*
 - 604-408-2172 (Greater Vancouver)
 - 250-763-8613 (Kelowna)
 - 1-866-577-2525 (elsewhere in BC)
- *Email:* info@legalaid.bc.ca
- *Website:* [Legal Aid BC services for your clients | Legal Aid BC Support](#)

Is a referral needed? No. You can apply yourself or ask a support worker to help you.

Cost: Free if you qualify based on your income and legal issue. Legal information is always free.

Wait times: You will speak with someone when you call. Representation depends on your case and eligibility.

Location: Available across BC. Call the Call Centre or visit the website to find your nearest location. Kelowna's office is located on 228 – 1355 Water Street, Kelowna, BC, with their hours being Mon-Thu: 9 am to 12 pm and 1 pm to 4 pm; Fri: 9 am to 12 pm.

[Take me back to the flowchart!](#)

Seniors First BC

Description: A non-profit organization that provides free information, legal help, and support to older adults across BC. Services include a helpline for abuse concerns, free legal advice, help with housing and debt issues, and assistance with wills and planning documents.

Who this is for: You might be here if you are 55 or older and need legal help, if you are experiencing or suspect abuse, if you need help with housing or debt, or if you want to plan ahead with wills and powers of attorney.

If you have concerns about the safety or well-being of a senior call 1-866-437-1940, Monday to Friday, 8:00 a.m. to 8:00 p.m., excluding statutory holidays. Language interpretation services are available.

When this might help: This can help when you need to talk to someone about abuse or safety, when you need free legal advice about tenancy, debt, or benefits, when you need help preparing a will or power of attorney, or when you are a victim of crime and need support.

How to access: Call the Seniors Abuse and Information Line (SAIL) line is from Monday to Friday from 8:00 am to 8:00 pm. Language interpretation is available.

- *Phone:* 604-437-1940 (Lower Mainland)
 - Toll Free: 1-866-437-1940
- *Website:* [Seniors First BC](#)

Is a referral needed? No. You can call the helpline directly.

Cost: All services are free.

Wait times: You will speak to someone when you call the helpline. For legal services, you may hear back within three weeks after intake.

Location: Services are available province-wide to all BC residents. The main office is in Vancouver, and services are provided by phone.

[Take me back to the flowchart!](#)

BC Seniors Advocacy

Description: An independent government office that monitors seniors' services across BC and helps seniors and their families get information and resolve issues. They track health care, housing, income supports, transportation, and community services, and make recommendations to improve the system.

Who this is for: You might be here if you need help finding seniors' services, if you have a problem with health care, housing, or other services, if you want information about long-term care homes, or if you want to report a systemic issue affecting many seniors.

When this might help: This can help when you need help navigating the system, when you have concerns about the quality of care, when you need the BC Seniors' Guide or Elders' Guide, when you want to check ratings for care homes, or when you need someone to advocate for systemic changes.

How to access: Call the information and referral line Monday to Friday from 8:30am to 4:30pm. You can also email for more information.

- *Phone:* 250-952-3181 (Victoria)
 - Toll Free: 1-877-952-3181
- *Email:* info@seniorsadvocatebc.ca
- *Website:* [Home - Office of the Seniors Advocate B.C.](#)

Is a referral needed? No. You can call directly.

Cost: All services are free.

For a medical emergency, call 9-1-1.

For non-emergency health concerns, call 8-1-1 to speak with a nurse or health professional.

Wait times: You will speak to a seniors' service specialist when you call during office hours. After hours, calls are handled by bc211 staff.

Location: Services are available province-wide. The office is in Victoria but serves all of BC by phone.

[Take me back to the flowchart!](#)

BC Centre for Elder Advocacy and Support (BCCEAS)

Description: A non-profit organization that protects the rights of older adults, helps victims of abuse, and provides legal services and education. Programs include a helpline, victim services, legal help, and community workshops.

Who this is for: You might be here if you are 55 or older and have experienced abuse, if you need legal help, or if you want to learn about elder abuse prevention.

When this might help: This can help when you need to talk to someone about abuse, when you need legal advice, when you are a victim of crime and need support, or when you want to attend a workshop about seniors' rights.

How to access: You can contact BCCEAS directly by phone or visit their website for information about programs and services.

- *Phone:* 604-437-1940 (Vancouver)
 - Toll Free: 1-866-437-1940
- *Website:* [BC Centre for Elder Advocacy and Support \(BCCEAS\) - The Victim Justice Network \(VJN\)](#)

Is a referral needed? No. You can call directly.

Cost: All services are free.

Wait times: You will speak to someone when you call the helpline. Other services may vary.

Location: Based in Vancouver. Services available province-wide by phone.

[Take me back to the flowchart!](#)

Okanagan Advocacy Resource Society

Description: A non-profit organization that helps people understand their rights and navigate poverty law issues. They provide information and referrals for income assistance, disability benefits, employment insurance, and tenant rights. They do not give legal advice but can help you understand your options and next steps.

If you have concerns about the safety or well-being of a senior call 1-866-437-1940, Monday to Friday, 8:00 a.m. to 8:00 p.m., excluding statutory holidays. Language interpretation services are available.

Who this is for: You might be here if you need help with welfare or disability benefits, if you have questions about employment insurance, if you need tenant information, or if you need help understanding your rights and appeal options.

When this might help: This can help when your benefits are denied or cut off, when you need to appeal a decision, when you have questions about your rights as a tenant, or when you need help filling out forms and understanding the process.

How to access: You can contact the Okanagan Advocacy Resource Society directly by phone or email, or visit their website for information about services and intake.

- *Phone:* (778) 475-0808
- *Email:* intake@okadvocate.ca
- *Website:* [OKANAGAN ADVOCACY & RESOURCE SOCIETY – FOR SERVICES PLEASE CALL \(778\) 475-0808](#)

Is a referral needed? No. You can call directly.

Cost: All services are free.

Wait times: Contact them directly to learn about current availability.

Location: Services are available in the North Okanagan, based in Vernon. The office is located at #105B – 3402 27 Ave, Vernon, BC (People Place).

[Take me back to the flowchart!](#)

Community Legal Clinics

Description: A network of 23 community organizations across BC that help people get free legal information, apply for legal aid, and connect with legal services. They provide in-person support to make legal help more accessible.

Who this is for: You might be here if you need help finding legal information, if you need help applying for legal aid, if you want to find your nearest legal aid location, or if you need help connecting with legal services online.

When this might help: This can help when you are not sure where to get legal help, when you need help filling out legal aid forms, when you want to understand your legal options, or when you need someone to help you call legal aid.

How to access: You can find your nearest Community Legal Clinic through the Legal Aid BC website or contact a local community partner directly by phone or email.

- *Phone:* 250-493-6822 Ext 2 (Penticton); 778-212-3259 (Vernon)
 - Toll Free: 1-866-493-6822 (Penticton)
 - Fax: 250-493-6827 (Penticton); 250-558-3856 (Vernon)

For a medical emergency, call 9-1-1.

For non-emergency health concerns, call 8-1-1 to speak with a nurse or health professional.

- *Email:* communityresources@accesscentre.org (Penticton)
- *Website:* [Get help through Community partners | Legal Aid BC](#)

Is a referral needed? No. You can contact a community partner directly.

Cost: All services are free.

Wait times: Contact your nearest location to learn about their hours and availability.

Location: Available in 29 communities across BC. Visit the Legal Aid BC website to find a location near you.

[Take me back to the flowchart!](#)

Notaries and Legal Professionals

Description: A professional organization that regulates BC Notaries. Notaries are legal professionals who help with non-contentious legal services like wills, powers of attorney, real estate, and personal planning documents.

Who this is for: You might be here if you need a will, power of attorney, or representation agreement, if you are buying or selling property, if you need a notarized document, or if you need help with personal planning.

When this might help: This can help when you want to plan for the future, when you need to give someone legal authority to act for you, when you are transferring property, or when you need an official witness for documents.

How to access: You can search for a notary near you through the Society of Notaries Public of British Columbia website or contact their office for general information.

- *Phone:* (604) 681-4516
 - Toll Free: 1 (800) 663-0343
 - Fax: (604) 681-7258
- *Website:* [Society of Notaries Public of British Columbia – Regulating in the public interest](#)

Is a referral needed? No. You can contact a notary directly.

Cost: Notaries set their own fees. Costs vary by service.

Wait times: Contact a notary directly to book an appointment.

Location: Notaries are available in communities across BC. Use the find a notary tool on the website. Their main office is located in Vancouver, BC.

[Take me back to the flowchart!](#)

If you have concerns about the safety or well-being of a senior call 1-866-437-1940, Monday to Friday, 8:00 a.m. to 8:00 p.m., excluding statutory holidays. Language interpretation services are available.

Honouring My Journey, Advance Care planning

Description: A culturally grounded workbook from the First Nations Health Authority that helps you think about, record, and share your wishes for future health care. It guides you through identifying your values, cultural and spiritual beliefs, and choosing someone to speak for you if you cannot.

Who this is for: You might be here if you want to plan ahead for your health care, support a family member in sharing their wishes, or ensure your cultural practices and values are respected in your care. Designed for First Nations individuals and families in British Columbia.

When this might help: This helps when you want clarity about what matters most to you, need to choose a decision maker, reduce stress for loved ones, or make sure your care reflects your traditions and priorities.

How to access: Download the workbook from the First Nations Health Authority Advance Care Planning webpage or request a printed copy from FNHA.

- *Phone:* (604) 693-6500
 - Toll Free: 1 (866) 913-0033
 - Fax: 1 (604) 913-2081
- *Email:* homecare@fnha.ca
- *Website:* [Advance Care Planning](#)

Is a referral needed? No. You can access the workbook directly through the website or contact FNHA for copies.

Cost: Free. There is no charge to download or request the workbook.

Wait times: No wait times to download online. Contact FNHA directly if requesting printed copies.

Location: Available online across British Columbia. FNHA's main office is located in West Vancouver, BC.

[Take me back to the flowchart!](#)

My Advance Care Planning Guide

Description: A free workbook that helps people think about and share their wishes for future health care. It guides you through choosing someone to make decisions for you, recording your values, and storing your plan safely. Caregivers can use this to start important conversations.

Who this is for: You might be here if you want to plan for your future health care, if you are caring for someone and want to understand their wishes, or if you want to make sure everyone knows what matters most to you or your loved one.

When this might help: This can help when you want to think about what quality of life means to you, when you need to choose someone to speak for you if you cannot, when you want to reduce stress for

For a medical emergency, call 9-1-1.

For non-emergency health concerns, call 8-1-1 to speak with a nurse or health professional.

your family by making your wishes clear, or when you are caring for someone and need to understand their values and preferences.

How to access: You can visit the Advance Care Planning Canada website to download the free guide, print it, or complete it online.

- *Phone:* 613-241-3663
 - Toll Free: 1-800-668-2785
- *Email:* info@advancecareplanning.ca
- *Website:* [Advance Care Planning Canada: A CHPCA Initiative](#)

Is a referral needed? No. You can access the guide directly.

Cost: Free.

Wait times: You can download the guide immediately.

Location: Available online to anyone in Canada.

[Take me back to the flowchart!](#)

Public Guardian and Trustee of BC

Description: A government office that protects the legal, financial, and health care interests of adults who cannot make decisions for themselves and have no one else to help. They also protect children's interests and manage estates of people who have died.

Who this is for: You might be here if you are caring for an adult who cannot manage their own affairs and has no family to help, if you are worried about financial abuse or neglect, if you need help managing a child's inheritance, or if you are dealing with the estate of someone who died without a will.

When this might help: This can help when you need to report concerns about an adult's safety or finances, when you need someone to make decisions for an adult who has no one, when you need help with a child's legal or financial interests, or when you are settling an estate and need assistance.

How to access: You can visit the Public Guardian and Trustee of BC website to learn about services, submit forms online, or contact their office directly by phone or email.

- *Phone:* 604-660-4444
 - Fax: 604-660-0374
- *Email:* mail@trustee.bc.ca
- *Website:* [Public Guardian and Trustee of BC | Public Guardian and Trustee of British Columbia](#)

Is a referral needed? Not for reporting concerns. Yes for some services, the PGT becomes involved when there is no one else available to help.

Cost: Some services are free. Fees may apply for estate administration.

Wait times: Contact them directly for current timelines.

If you have concerns about the safety or well-being of a senior call 1-866-437-1940, Monday to Friday, 8:00 a.m. to 8:00 p.m., excluding statutory holidays. Language interpretation services are available.

Location: Services are available province-wide. The main office is in Vancouver.

[Take me back to the flowchart!](#)

Nidus Personal Planning Resource Centre

Description: A non-profit organization that helps people understand and make personal planning documents. They provide free information and resources about Representation Agreements and other tools that let you choose someone to help with decisions if you need support.

Who this is for: You might be here if you want to plan for a time when you might need help with decisions, if you are caring for someone who needs support now, if you want to avoid adult guardianship, or if you want to make sure your wishes are followed if you become ill or injured.

When this might help: This can help when you want to choose someone you trust to speak for you, when you are caring for someone who needs help with health or financial decisions, when you want to understand your rights and options, or when you want to plan ahead to avoid a crisis.

How to access: You can visit the Nidus website to access free resources, forms, and videos, or contact their office directly by phone or email for guidance.

- *Phone:* 604-408-7414
 - Toll Free: 1-877-267-5552
- *Email:* info@nidus.ca
- *Website:* [Personal Planning in BC - Nidus](#)

Is a referral needed? No. You can access all resources directly.

Cost: All information and resources are free.

Wait times: You can access online resources immediately.

Location: Available province-wide to anyone in BC. Services are provided remotely by phone and online, including to Central & South Okanagan residents.

[Take me back to the flowchart!](#)

Community Legal Assistance Society

Description: A non-profit organization that provides free legal help to people who are disadvantaged or face discrimination. Services include housing security, income security, human rights, mental health law, and workers' rights. They also help people who have experienced sexual assault or workplace sexual harassment.

For a medical emergency, call 9-1-1.

For non-emergency health concerns, call 8-1-1 to speak with a nurse or health professional.

Who this is for: You might be here if you need help with housing, income assistance, or human rights issues, if you or someone you care about has been involuntarily detained under the Mental Health Act, if you have experienced sexual assault or workplace harassment, or if you are a community advocate helping someone with these issues.

When this might help: This can help when you are facing eviction or housing problems, when you need help with income assistance appeals, when you have a human rights complaint, when you need representation at a mental health review panel hearing, or when you need legal advice after sexual assault or harassment.

How to access: You can contact CLAS directly by phone or email, or visit their website to learn about services and intake processes. Services are provided remotely across BC.

- *Phone:* 604-685-3425
 - Toll Free: 1-888-685-6222
 - Fax: 604-685-7611
- *Email:* contact@clasbc.net
- *Website:* [Community Legal Assistance Society - Home](#)

Is a referral needed? Not for most services. You can call directly. For the Mental Health Law Program, you can request help on your Form 7 application or contact them directly.

Cost: All services are free.

Wait times: You can call the information line Monday to Friday from 8:30am to 4:00pm. Some programs may have waitlists depending on demand.

Location: Services are available province-wide to anyone in BC, including Central & South Okanagan residents. Services are provided remotely by phone and online. The main office is in Vancouver.

[Take me back to the flowchart!](#)

INCREASING CARE NEEDS AND LONG-TERM PLANNING

Assisted Living Registry BC

Description: A provincial service within the BC Ministry of Health that registers assisted living residences, monitors health and safety compliance, investigates complaints, and publishes public information about residences, including substantiated complaints and findings from inspections or investigations.

Who this is for: You might be here if you are a caregiver, older adult, or family member researching assisted living residences in BC. You might also be here if you are concerned about resident health or safety, or if you want to check whether a residence is registered or operating without registration.

When this might help: This can help when you are comparing assisted living options and want to check public records. It can also help when you have a concern about abuse, neglect, unsafe conditions, or practices that put a resident at risk and you need to report it.

How to access: You can use the BC Government Assisted Living Registry pages to search for residences, review substantiated complaint reports, and learn how to make a complaint. You can also contact the Registry directly by phone, email, or mail.

- *Phone:* (778) 974-4887 (Victoria)
 - Toll free: 1-866-714-3378
 - Fax: (250) 953-0496
- *Email:* Hlth.assistedlivingregistry@gov.bc.ca
- *Website:* [Assisted Living Registry - Province of British Columbia](#)

Is a referral needed? No. Self-referral is accepted.

Cost: Free to access information and submit a complaint.

Wait times: Online information is available immediately. For complaints, Registry staff first assess whether the issue is within their mandate, then investigate as needed, which varies by situation and urgency.

Location: Provincial service. The Registry serves all of BC. Mailing address is in Victoria.

[Take me back to the flowchart!](#)

BC Housing Seniors Supportive Housing

Description: Subsidized housing for low-income seniors and some people with disabilities who can live independently but need light support. Residents have private units and receive services such as meals, housekeeping, social activities, and 24-hour emergency response.

For a medical emergency, call 9-1-1.

For non-emergency health concerns, call 8-1-1 to speak with a nurse or health professional.

Who this is for: You might be here if you are 55+ with low income and need some daily support but do not require long-term care. This may also apply to adults with disabilities who can live independently with assistance.

When this might help: This can help when managing meals or housekeeping becomes difficult, when you want affordable housing with built-in supports, or when you want to maintain independence in a supported setting.

How to access: Apply through the BC Housing Registry or directly to individual housing providers through the BC Housing website.

- *Phone:* (604) 433-2218
 - Toll Free: 1-800-257-7756
 - Fax: 604-439-4729
- *Website:* [Seniors' Supportive Housing Program | BC Housing](#)

Is a referral needed? No. You can apply directly.

Cost: Approximately 50 percent of gross monthly income.

Wait times: Varies by community. Waitlists can be long.

Location: Available in communities across BC, including Central and South Okanagan.

[Take me back to the flowchart!](#)

Long Term Care Homes in the Kelowna Area

Cottonwoods Care Centre

Description: A long-term care home operated by Interior Health with 229 publicly funded beds providing 24-hour nursing and residential care for people with complex health needs who can no longer safely live at home. It supports daily living, personal care, meals, and nursing supervision.

Who this is for: You might be here if you are a senior or adult who requires ongoing professional nursing care, support with daily activities, or cannot be safely cared for at home due to complex health needs.

When this might help: This helps when you or a loved one needs long-term residential care, 24-hour supervision, personal care support, or assistance with daily health-related needs

How to access: Care at Cottonwoods Care Centre is arranged through Interior Health's Home and Community Care program. You can contact Home and Community Care to request an assessment and begin the referral process.

- *Phone:* (250) 862-4100
 - Fax: (250) 862-4101
- *Website:* [Cottonwoods Care Centre | Location Listing | IH](#)

If you have concerns about the safety or well-being of a senior call 1-866-437-1940, Monday to Friday, 8:00 a.m. to 8:00 p.m., excluding statutory holidays. Language interpretation services are available.

Is a referral needed? Yes. A referral through Interior Health Home and Community Care is required.

Cost: Publicly funded. Fees are based on income and determined through a financial assessment.

Wait times: Varies based on assessed care needs and bed availability. Contact Home and Community Care for current information.

Location: 2255 Ethel Street, Kelowna, BC

[Take me back to the flowchart!](#)

Mountainview Village

Description: A long-term care home with 90 publicly funded beds providing 24-hour professional nursing and personal care for adults with complex health needs who can no longer be safely cared for at home. It is operated under Interior Health in partnership with The Good Samaritan Society.

Who this is for: You might be here if you are a senior or adult who needs ongoing care, support with daily activities, supervision, and nursing services that cannot be provided at home.

When this might help: This helps when you or a loved one requires long-term residential care with 24-hour supervision, assistance with personal care, medication management, and health-related needs that exceed what can be safely provided at home.

How to access: Care at Mountainview Village is arranged through Interior Health's Home and Community Care program after an assessment of care needs. Contact Home and Community Care to start the referral process.

- *Phone:* (250) 762-2192
- *Website:* [Mountainview Village | Location Listing | IH](#)

Is a referral needed? Yes. A referral is made through Interior Health Home and Community Care after a needs assessment.

Cost: Publicly funded; fees are based on income and determined after financial assessment as per provincial long-term care policy.

Wait times: Varies based on assessed need and bed availability; wait times can range widely depending on demand.

Location: 3070 Burtch Road, Kelowna, BC.

[Take me back to the flowchart!](#)

For a medical emergency, call 9-1-1.

For non-emergency health concerns, call 8-1-1 to speak with a nurse or health professional.

Village at Mill Creek

Description: A long-term care home operated by Interior Health with 80 publicly funded beds providing 24-hour nursing care, personal support, and long-term residential services for adults with complex health needs who require professional care in a structured setting.

Who this is for: You might be here if you or a loved one is an adult needing ongoing nursing care, help with daily activities, personal support, or supervision that cannot be safely managed at home.

When this might help: This helps when long-term residential care is needed, including 24-hour supervision, assistance with mobility, medication management, personal care, and health-related support.

How to access: Care at Village at Mill Creek is arranged through Interior Health's Home and Community Care program after a care needs assessment. Contact Home and Community Care to begin the referral process.

- *Phone:* (250) 860-2216
- *Email:* millcreekbaptisthousing.org
- *Website:* [Village at Mill Creek | Location Listing | IH](#)

Is a referral needed? Yes. A referral through Interior Health Home and Community Care is required following an assessment of care needs.

Cost: Publicly funded. Client contributions are based on income and determined through a provincial long-term care financial assessment.

Wait times: Vary based on assessed care needs and bed availability. Contact Home and Community Care for current information.

Location: 1450 Sutherland Avenue, Kelowna BC V1Y 5Y5

[Take me back to the flowchart!](#)

Long Term Care Homes in the Vernon / North Okanagan Area

Gateby Care Centre

Description: A long-term care home operated by Interior Health with 75 publicly funded beds providing 24-hour nursing care, personal support, and residential services for adults who can no longer be safely cared for at home.

Who this is for: You might be here if you or a loved one needs ongoing nursing care, help with daily activities, supervision, and health support that cannot be managed safely at home.

When this might help: This helps when long-term residential care is needed due to complex health needs, decreasing independence, or increased support requirements.

If you have concerns about the safety or well-being of a senior call 1-866-437-1940, Monday to Friday, 8:00 a.m. to 8:00 p.m., excluding statutory holidays. Language interpretation services are available.

How to access: Care at Gateby Care Centre is arranged through Interior Health's Home and Community Care program after a care needs assessment. Contact Home and Community Care to begin the referral process.

- *Phone:* (250) 545-4456
 - Fax: (250) 545-4439
- *Website:* [Gateby Care Centre](#) | [Location Listing](#) | [IH](#)

Is a referral needed? Yes. A referral through Interior Health Home and Community Care is required after assessment.

Cost: Publicly funded. Fees are based on income and determined through a provincial long-term care financial assessment.

Wait times: Vary based on assessed need and bed availability; average wait times for non-urgent admissions range widely and can be contacted through Home and Community Care.

Location: 3000 Gateby Place (Lot 1), Vernon, BC V1T 8V8.

[Take me back to the flowchart!](#)

Polson Long Term Care

Description: A long-term care home with 97 publicly funded beds operated by Interior Health, providing 24-hour nursing care, personal support, and residential services for adults with complex health needs who can no longer be safely cared for at home. It is located on the traditional, ancestral, and unceded territory of the Syilx Nation.

Who this is for: You might be here if you or a loved one needs ongoing professional nursing care and support with daily living that cannot be managed safely at home.

When this might help: This helps when long-term residential care is required because of complex health needs, decreasing independence, or increased assistance needs with personal care and supervision.

How to access: Care at Polson Long-Term Care is arranged through Interior Health's Home and Community Care program after a care needs assessment. Contact your local Home and Community Care office to start the referral process.

- *Phone:* (250) 558-1200 ext. 3780
 - Fax: (250) 558-1281
- *Website:* [Polson Long-term Care](#) | [Location Listing](#) | [IH](#)

Is a referral needed? Yes. A referral through Interior Health Home and Community Care is required after assessment.

Cost: Publicly funded. Fees are based on income and set according to provincial long-term care policy.

For a medical emergency, call 9-1-1.

For non-emergency health concerns, call 8-1-1 to speak with a nurse or health professional.

Wait times: Vary by need and bed availability. In Interior Health, non-urgent wait times may range widely; average wait times in the region are about 37 to 61 days for some facilities, though times can vary for each site.

Location: 2101 – 32nd Street, Vernon, BC V1T 5L2.

[Take me back to the flowchart!](#)

Noric House

Description: A long-term care home operated by Interior Health that provides 24-hour nursing care, personal support, and residential services for adults with complex care needs who can no longer be safely supported at home.

Who this is for: You might be here if you or a loved one needs ongoing nursing care, help with daily activities, supervision, and support that cannot be managed safely at home.

When this might help: This helps when long-term residential care is needed due to health conditions, decreased independence, or increased need for personal care and supervision.

How to access: Care at Noric House is arranged through Interior Health’s Home and Community Care program after a care needs assessment. Contact Home and Community Care to begin the referral process.

- *Phone:* (250) 545-9167
 - Fax: (250) 545-4980
- *Website:* [Noric House | Location Listing | IH](#)

Is a referral needed? Yes. A referral through Interior Health Home and Community Care is required following assessment.

Cost: Publicly funded. Fees are based on income and determined through a long-term care financial assessment.

Wait times: Vary based on assessed need and bed availability. Contact Home and Community Care for current information.

Location: 1400 Mission Road, Vernon, BC V1T 9C3.

[Take me back to the flowchart!](#)

The Hamlets at Vernon

Description: A supportive living community offering a range of housing and care options designed to help adults maintain independence while receiving support with daily living, personal care, and wellness services in a residential, home-like setting.

If you have concerns about the safety or well-being of a senior call 1-866-437-1940, Monday to Friday, 8:00 a.m. to 8:00 p.m., excluding statutory holidays. Language interpretation services are available.

Who this is for: You might be here if you or a loved one is looking for a supportive living environment with assistance available, but does not require 24-hour complex nursing care provided in long-term care facilities.

When this might help: This helps when living independently is becoming more challenging, when you want support with daily activities like medication reminders or personal care, or if you want access to wellness programs and community living with support available.

How to access: Contact The Hamlets at Vernon directly to discuss available suites, care options, and services. An in-person visit or meeting with staff can help determine if the community is a good fit.

- *Phone:* (236) 426-1488
- *Email:* vernon@optimaliving.ca
- *Website:* [The Hamlets at Vernon: Retirement Living Community](#)

Is a referral needed? Yes. A referral through Interior Health Home and Community Care is required following assessment.

Cost: Costs vary depending on the level of care, services chosen, and accommodation type. Contact The Hamlets at Vernon for a fee schedule and details.

Wait times: Vary based on availability of suites and care services. Contact the community directly to check current wait lists.

Location: 3050 29 Ave, Vernon, BC V1T 9Y9

[Take me back to the flowchart!](#)

Long Term Care Homes in the Lake Country / Winfield Area

Lake Country Lodge

Description: A long-term care home operated by Interior Health with 45 publicly funded beds that focuses on a person-centred Circle approach to care, supporting residents with 24-hour nursing, personal support, and daily living services in a home-like setting.

Who this is for: You might be here if you or a loved one requires ongoing nursing care, support with daily activities, supervision, or health-related assistance that cannot be managed safely at home.

When this might help: This helps when long-term residential care is needed due to complex health needs, decreased independence, or increased support requirements.

How to access: Care at Lake Country Lodge is arranged through Interior Health's Home and Community Care program following a care needs assessment. Contact your local Home and Community Care office to begin the referral process.

- *Phone:* (250) 766-3007
- *Email:* manager@lakecountrylodge.ca

For a medical emergency, call 9-1-1.

For non-emergency health concerns, call 8-1-1 to speak with a nurse or health professional.

- *Website:* [Lake Country Lodge | Location Listing | IH](#)

Is a referral needed? Yes. A referral through Interior Health Home and Community Care is required after a care needs assessment.

Cost: Publicly funded. Fees are based on income and are determined through a provincial long-term care financial assessment.

Wait times: Average wait times for Lake Country Lodge are approximately three to six months, though actual times vary based on assessed need and bed availability.

Location: 10163 Korschuh Road, Lake Country, BC V4V 2M2.

[Take me back to the flowchart!](#)

Long Term Care Homes in the South Okanagan / Penticton Area

Trinity Care Centre

Description: A long-term care home operated by Interior Health that provides 24-hour nursing care, personal support, and residential services for adults with complex health needs who can no longer be safely cared for at home. The centre focuses on supportive care and daily living assistance in a residential setting.

Who this is for: You might be here if you or a loved one requires professional nursing care, help with daily activities, supervision, and ongoing support that cannot be managed safely at home.

When this might help: This helps when long-term residential care is needed due to health conditions, decreased independence, or increasing personal care needs that exceed home support capacity.

How to access:

- *Phone:* (250) 493-6601
 - Fax: (250) 493-5206
- *Website:* [Trinity Care Centre | Location Listing | IH](#)

Is a referral needed? Yes. A referral through Interior Health Home and Community Care is required following an assessment of care needs.

Cost: Publicly funded. Client contributions are based on income and determined through a provincial long-term care financial assessment.

Wait times: Vary based on assessed need and bed availability. Contact Home and Community Care for current information.

Location: 75 W. Green Avenue , Penticton BC V2A 7N6

[Take me back to the flowchart!](#)

If you have concerns about the safety or well-being of a senior call 1-866-437-1940, Monday to Friday, 8:00 a.m. to 8:00 p.m., excluding statutory holidays. Language interpretation services are available.

Westview Place

Description: A long-term care facility operated by Interior Health that provides 24-hour nursing care, personal support, and residential services for adults with complex health needs who can no longer live safely at home.

Who this is for: You might be here if you or a loved one needs ongoing professional nursing care, help with daily activities, supervision, and support that exceed what can be safely provided at home.

When this might help: This helps when long-term residential care is required due to health conditions, reduced independence, or increasing need for personal and health-related support.

How to access: Care at Westview Place is arranged through Interior Health's Home and Community Care program after a needs assessment. Contact Home and Community Care to begin the referral process.

- *Phone:* (250) 492-9039 OR (250) 492-9026
 - Fax: (250) 770-7561
- *Website:* [Westview Place| Location Listing | IH](#)

Is a referral needed? Yes. A referral through Interior Health Home and Community Care is required following assessment.

Cost: Publicly funded. Fees are based on income and determined through a long-term care financial assessment.

Wait times: Vary based on assessed need and bed availability. Contact Home and Community Care for current wait time information.

Location: 550 Carmi Avenue , Penticton BC V2A 3G6

[Take me back to the flowchart!](#)

Good Samaritan Village by the Station

Description: A long-term care home in Penticton funded by Interior Health and operated by The Good Samaritan Society. It provides 24-hour nursing care, personal support, and residential services for adults with complex health needs in a supportive, home-like setting.

Who this is for: You might be here if you or a loved one needs ongoing nursing care, supervision, and help with daily living that can no longer be safely provided at home.

When this might help: This helps when long-term residential care is required due to chronic health conditions, decreased independence, or increasing care needs.

How to access: Admission is arranged through Interior Health's Home and Community Care program after a care needs assessment.

For a medical emergency, call 9-1-1.

For non-emergency health concerns, call 8-1-1 to speak with a nurse or health professional.

- *Phone:* (250) 490-4949
 - Fax: (250) 490-9733
- *Website:* [Good Samaritan Village by the Station | Location Listing | IH](#)

Is a referral needed? Yes. A referral through Home and Community Care is required.

Cost: Publicly funded. Fees are based on income and determined through a financial assessment.

Wait times: Varies based on assessed need and bed availability.

Location: 270 Hastings Avenue, Penticton BC V2A 2V6

[Take me back to the flowchart!](#)

Haven Hill Retirement Centre

Description: A long-term care home in Penticton with 148 publicly funded beds providing 24-hour nursing care, personal support, and residential services in a comfortable, home-like environment. The facility includes patios, gardens, and community spaces and focuses on quality care and daily living support.

Who this is for: You might be here if you or a loved one needs ongoing nursing care, help with daily activities, supervision, and supportive services that can no longer be safely provided at home.

When this might help: This helps when long-term residential care is needed due to complex health needs, decreasing independence, or increased personal and health support requirements.

How to access: Care at Haven Hill Retirement Centre is arranged through Interior Health's Home and Community Care program after a care needs assessment and referral.

- *Phone:* (250) 492-2600 ext 301
- *Email:* info@havenhill.ca
- *Website:* [Haven Hill Retirement Centre | Location Listing | IH](#)

Is a referral needed? Yes. A referral through Interior Health Home and Community Care is required after assessment.

Cost: Publicly funded. Fees are based on income and determined through a provincial long-term care financial assessment.

Wait times: Vary based on assessed need and bed availability; community non-urgent admissions may wait months.

Location: 415 Haven Hill Road, Penticton, BC V2A 4E9.

[Take me back to the flowchart!](#)

The Hamlets at Penticton

Description: The Hamlets at Penticton is a publicly funded long term care residence in Penticton, British Columbia, that provides 24 hour nursing care, personal care, and support services for adults with complex health needs who are unable to live safely at home.

Who this is for: This service is intended for older adults and individuals with significant medical, physical, or cognitive needs, including those living with dementia, who require ongoing supervision and professional nursing care.

When this might help: This residence may be appropriate when a person's care needs exceed what can be safely managed at home, even with home support services, and when 24 hour monitoring and assistance with activities of daily living are required.

How to access: Access to publicly funded long term care is coordinated through Interior Health. A Home and Community Care case manager completes a clinical assessment to determine eligibility and places eligible clients on a waitlist for preferred facilities.

- *Phone:* (250) 490-8503
- *Website:* [The Hamlets at Penticton | Location Listing | IH](#)

Is a referral needed? Yes, a referral and assessment through Interior Health Home and Community Care is required for publicly funded placement.

Cost: For publicly funded long term care, residents pay a monthly fee based on their after tax income, as determined by provincial guidelines. Additional optional services may have separate fees.

Wait times: Vary depending on urgency, bed availability, and demand in the region, and can range from several months to longer for non urgent placements.

Location: 103 Duncan Avenue West, Penticton, British Columbia.

[Take me back to the flowchart!](#)

Long Term Care Homes in the Oliver / Osoyoos / South Okanagan Rural Area

McKinney Place Extended Care

Description: McKinney Place Extended Care is a publicly funded long-term care home operated by Interior Health, located in Oliver, British Columbia, that offers 24-hour residential and nursing care for people who require professional support and supervision in a residential setting.

Who this is for: This facility is intended for older adults or individuals with complex medical, physical, or cognitive needs, including those living with chronic illnesses or disabilities that make it unsafe to remain at home without continuous care.

For a medical emergency, call 9-1-1.

For non-emergency health concerns, call 8-1-1 to speak with a nurse or health professional.

When this might help: McKinney Place Extended Care may help when a person's needs exceed what can be safely provided at home, when they require daily supervision and assistance with personal care, medication management, mobility support, and when nursing interventions are needed on a 24-hour basis.

How to access: To access public care at McKinney Place Extended Care you must contact Interior Health's Home and Community Care office for a comprehensive assessment. A Home and Community Care manager will assess needs, determine eligibility, and place eligible clients on the provincial waitlist for preferred long-term care homes.

- *Phone:* (250) 498-5040
 - Fax: (250) 498-5043
- *Website:* [McKinney Place Extended Care | Location Listing | IH](#)

Is a referral needed? Yes, a referral and eligibility assessment through Interior Health Home and Community Care is required for publicly funded placement.

Cost: For publicly funded long-term care, residents pay a monthly fee based on their after-tax income as determined by provincial rules under the Continuing Care Fees Regulation; additional optional services may have separate fees that the resident or family chooses to pay.

Wait times: Vary based on demand and availability; for non-urgent community admissions at McKinney Place Extended Care the range has been reported from just a few days up to several hundred days with averages typically around several weeks to a few months, though times can change over time and should be confirmed with Interior Health.

Location: 911 McKinney Road, Oliver BC V0H 1T3

[Take me back to the flowchart!](#)

HOSPICE AND END-OF-LIFE SUPPORT

Hospice Society of Kelowna

Description: A registered, community-based charity providing hospice palliative care and grief support services in the Central Okanagan for over 40 years. Services are delivered by trained staff and volunteers and focus on comfort, dignity, quality of life, and emotional support during serious illness, end-of-life, and bereavement. Programs include hospice residence care, in-home support, grief counselling, and bereavement groups.

Who this is for: This service is for individuals living with a life-limiting or terminal illness, families and caregivers supporting someone at end-of-life, and children, youth, and adults experiencing grief or bereavement.

When this might help: This service may help when someone is nearing end-of-life and requires hospice support, when families need emotional or practical support during serious illness, or after the death of a loved one when grief support is needed.

How to access:

- *Phone:* (250) 763-5511
- *Email:* hospice@hospicecoha.org
- *Website:* [Home - Central Okanagan Hospice Association](#)

Is a referral needed? No referral is required, and individuals, families, or health care providers can contact the organization directly.

Cost: All hospice and grief support programs are provided at no cost.

Wait times: Vary depending on the program and current availability, so individuals are encouraged to contact the organization directly for updated information.

Location: Services are available to residents of Kelowna, West Kelowna, Lake Country, Oyama, and Peachland.

[Take me back to the flowchart!](#)

North Okanagan Hospice Society

Description: The North Okanagan Hospice Society is a registered charity that supports individuals and families facing serious illness, caregiving, grief, and end-of-life. Services are provided by trained staff and volunteers and include Hospice House, a 12-bed hospice residence in Vernon, as well as in-home hospice support, grief and bereavement counselling, and community education.

Who this is for: This service is for individuals with a life-limiting or palliative diagnosis, caregivers supporting someone at end-of-life, and anyone experiencing grief or anticipatory loss

For a medical emergency, call 9-1-1.

For non-emergency health concerns, call 8-1-1 to speak with a nurse or health professional.

When this might help: This service may help when someone requires hospice residence or in-home palliative support, when caregivers need emotional or practical guidance, or when individuals and families are coping with grief.

How to access:

- *Phone:* (250) 503-1800
 - Fax: (250) 503-1844
- *Email:* info@nohs.ca
- *Website:* [Home - North Okanagan Hospice Society \(NOHS\)](#)

Is a referral needed? No referral is required for most services, and individuals, families, or health care providers can contact the society directly.

Cost: \$48.20 per day (as of January 2025, set by BC Ministry of Health). Most medications, supplies and equipment are covered by the BC Palliative Care Benefits Program.

Wait times: Wait times vary depending on the program and availability. Contact directly for current information.

Location: Services are available to residents of the North Okanagan, with Hospice House located in Vernon, BC.

[Take me back to the flowchart!](#)

Penticton & District Hospice Society

Description: The Penticton & District Hospice Society provides hospice palliative care and grief support in partnership with Interior Health. The Society operates Moog & Friends Hospice House, a residential hospice offering end-of-life care focused on comfort, dignity, and quality of life. Grief and bereavement support is also available for children, youth, and adults.

Who this is for: This service is for individuals with a life-limiting illness approaching end-of-life and for families, caregivers, and anyone experiencing grief or anticipatory loss.

When this might help: This service may help when hospice residence care is needed or when individuals and families require grief or bereavement support.

How to access: Individuals can contact Interior Health for hospice residence referrals or reach out directly to the Penticton & District Hospice Society for grief and bereavement support.

- *Phone:* (250) 490-1107
- *Email:* inquiries@pentictonhospice.com
- *Website:* [Penticton & District Hospice Society | Support End-of-Life Care Today](#)

Is a referral needed? Yes, referral through Interior Health is required for hospice residence admission. No referral is needed for grief and bereavement services.

If you have concerns about the safety or well-being of a senior call 1-866-437-1940, Monday to Friday, 8:00 a.m. to 8:00 p.m., excluding statutory holidays. Language interpretation services are available.

Cost: The daily rate for publicly subsidized hospice residence care is set by the BC Ministry of Health short-stay rate and may change annually. Most medical services are covered under MSP, and eligible medications and supplies are covered through the BC Palliative Care Benefits Program.

Wait times: Availability depends on bed capacity and eligibility. Contact Interior Health for current information.

Location: Moog & Friends Hospice House is located at 1701 Government Street, Penticton, BC.

[Take me back to the flowchart!](#)

For a medical emergency, call 9-1-1.

For non-emergency health concerns, call 8-1-1 to speak with a nurse or health professional.

VETERAN'S SERVICES

Royal Canadian Legion - Lake Country (Oyama #189)

Services Offered:

- Designs and supports health and social programs to support members of the Canadian Forces and their families
- Supports local charities and community youth leadership and development programs
- Supports health, housing, independent living and social programs for veterans and seniors
- Raises funds through the annual Poppy Fund Drive every November

Website: [Oyama #189 - Legion BC/Yukon Command](#)

Location: 15712 Oyama Rd, Lake Country, BC V4V 2E1

Hours: Mon–Tue, Thu–Fri: 3:00 PM – 7:00 PM; Wed: 3:00 PM – 9:00 PM; Sat: 1:00 PM – 7:00 PM

Telephone: (250) 548-3521

Email: rc1189oyama@gmail.com

[Take me back to the flowchart!](#)

Veteran's Affairs Office Kelowna

Services Offered:

- Provides VAC services and programs, including a wide range of mental health resources
- Provides information on disability benefits including how to apply, and amounts you might qualify to receive
- Offers information on services and benefits for Veterans, CAF, RCMP and Families
- Provides information about programs that provide financial support throughout your life to help you and your family
- Provides information on topics such as financial support, rehabilitation services, and case management
- Offers health and well-being information that includes how to apply for and receive medical coverage, get rehabilitation, remain independent in your home or access long term care

Website: [Veterans Affairs Canada Area Office Kelowna - Anciens Combattants Canada Bureau De Kelowna | The Veteran Hub](#)

Location: 471 Queensway Avenue, 3rd Floor, Suite 313, Kelowna, BC V1Y 6S5

Hours: Monday to Friday, 8:30 to 4:30

Telephone: 1 (866) 522-2122

If you have concerns about the safety or well-being of a senior call 1-866-437-1940, Monday to Friday, 8:00 a.m. to 8:00 p.m., excluding statutory holidays. Language interpretation services are available.

[Take me back to the flowchart!](#)

Caregiver Recognition Benefit

Description: Tax-free, monthly benefit recognizing and supporting unpaid caregivers of eligible veterans with service-related disabilities or illnesses.

Who this is for: Unpaid caregivers (over 18 years old) of Canadian Armed Forces members or veterans who have a service-related disability or illness and require care.

When this might help: When a caregiver provides ongoing, unpaid support to a veteran with a service-related condition and needs financial recognition for their caregiving role.

How to access: Apply online through My VAC Account or by mail.

- *Phone:* 1 (866) 522-2122 (toll-free)
- *Website:* [Caregiver Recognition Benefit | Veterans Affairs Canada](#)

Is a referral needed? No, apply directly.

Cost: Free.

Wait times: You will hear back within 8 weeks.

Location: Across Canada.

Before you apply: The caregiver needs a government ID. Both the caregiver and the veteran must complete the application together, and a possible health assessment may be needed.

[Take me back to the flowchart!](#)

Case Management

Description: Personalized support to help veterans navigate health, financial, and social services, including mental health, disability benefits, housing, and employment.

Who this is for: Veterans and their families who need coordinated support to access services, especially those with complex needs or multiple challenges.

When this might help: When a veteran is struggling to manage complex health needs and needs one point of contact to coordinate care and benefits.

How to access: Contact Veterans Affairs Canada directly. Case managers are assigned based on need.

- *Phone:* 1 (866) 522-2122 (toll-free)
- *Website:* [Case management | Veterans Affairs Canada](#)

Is a referral needed? No. Veterans can request case management directly.

Cost: Free.

Wait times: Depends on location and complexity of needs. Contact VAC for estimated timelines.

For a medical emergency, call 9-1-1.

For non-emergency health concerns, call 8-1-1 to speak with a nurse or health professional.

Location: Available across Canada. Case managers work remotely or locally based on region.

Before you apply: Have your VAC file number ready, and be prepared to discuss your needs (health, housing, finances, etc.)

[Take me back to the flowchart!](#)

Long-Term Care Financial Assistance

Description: Financial support for eligible veterans admitted to 24-hour long-term care facilities, helping cover accommodation and meal costs. Especially for those with low income, service-related disabilities, or health needs requiring institutional care.

Who this is for: Veterans admitted to provincially licensed long-term care facilities, or any veteran with qualifying financial or medical needs.

When this might help: When a veteran requires 24-hour nursing or personal care and is unable to remain safely at home, whether short-term or long-term.

How to access: Apply online via My VAC Account or by mail.

- *Phone:* 1 (866) 522-2122 (toll-free). Available Monday to Friday, 8:30 a.m. to 4:30 p.m. local time
- *Website:* [Long-term care | Veterans Affairs Canada](#)

Is a referral needed? No, but you must first be admitted to a long-term care facility through your provincial health authority.

Cost: Veterans may pay up to \$1,236.90/month for accommodation and meals (as of Oct 2024); those with service-related disabilities may pay nothing.

Wait times: Depends on provincial admission processes.

Location: Available across Canada, services are tied to provincial long-term care facilities.

Before you apply: You must first be admitted to a long-term care facility. Have your veteran status, income details, and proof of admission ready. Legal representatives should include documentation (i.e. Power of Attorney).

[Take me back to the flowchart!](#)

Telemedicine Service

Description: A free, secure telehealth service that allows eligible veterans and their families to connect with Primary Healthcare Providers, should you not have one, remotely via phone or video.

If you have concerns about the safety or well-being of a senior call 1-866-437-1940, Monday to Friday, 8:00 a.m. to 8:00 p.m., excluding statutory holidays. Language interpretation services are available.

Who this is for: Eligible veterans and their families who are enrolled in the Veterans Health Program and need access to medical care.

When this might help: When a veteran or family member needs medical advice, follow-up care, or mental health support but faces barriers to in-person visits.

How to access: Call to book an appointment or use the online portal.

- *Phone:* 1 (800) 267-1234 (toll-free)
- *Website:* [Telemedicine service | Veterans Affairs Canada](#)

Is a referral needed? No.

Cost: Free.

Wait times: Appointments are typically scheduled within a few days to a week.

Location: Service is remote.

Before you apply: Ensure you are enrolled in the Veterans Health Program and have a valid health card or identification. Appointments can be booked by phone or online.

[Take me back to the flowchart!](#)

Veteran's Independence Program

Description: A program that provides financial and in-home support to help eligible veterans who live independently at home, including home maintenance, personal care, and meal preparation.

Who this is for: Veterans who are 65 or older, or under 65 with a disability, and require assistance with daily living to remain safely at home.

When this might help: When a veteran needs help with daily activities (e.g., bathing, dressing, meal prep) or home maintenance due to age, disability, or health conditions.

How to access: Apply online through My VAC Account or by mail.

- *Phone:* 1 (866) 522-2122 (toll-free)
- *Website:* [Veterans Independence Program | Veterans Affairs Canada](#)

Is a referral needed? No.

Cost: Free.

Wait times: Can be up to 8 weeks.

Location: Available across Canada, services are delivered in the veteran's home.

Before you apply: You'll need to provide proof of veteran status, medical information, and details about your care needs. A health assessment may be required. Both the veteran and caregiver (if applicable) must complete the application.

[Take me back to the flowchart!](#)

For a medical emergency, call 9-1-1.

For non-emergency health concerns, call 8-1-1 to speak with a nurse or health professional.

Veteran's Independence Program for Primary Caregivers

Description: Support for primary unpaid caregivers of eligible veterans, including recognition, respite services, and access to training or counselling.

Who this is for: Primary unpaid caregivers (age 18+) of veterans who receive the Veterans Independence Program (VIP) and require ongoing daily care due to disability or age.

When this might help: When a caregiver is experiencing stress, burnout, needs a break, or wants support to continue providing care effectively.

How to access: Contact your local Veterans Affairs Canada office or case manager. Services are coordinated through the VIP.

- *Phone:* 1 (866) 522-2122 (toll-free)
- *Website:* [Veterans Independence Program for primary caregivers | Veterans Affairs Canada](#)

Is a referral needed? No. Caregivers can reach out directly, though coordination often happens through the veteran's VIP case manager.

Cost: Free.

Wait times: Varies by region. Respite services may require scheduling in advance.

Location: Available across Canada. Services may be delivered in-home, virtually, or at local community centers.

Before you apply: Ensure the veteran is enrolled in the Veterans Independence Program. Caregivers may be asked to provide ID and complete a brief needs assessment.

[Take me back to the flowchart!](#)

NEED HELP DECIDING WHERE TO GO NEXT

Call HealthLinkBC, 8-1-1

Description: HealthLinkBC is a free, province-wide phone service that provides health information and advice 24 hours a day. Callers can speak with a registered nurse, pharmacist, or dietitian for guidance about symptoms, medications, chronic conditions, and local health services. Caregivers can also call for advice about their loved one's health or their own.

Who this is for: This service is for anyone in BC with health questions, medication concerns, caregiving questions, or who needs help finding health services.

When this might help: This service may help when you are unsure if medical care is needed, have medication or nutrition questions, are caring for someone and need guidance, or need help locating local resources.

How to access: Call anytime for free health advice and information.

- *Phone:* 8-1-1 (Toll Free)
 - Deaf/Hard of hearing: 7-1-1
 - *For emergencies, call 9-1-1 instead.*
- *Website:* [HealthLink BC 8-1-1 services | HealthLink BC](#)

Is a referral needed? No. You can call directly anytime.

Cost: All services are free.

Wait times: You will speak to someone right away when you call. Wait times are usually short.

Location: Available province-wide by phone, including Central & South Okanagan. No physical office needed.

[Take me back to the flowchart!](#)

Call or text BC 2-1-1

Description: BC 2-1-1 is a free, province-wide phone, text, and web chat service that connects individuals to local community resources. Navigators help people find housing, food supports, mental health and substance use services, legal aid, financial assistance, and caregiver support such as respite and support groups.

Who this is for: This service is for anyone who needs help finding community services, including caregivers seeking support, individuals looking for housing or food, or those needing mental health or social services.

For a medical emergency, call 9-1-1.

For non-emergency health concerns, call 8-1-1 to speak with a nurse or health professional.

When this might help: This service may help when you need shelter or housing, food or financial assistance, mental health or counselling services, support for a child or senior, respite care, or guidance navigating community resources.

How to access: Individuals can call, text, or use web chat to connect with a resource navigator.

- *Phone:* 2-1-1 (Toll Free)
 - Text/Call: 2-1-1
 - Web chat is available on their [website](#).
 - *For emergencies, call 9-1-1 instead.*
- *Website:* [Home - Homepage - 211 British Columbia](#)

Is a referral needed? No. You can call, text, or chat directly.

Cost: All services are free.

Wait times: You will connect with a resource navigator right away. Wait times are usually short.

Location: Available province-wide by phone, text, and web chat, including Central & South Okanagan.

[Take me back to the flowchart!](#)

Appendix A

Home Health Offices through Interior Health



Home Health Offices Contact Information

Community	Office Address	Office Phone Number
100 Mile House	D-555 Cedar Ave 100 Mile House, BC V0K 2E0	(250) 395-7676 Ext. 3
Armstrong	3800 Patten Dr Armstrong, BC V0E 1B2	(250) 546-4752
Ashcroft	700 Ash-Cache Creek Hwy Ashcroft, BC V0K 1A0	(250) 453-1939
Barriere	4537 Barriere Town Rd Barriere, BC V0E 1E0	(250) 672-9731 Ext. 3
Castlegar	709 10 TH St Castlegar, BC V1N 2H7	(250) 365-4332
Chase	825 Thompson Ave Chase, BC V0E 1M0	(250) 679-1416
Clearwater	640 Park Dr Clearwater, BC V0E 1N0	(250) 674-3141 Ext. 2
Clinton	1510 Cariboo Hwy Clinton, BC V0K 1K0	(250) 453-1939
Cranbrook	20 23 RD Ave S Cranbrook, BC V1C 5V1	(250) 420-2289
Crawford Bay & East Shore	15985 Hwy 3A Crawford Bay, BC V0B 1E0	(250) 227-9006
Creston	312 15 TH Ave N Creston, BC V0B 1G0	(250) 428-3827
Enderby	707 3 RD Ave Enderby, BC V0E 1V0	(250) 546-4752
Fernie	1501 5 TH Ave Fernie, BC V0B 1M0	(250) 423-8288 Ext. 3
Golden	835 9 TH Ave S Golden, BC V0A 1H0	(250) 344-3005
Grand Forks	7649 22 ND St Grand Forks, BC V0H 1H2	(250) 443-2100 Ext. 5
Invermere	850 10 TH Ave Invermere, BC V0A 1K0	(250) 342-2372

For a medical emergency, call 9-1-1.

For non-emergency health concerns, call 8-1-1 to speak with a nurse or health professional.



Home Health Offices Contact Information

Community	Office Address	Office Phone Number
Kamloops	37–450 Lansdowne St Kamloops, BC V2C 1Y3	(250) 851-7900
Kaslo	673 A Ave Kaslo, BC V0G 1M0	(250) 353-2744
Lake Country & Kelowna (Rutland)	135 Davie Rd Kelowna, BC V1X 1Y8	(250) 469-7070
Kelowna	505 Doyle Ave Kelowna, BC V1Y 6V8	(250) 469-7070
Keremeos & South Similkameen	700 3 RD St Keremeos, BC V0X 1N3	(250) 499-3029
Kimberley	260 4 TH Ave Kimberley, BC V1A 2R6	(250) 427-2215 Ext. 3
Lillooet & Lytton	951 Murray St Lillooet, BC V0K 1V0	(250) 256-1326
Logan Lake	5 Beryl Dr Logan Lake, BC V0K 1W0	(250) 523-9414 Ext. 3
Merritt	3451 Voght St Merritt, BC V1K 1C6	(250) 378-3408
Midway	540 7 TH Ave Midway, BC V0H 1M0	(250) 449-2887 Ext. 2
Nakusp	97 1 ST Ave NE Nakusp, BC V0G 1R0	(250) 265-5256
Nelson	905 Gordon Rd Nelson, BC V1L 3L8	(250) 352-1401
New Denver	401 Galena Ave New Denver, BC V0G 1S0	(250) 358-7804
Oliver	930 Spillway Rd Oliver, BC V0H 1T8	(250) 498-5080 Ext. 2
Osoyoos	4816 89 TH St Osoyoos, BC V0H 1V1	(250) 495-6433 Ext. 0
Penticton	740 Carmi Ave Penticton, BC V2A 8P9	(250) 770-3477

If you have concerns about the safety or well-being of a senior call 1-866-437-1940, Monday to Friday, 8:00 a.m. to 8:00 p.m., excluding statutory holidays. Language interpretation services are available.



Home Health Offices Contact Information

Community	Office Address	Office Phone Number
Princeton	98 Ridgewood Dr Princeton, BC V0X 1W0	(250) 295-4442
Revelstoke	2 ND Floor 1200 Newlands Rd Revelstoke, BC V0E 2S0	(250) 814-2267
Salmo	413 Baker Ave Salmo, BC V0G 1Z0	(250) 357-0109
Salmon Arm	1-2770 10 TH Ave NE Salmon Arm, BC V1E 2S4	(250) 832-6643
Sparwood & Elkford	570 Pine Ave Sparwood, BC V0B 2G0	(250) 425-4537
Summerland	12185 Atkinson Rd Summerland, BC V0H 1Z0	(250) 404-8060
Tatla Lake	16452 Hwy 20 Tatla Lake, BC V0L 1V0	(250) 476-1114 Note: Limited Home Health services at this location
Trail	1500 Columbia Ave Trail, BC V1R 1J9	(250) 364-6230
Vernon & Lumby	4505 25 TH St Vernon, BC V1T 4S8	(250) 541-2200
West Kelowna	160-2300 Carrington Rd West Kelowna, BC V4T 2N6	(250) 469-7070
Williams Lake	3 RD Floor 517 6 TH Ave N Williams Lake, BC V2G 2G8	(250) 305-4071

[Take me back to the flowchart!](#)

For a medical emergency, call 9-1-1.
For non-emergency health concerns, call 8-1-1 to speak with a nurse or health professional.