



DIRECTORY OF SOCIAL SERVICES

**for
Revelstoke and Area**

NOVEMBER 2012

www.revelstokesocialdevelopment.org

The purpose of this directory is to provide information to the public about Social Services that are available to the community. The City of Revelstoke is in no way responsible for the delivery of these services.

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ADULT ABUSE AND NEGLECT

COMMUNITY RESPONSE NETWORK

The Community Response Network represents a diverse group of concerned community members and agencies working under the Adult Guardianship Act to implement a coordinated response to adult abuse, neglect, and self-neglect for people aged 19 years and older. Individuals have the right to be treated with respect, access to basic needs, protection from neglect and physical, emotional, financial or sexual abuse, information about civil and legal rights, and control over their lives. If you think someone is mistreating you – or someone you know – call the Abuse Response line at 250-814-2267 or for developmentally disabled adults 250-832-1720. For more information about CRN, call committee member Nelli Richardson at 250-837-4382 or email revycrn@gmail.com or visit www.bccrns.ca.

CHILDREN'S SERVICES

CHILD CARE

Revelstoke Child Care Society

RCCS is a non-profit organization that works to provide parents with information about and referrals to quality child care choices in the community and early childhood development. Child care providers are supported through training, education and resources. Contact Linda Chell at 250-837-6669 or email revelstokeccrr@live.ca or visit www.childcarechoices.ca Located at Room 124, 1001 Mackenzie Ave.

Child Care Resource and Referral

- Free child care referrals to Registered License Not Required; Licensed Family Child Care; Licensed Group Child Care and Preschool
- Information and in person support for Child Care Subsidy applications
- Child care provider and parent workshops
- Early learning and child care newsletter
- Child care provider support, training and access to early learning resources

Revelstoke Child Care Society's Licensed Group Centres

Early Childhood Educators provide a child focused program in an environment to promote an individual love of learning. For information about full or part time care, the morning preschool program and school aged care, call 250-805-2304 or 250-837-5855. RCCS's Licensed Group Child Care Centre programs include:

- Corner Stones Infant/Toddler Care
- Corner Stones 3 to 5 year old Care
- Corner Stones After School Care
- Stepping Stones Infant/Toddler Care

EARLY LEARNING

Early learning for preschool children takes place in multiple settings: homes, preschools, child care environments, early learning centres, and other community settings. Childrens' early learning is supported by parents, family members, the broader community, early childhood educators, and other service providers. The BC Early Learning Framework provides information and insights on supporting all young children as they learn and develop. For more information contact Coordinator Tracy Spanner at 250-805-2305, email tspanner@cbal.org or visit http://www.bced.gov.bc.ca/literacy/early_learning

Early Learning Resource Library

Located at Room 124, 1001 Mackenzie Ave. For more information call 250-837-6669.

A full range of early childhood resources to borrow including:

- Early learning resource materials
- Developmentally appropriate toys
- Infant and toddler equipment
- Children's books (free of charge)
- Parenting books and DVD's
- Early childhood education resources
- Activity kits

Ready, Set, Learn

An engaging winter event to welcome parents/caregivers and their three-year-old children to their local elementary school for an introduction to the school and community early childhood resources. Contact 250-837-2101 for event dates.

Revelstoke Child Care Society

Provides learning opportunities for child care providers and early childhood educators.

Contact Linda Chell, Executive Director at 250-837-6669 or email revelstokeccrr@live.ca or visit www.childcarechoices.ca Located at Room 124, 1001 Mackenzie Ave.

- **Child Care as a Career** – Information on start up and operation grants, Licensed Family Care, and Licensed Not Required Child Care; Introduction to Child Care Level 1, 2 and 3 available.

EARLY INTERVENTION AND SUPPORT

Infant Development Program

Supports families who are raising children between birth and 3 years of age who are at risk for a delay or with a developmental delay or disability. An experienced consultant visits families in their homes, provides ideas to help with child development, and also lends toys, books, and equipment if requested. The Infant Development Consultant is also able to conduct developmental screenings and assessments to determine how a child is developing. The Infant Development Program works in partnership with other community professionals to ensure all aspects of a child's growth and development are considered. Contact Kristal Bradshaw at Community Connections, 250-837-2920 ext 39 or email kbradshaw@community-connections.ca.

Supported Child Development Program

This program provides additional supports in preschool or daycare settings for children whose parents or caregivers are concerned about their development. Consultation services are available to the center's staff to promote inclusive environments. When needed, extra staff is available to ensure all children are able to fully participate in the program offered. The program can also arrange referral to other community professionals (Physical Therapy, Occupational therapy, Speech/Language therapy), and has a lending library with toys, equipment, books, videos and other resources. Developmental screenings and assessments can also be arranged. Contact Kristal Bradshaw at Community Connections, 250-837-2920 ext 39 or email kbradshaw@community-connections.ca

Ministry of Children and Family Development

Ministry of Children and Families provides support to families in their efforts for positive and healthy relationships. Services offered include Individual and Family Support, Child and Youth Mental Health, Foster Care, Respite, Adoption and Protective Services. The local office works along side community and families to engage formal and informal supports toward the goal of healthy families. Contact the office at 250-837-7612. Located at 210 Garden Ave.

Revelstoke Child Care Society Early Learning Resource Library

Provides a full range of early childhood development resources, including books for parents and children, resource materials, and developmentally appropriate toys, infant and toddler equipment. For further information contact 250-837-6669 or email revelstokeccrr@live.ca
Located at Room 124, 1001 Mackenzie Ave.

Success by Six

Ensuring children 0-6 years have access to programs that support their healthy growth. Contact Tracy Spannier at 250-805-2305 or email tspannier@cbal.org.

PLAYGROUPS AND CAMPS

Adventure Summer Day Camp

For children between the ages of 6 and 11. Children must have completed kindergarten to attend. Camps run Monday to Friday in July and August. Themes may include Drama, Art, Sports, Exploration, and Water Activities. Registration begins in June of each year and takes place at Community Connections (314 – 2nd St East). Sponsorship is available to ensure all children in Revelstoke have an opportunity to participate. For more information contact 250-837-2920.

Community Connections PACT (Parents and Community Together)

This program delivers two components: a parent-child drop-in on Monday and Thursday mornings (9:30 am – 12:30 pm), and a variety of Parent Education Groups. The PACT drop-in provides a relaxed, informal, inclusive place for caregivers of young children to socialize, share experiences and access resources to support them in the demanding job of raising children. Facilitators provide information on family life topics, demonstrate play and craft activities, lead discussions on parenting and personal issues, and make referrals to other services families may need. The Parent Education Groups provide skill building and mutual support programs for parents. Contact: Cathy Girling at 250-837-2920, ext 38.

Community Connections Pre-Teen Camps

Pre-Teen Camps have especially designed for youth in grades 5, 6, and 7. The camps will run from 9:00 AM to 3:00 PM for the months of July and August, Monday to Friday. Every week of camp will have a different theme. Registration begins June 1, 2010. For more information contact Community Connections at 250-837-2920.

Leap Land

An indoor playground located at Begbie View Elementary School, 1001 Mackenzie Ave. For more information contact 250-837-2101.

Play in the Park

A fun playgroup during summer months; open to the community and free of charge. Wednesdays 10 am –12 noon. Offered by the Revelstoke Child Care Society. Contact 250-837-6669.

StrongStart Early Learning Centre

A free school-based interactive program for children 5 years and under and their parent/caregiver. A drop-in program, facilitated by an Early Childhood Educator, promotes early learning through art, songs, stories and play with quality materials. For further information on specific times available, contact 250-805-2306. Located at Begbie View Elementary School.

PRESCHOOLS

Jumping Jacks Preschool

Licensed and fully integrated preschool for children between the ages of 3 and 5. Classes are delivered by qualified Early Childhood Educators in a caring, stimulating environment – art, singing, games, puzzles, books, toys, movement and more! There are 2 classes to choose from - Mon/Wed/Fri or Tues/Thurs 9 am to 11:30 am. Jumping Jacks also offers the Seeds of Empathy program which uses visits with an infant and his/her parent to help the children develop empathy by learning about their own feelings as well as those of others. The children also deliver literacy skills by reading books specifically chosen to illustrate the ten themes of the program. Contact Rosetta Bernava at 250-837-5773. Located at 1550 Illecillewaet Road.

Corner Stones Child Care

This program promotes the child's physical, emotional, social, intellectual, and aesthetic development. A theme-based program is geared towards the child's interests. Children and educators learn through play. Materials are carefully selected to promote the development of the whole child, and each child's individual likes/dislikes, abilities and needs are respected. The preschool program is offered 5 days a week from 9 am to 12 noon, embedded in the child care day, and all day child care is also available from 7:00 am to 6:00 pm. For further information contact 250-805-2304, Located at Room 127, 1001 Mackenzie Ave.

Corner Stones Preschool

This unique program has parents involved in all aspects of the program by volunteering in the classroom once every 15 times. "Learning will transfer between home and school helping to ensure a smooth kindergarten transition." Early Childhood Educators offer an enriched play-based program that promotes learning for the whole child. Tuesday/Thursday or Monday/Wednesday/Friday mornings 9:00-11:30 am, for children 3 to 5 years of age. Contact 250-805-2304. Located in Room 129, 1001 Mackenzie Ave.

Toddler Time and Cool Kids Preschool Programs

This preschool offers your child a variety of unique experiences in a licensed preschool setting. The staff are certified Early Childhood Educators who are dedicated to quality child care. Children participate in art, circle time, music, physical activities, field trips and socializing with other children. The program promotes activities for the optimal development of your child in a safe and positive environment. For further information contact 250-837-9351, Located at the Revelstoke Community Centre, 600 Campbell Ave.

PRE-TEEN & YOUTH

Community Connections Youth Services Program

Offers weekly, free or low cost events to local youth, ages 9 to 12 and 13 to 17 all year long. The goal of these events is to provide an opportunity for youth to engage in pro-social activities, learn more about themselves and others in a safe and respectful atmosphere, and to have fun. Monthly calendars can be found at the Recreation Centre, at Community Connections, in local businesses and on our website at www.community-connections.ca. For more info, contact Youth Program Coordinator, Laura Kanik at (250) 837-2920 ext. 27 or email at lkanik@community-connections.ca

The Youth Mentoring Program is an opportunity to provide youth in the community experiences where they can develop new skills and interests. The program is available to youth ages 10-18 years. Volunteer Youth Mentors are always needed. For more information contact Kelly Silzer, Youth Mentoring Coordinator, at Community Connections at 250-837-2920 ext. 27.

Revelstoke Youth Initiative Committee

Works collaboratively and actively to build community capacity for youth aged 12 to 30, to value and strengthen the resiliency of youth, and enable all young people in the community to meet needs associated with a successful transition to adulthood. Contact Mary Kline, Chair, at 250-837-4235 or Megan Shandro, Youth Liaison, at info@stokeyouthnetwork.ca

Stoke Youth Network

The Stoke Youth Network is a network designed by youth for youth, focused on increasing opportunities for meaningful youth engagement in our community. For more information, contact Megan Shandro, Youth Liaison, at info@stokeyouthnetwork.ca

SPEECH AND LANGUAGE

Speech-language support for children aged 0 to 6 years

Serves families of children, 0-6, with speech, language or hearing difficulties. Contact Carolyn Duncan at 250-805-2307 or email carolyn.duncan@interiorhealth.ca Located at Room 134, 1001 Mackenzie Ave.

Speech-language and/or hearing support for all school-aged children

Contact Vivian Binnington, School District Speech & Language Therapist at 250-805-2302 or email vbinnington@sd19.bc.ca

COMMUNITY LIVING (FOR PERSONS WITH DEVELOPMENTAL DISABILITIES)

Children and Youth with Special Needs (CYSN)

The Ministry of Children and Family Development (MCFD) funds a range of programs and services for children and youth with special needs and their families. Services and supports are intended to promote children's healthy development, maximize quality of life, assist families in their role as primary caregivers and support full participation in community life. Contact Britt Hunchak, Social Worker, at 250-837-7612, Tuesday and Thursday, or email britt.hunchak@gov.bc.ca Website: www.mcf.gov.bc.ca/spec_needs/index.htm

Community Living BC (CLBC)

CLBC delivers support and services to adults with developmental disabilities and special needs, and their families. The role of CLBC is to help people with developmental disabilities live and work in their communities as independently as possible by providing both individual supports and funding services. Contact Facilitator Lori Skinner (in Salmon Arm), at 250-832-1720 (cell: 250-517-0652) or main regional office in Vernon at 250-549-5490.

COMMUNITY LIVING SERVICES FOR CHILDREN

All programs are managed by Community Connections and have a family-centered practice – staff believe that parents know their children best, and should be actively involved in all decisions about their children. Contact Kristal Bradshaw at Community Connections, 250-837-2920 ext 39 or email kbradshaw@community-connections.ca

Infant Development Program – supports families who are raising children from birth to three years old, who are at risk for, or who already have a delay in development. Our experienced Infant Development Consultant visits families in their homes, provides ideas to help with child development, and also lends toys, books, equipment and resources if needed. She is also able to conduct developmental screenings and assessments to determine how a child is developing.

The Infant Development Program works in partnership with other community professionals to ensure all aspects of a child's growth and development are considered.

Supported Child Development Program – This program provides additional supports in preschool or daycare settings for children whose parents or caregivers are concerned about their development. Consultation services are available to the center's staff to promote inclusive environments. When needed, extra staff is available to ensure all children are able to fully participate in the program offered. The program can also arrange referral to other community professionals (Physical Therapy, Occupational therapy, Speech/Language therapy), and has a lending library with toys, equipment, books, videos and other resources. Developmental screenings and assessments can also be arranged.

Community Connectors - is a program available for school aged children who have been diagnosed with Autism Spectrum Disorder, a physical disability, or a developmental delay or disability.

Respite -is a program available for children who are eligible to participate in the Community Connectors or Autism Services programs. The goal of the program is to support the family by hiring a qualified care giver to look after their child in the parent's absence.

Autism Services - For children under the age of six, an Intensive Behavioral Intervention program is developed in consultation with the family and an approved Applied Behavioral Analysis supervisor.

COMMUNITY LIVING SERVICES FOR ADULTS

This program offers 2 residential group homes and individual community support programs. The residences provide safe, caring homes where clients develop the skills they need to live independently with the support of staff, family, and friends. In the individualized community support programs, participants design a plan that meets their own needs, wants, and goals. Individuals access the community through social, recreational, educational and vocational opportunities. Contact Loni Williams (Community Support Services), email lwilliams@community-connections.ca and Kelly Riguedell (Residential Care), email kriguedell@community-connections.ca or call 250-837-2920.

EDUCATION AND LITERACY

COLLEGE

Okanagan College – Revelstoke Centre - Continuing Studies

Business certificates, Computers & Technology, Employment & Professional Development, First Aid & Safety, Health, Online & Distance Learning, English as a Second Language Settlement Assistance Program (ESLSAP – see below), Adult Academic & Career Preparation (AACP – see below), Volunteer Adult Literacy Tutoring Program, Revelstoke Centre of Learning. Located at 1401 West 1st Street, mailing address P.O. Box 3118 Revelstoke BC V0E 2S0. Phone 250-837-4235 local 6501, Fax 250-837-2882 or visit www.okanagan.bc.ca/csreg for online registration.

The Revelstoke Adult Centre of Learning at Okanagan College offers a place to study for adult distance education students in Revelstoke. For \$30 per year, students completing courses through other institutions have access to free exam invigilation services, study space, unlimited

LITERACY PROGRAMS

Adult Literacy

Revelstoke Volunteer Literacy Tutoring Program is a free and confidential one to one tutoring program for adults offered at Okanagan College. Learners do not have to be enrolled as students at the college to access the program. The focus is to help adult learners gain literacy skills so they can achieve life goals. Contact 250-837-4235 extension 6504.

Columbia Basin Alliance for Literacy

Contact Tracy Spannier, Program Coordinator at 250-805-2305 or email tspannier@cbal.org
Located at Room 120, 1001 Mackenzie Ave. or visit www.cbal.org

Programs:

- **Family Literacy Drop-In** – Drop by or call with any requests for information or to use the ‘Share the Word’ book exchange program.
- **Family Tutoring** – A tutor is provided to families in which some member has identified difficulty with reaching learning goals. Parents receive assistance to learn strategies to support their children’s learning.
- **Family Night Out** – An evening program for the whole family to enjoy together, with a different theme each week.
- **One to one** – Trained volunteers work with students struggling with reading. Strategies are aimed at increasing self-confidence and reading skills.
- **Parents as Literacy Supporters (PALS) and Parents of Primary Students (POPS)** – Programs provide activities, tools, and kits to families to support learning at home. Offered in partnership with School District #19.
- **Revelstoke Book Exchange** – Free books for all ages to borrow and bring back or keep and treasure. There are 7 locations: Community Center, CBAL Centre, StrongStart Centre, the Food Bank Family Laundry, the Revelstoke Awareness and Outreach Program, and the Queen Victoria Hospital waiting room.
- **Revelstoke Mother Goose** – For parents and family members with children aged 0 to 3 years old – rhymes, songs, stories, giggles and snacks. Older siblings aged 3 to 5 can attend **Little Gosling Activity Time** at the same time – facilitated by qualified staff.
- **Special Events** – watch for special events for all ages to promote literacy awareness.
- **Story Adventure Kit Lending Library** – Fun take home kits to borrow and discover the magic of imagination. Kits include a book and engaging activities for families to explore together.
- **Stress Free Reading at Home Workshops** – A free evening workshop to provide tips and tools to parents to take the stress out of reading at home.

Revelstoke Board of Education

Literacy in our schools and beyond – the Revelstoke Board of Education places extremely high importance on the literacy of its students. Programs include early screening/identification assessment in Kindergarten and Grade 1; monitoring throughout Grade 1 through 3; reassessment in Grades 4 to 9; support/intervention for students not achieving success at the school level ranging from classroom teachers, support teachers and trained educational assistants; school library programs and services; and community-wide collaboration and partnerships to support literacy. For further information contact 250-837-2101 or visit www.sd19.bc.ca

Revelstoke Literacy Action Committee

RLAC is group of service providers and community members interested in creating and strengthening learning opportunities for all in Revelstoke. RLAC acts as an advisory body to

guide community literacy initiatives in Revelstoke. For further information contact Tracy Spannier at 250-805-2305 or email tspannier@cbal.org

ELEMENTARY AND SECONDARY SCHOOLS

School District #19

Superintendent: Anne Cooper. The administration office is located at 501 11th St. E. Contact 250-837-2101 or visit www.sd19.bc.ca

- Arrow Heights Elementary School, 1950 Park St. Call 250-837-6360
- Columbia Park Elementary School, 120 Colbeck, Call 250-837-4744
- Begbie View Elementary School, 1001 Mackenzie Ave. Call 250-837-3085
- Revelstoke Secondary School, 1007 Vernon Ave. Call 250-837-2173

REGISTERING FOR SCHOOL

If you are a Canadian citizen, to register your child for school, go to your neighbourhood school and enquire at the office. At the school you will be asked to fill out a registration form and present the child's birth certificate, Medical Services Plan Care Card number, and proof of address. If your child is not a Canadian Citizen, registration is confirmed by the District Superintendent and a copy of the parent's and student's immigration documents are required. For more information, contact 250-827-2101 or visit www.sd19.bc.ca

SCREEN SMART INITIATIVE

Screen Smart seeks to provide media information to families to promote a better understanding of how electronic media – TV, computers and the internet – may influence the lives of children of all ages, and suggest ways that parents and children can best manage media. Visit www.screensmart.ca.

LITERACY VOLUNTEER OPPORTUNITIES

- One to One Children's Literacy Program Volunteers – 250-805-2305 or email tspannier@cbal.org
- Revelstoke Volunteer Literacy Tutoring Program at Okanagan College. Free and confidential one to one tutoring for adults. Tutors have access to training and need only basic skills – patience, a good sense of humour, a positive attitude, and a willingness to try new things. Contact 250-837-4235 extension 6504.
- English as a Second Language Settlement Assistance Program at Okanagan College. Volunteers needed to tutor adult immigrants who are new to Canada, to help them improve their English language skills and to learn about Canadian culture. Call 250-837-4235 or email brwhalen@okanagan.bc.ca

EMERGENCY SERVICES

EMERGENCY NUMBERS

For All Emergencies	CALL 911
HealthLink BC	CALL 811
Children's Help Line	310-1234
Crisis Line	1-888-353-CARE (2273)
Poison Control Centre	1-800-567-8911
Revelstoke Crisis Line	250-837-6601
Victim Services	250-837-9260
Victim Link	1-800-563-0808

Women's Shelter 250-837-1111
Youth against violence 1-800-680-4264

CRIMESTOPPERS

Crimestoppers is a completely anonymous community service program not attached to the RCMP in any way. Work is done in association with the public, media, and police to solve crime and make Revelstoke a safer place to live. Information is given anonymously – participants will never have to be a witness in Court, or suffer alienation from friends or family. Cash rewards are offered for information leading to an arrest or the solution of a crime. Tipsters call a special telephone number 1-800-222-TIPS (8477) that features no *69 or caller display functions, so calls cannot be traced or identified at any time. Code numbers are issued to Tipsters to ensure anonymity. Volunteers are always needed. For further information contact Glenn Fiebig at 250-837-5211 or Roberta Ciolli at 250-837-2939 or visit www.revelstokecrimestoppers.com

EMERGENCY SOCIAL SERVICES

Emergency Social Services (ESS) provides for basic short-term services required by people who are forced from their homes by disasters. Essential services include: food, lodging, clothing, family reunification, and emotional support. Other specialized services are provided as required. These services are delivered by the Revelstoke and Area Emergency Social Services (RAAESS) volunteer team as directed by the Emergency Management BC (EMBC). Volunteers receive extensive training, and provide support in emergency situations to residents that have been displaced. To volunteer, call 1-866-925-2909. For local information, contact Luana Kaleikini, ESS Coordinator, at jlkalei@yahoo.ca or through the Revelstoke Fire Rescue department at 250-837-2884. For more information about ESS locally visit www.revemergency.com. For information about the provincial ESS Program, please visit www.ess.bc.ca, www.pep.bc.ca or www.essa.ca.

COMMUNITY CONNECTIONS FOOD BANK

Located downstairs at the Legion, 600 1st St. W. –Coordinates free food distribution to those in need in the community of Revelstoke. The Food Bank is open every Friday between 8:30 am – 11:00 am. The Food Bank provides year round food assistance and endeavors to provide choices of healthy nutritious food items for children, families and seniors that live in poverty or that are working poor, including:

- Nutritionally designed hampers to last 3—4 days
- Milk, bread, vegetables, fruit & extras
- Hamper distribution once a month
- Baby Bundles
- Kids Snack Program
- Christmas Hampers during the month of December
- Personal hygiene items and vitamins
- Referrals to other services as required
- Confidential services
- Nutrition and skill building workshops
- Free clothing, household items etc. when available

Contact Patti Larson, Community Connections Outreach Services Manager, at 250-837-2920, ext. 28, or email plarson@community-connections.ca or visit www.community-connections.ca

QUEEN VICTORIA HOSPITAL

Offers services related to major trauma, maternity, minor elective surgeries, laboratory and radiology, physiotherapy, outpatient ambulatory care, nutrition, care for the elderly, respite and hospice. Contact 250-837-2131 or visit www.interiorhealth.ca Located at 1200 Newlands Rd.

REVELSTOKE FIRE DEPARTMENT

The Revelstoke Fire Department has both volunteers and paid fire protection members. The Department also houses the Revelstoke Highway Rescue Society equipment & volunteer base. For further information contact Fire Chief Rob Girard at (non-emergency number) 250-837-2884. Located at 227 4th St W.

REVELSTOKE RCMP DETACHMENT

Contact Staff Sergeant Jacquie Olsen, Detachment Commander at (non-emergency) 250-837-5255 or email jacquie.olsen@rcmp-grc.gc.ca Mailing address P.O Box 1480, Revelstoke, BC V0E 2S0. Located at 404 Campbell Ave.

SAFELY HOME

A program to assist police officers in the safe and timely return of individuals with Alzheimer Disease following an episode of wandering. Caregivers or other guardians who are concerned about a family member getting lost and unable to find their way home, voluntarily register the individual and provide key information. Contact the local RCMP office at 250-837-5255 or visit www.safelyhome.ca.

SELKIRK MEDICAL CLINIC

Local physicians (10) including an on-call doctor. Open Monday to Friday 9 am to 5 pm. Contact 250-837-9321 for an appointment. Located at 101 1st St. E. Fax: 250-837-9444.

VICTIM SERVICES

Whether you are a victim, family member, friend or a witness of a crime or traumatic event, the Revelstoke Police-based Victim Services is a free resource designed to assist you. The program operates on the philosophy that the immediacy and nature of assistance that a victim receives following an incident can have a significant impact on their resulting wellness. It is the goal of the program, its staff and Volunteers, to provide timely, relevant and supportive assistance. Program services include emotional and practical support, crisis intervention, referrals, information specific to your needs and court support. We also offer assistance and support in the completion of criminal injury compensation claims and Victim Impact statements. For further information please contact the Program Manager, Luana Kaleikini at 250-837-9260, Fax 250-837-5033 or email victim.services@revelstoke.ca or visit us at 404 Campbell Avenue, at the RCMP detachment.

WOMEN'S SHELTER

Revelstoke Women's Shelter Society Forsythe House – A Safe Place

The Revelstoke Women's Shelter Society is a non-profit society that provides safe refuge and support to women (and their children) at risk of all forms of abuse. Emergency contact 250-837-1111 or Contact Nelli Richardson, Executive Director at 250-837-4382 or email forsythe@telus.net

EMPLOYMENT SERVICES

Community Futures Development Corporation of Revelstoke (CFDC)

Offers business loans, equity financing, employment and business-related counselling, access to training, knowledge, experience and advice from people who know and understand business, and support in developing financial and human resources for employment creation and economic diversification in Revelstoke. CFDC administrates the Self-Employment Benefit Program. For further information contact Darryl Willoughby at 250-837-5345 or visit www.revelstokecf.com

WorkBC Employment Services Centre

Offers support for job search and pre-employment related services obtained either through self-serve or case management, depending on individual needs. Clients can access a variety of workshops including resume writing, interview skills and labour market research, both face to face and through tele-sessions and webinars. Depending on eligibility, clients have access to supplemental services including wage subsidy, training and self-employment. For further information about accessing our services, contact 250-814-0244, visit the website at www.workbc-revelstoke.com, or drop into 117 Campbell Avenue.

FOOD SECURITY

Community Connections Outreach Services

Offers a variety of programs for those in need. Contact Outreach Services Manager Patti Larson at 250-837-2920 ext 28, or email plarson@community-connections.ca or visit www.community-connections.ca

- **Food Bank** (downstairs at the Legion, 600 1st St. west) – Coordinates free food distribution to those in need in the community of Revelstoke. The Food Bank is open every Friday between 8:30 am – 11:00 am and provides non-perishable food hampers as well as milk, bread, fresh fruit and vegetables, the Kids Snack Program and the Christmas Hamper program during the month of December.
- **Kid's Snack Program** – provides families with a bag of nutritious snacks for their children to last 5 days each week.
- **Baby Bundles** – Provides nutritional support and items specifically for pregnant moms and families with babies less than one year old.
- **Community Kitchen** – located at Community Connections, the Community Kitchen is a group of individuals who meet regularly to cook healthy, nutritious meals, bake goods, or preserve food. All participants learn new recipes and experience the good food and social benefits of shared efforts. Wednesday mornings.
- **Nutrition Education Program** - an ongoing nutrition education program that provides low-income families, seniors, and individual's tools to improve their health, nutrition, and wellness. The Food Bank has long held a vision of maintaining a strong, healthy community where its members have the resources they need to establish long-term healthy eating behaviours. Eating well is a habit; it must be nurtured and encouraged as with any other skill.
- **The Gleaning Project** – a partnership with Revelstoke Bear Aware to gather from our neighbours and share extra fruits, berries and vegetables which helps to enhance food quality in our monthly hampers.
- **Plant a Row – Grow a Row** - Local gardeners are encouraged to plant an extra row of vegetables and donate their harvest to the food bank in an effort to get more fresh vegetables for local families in need.
- **Food Share Donor Program** – Grocery stores, restaurants and bakeries donate their close dated, perishable food to the Food Share program. This program allows our clients to access fresh produce, breads, dairy and baked goods at our weekly food bank.

Revelstoke United Church - Soup and a Smile every Monday from 11:30 am to 1:00 pm. A hot meal of (usually) soup, a bun, beverage, and dessert is provided for those in need. Located at 314 Mackenzie Ave.

GOVERNMENT MINISTRIES, REPRESENTATIVES AND CONTACTS

FEDERAL

Member of Parliament David Wilks, Kootenay-Columbia www.david.wilks@parl.gc.ca

Federal Contact Information

1. Canada Mortgage & Housing Corp. www.cmhc-sch.gc.ca
2. Canada Pension Plan 1-800-277-9914 www.hrsdc.gc.ca
3. Canada Revenue Agency www.cra-arc.gc.ca
 - GST Credit 1-800-959-1953
 - Tax Refund Status 1-800-959-1956
 - Tax info phone service 1-800-267-6999
4. Child Tax Benefit 1-800-387-1193 www.cra-arc.gc.ca
5. Citizenship & Immigration 1-888-242-2100 www.cic.gc.ca
6. Employment Insurance
 - Enquiries 1-800-206-7218
 - Employer Services 1-888-800-9612
 - Foreign Worker Confirmations 1-888-246-7712
 - Employment Services 1-800-304-0595
7. Old age security 1-800-277-9914 www.hrsdc.gc.ca
8. Passport Canada 1-800-567-6868 www.pptc.gc.ca
9. Service Canada 1-800-622-6232 www.canada.gc.ca
10. Social Insurance Numbers 1-800-206-7218 www.hrsdc.gc.ca
11. Veterans Affairs Canada 1-866-522-2122 www.vac-acc.gc.ca

PROVINCIAL

Member of the Legislative Assembly Norm MacDonald MLA, Columbia River-Revelstoke
Revelstoke Office 250-814-6700 or 1-866-870-4188 or www.normmacdonald.ca Located at 416
1st St West.

Provincial Contact Information

1. Child Care Resource and Referral call 250-837-6669 or visit www.mcf.gov.bc.ca/childcare or www.childcarechoices.ca
2. Child Care Subsidy call 250-837-6669 or visit www.mcf.gov.bc.ca/childcare or for advice on financial help for eligible families to meet child care costs call 250-837-6669 or visit www.mhr.gov.bc.ca/ccs
3. Community Care Facilities Licensing visit www.healthplanning.gov.bc.ca/ccf
4. ECE Registry – registry & renewal of early childhood educators call 250-837-6669 or visit www.mcf.gov.bc.ca/childcare/ece
5. Employment and Income Assistance call 1-866-866-0800 and ask for a pre-application number to be assigned to you, then go to <http://www.weborientation.gov.bc.ca/intro.asp> or visit www.gov.bc.ca/hsd
6. Enquiry BC – for general enquiries call 1-800-663-7867 or email EnquiryBC@gems3.gov.bc.ca or visit www.gov.bc.ca
7. HealthLink BC call 811 or visit www.HealthLinkBC.ca
8. Help Line for Children 310-1234
9. Housing – BC Housing, call 1-800-834-7149 or visit www.bchousing.org
10. Interior Health, call 250-837-2131 or visit www.interiorhealth.ca
11. Medical Services Plan (MSP) call 1-800-663-7100

12. Ministry of Children and Family Development, located at 210 Garden Ave, call 250-837-7612 or email john.yakielashek@gov.bc.ca or visit www.mcf.gov.bc.ca
13. Service BC, Government Agent Revelstoke, located at 1123 West 2nd St. call 250-837-6981
14. Vital Statistics call Kelowna Office 250-712-7562 or visit www.vs.gov.bc.ca
15. Workers' Compensation call 1-888-967-5377 or visit www.worksafebc.com

MUNICIPAL

Municipal Contact Information:

1. General Inquiries 250-837-2161 or visit www.cityofrevelstoke.com
2. Community Economic Development (Housing, Public Transportation, etc) 250-837-5345
3. Parks, Recreation and Culture (Aquatic and Fitness Centre, Arena, Community Centre, Community Organizations, Preschool etc) 250-837-9351
4. Public Works (Snow removal, Sewage Treatment, etc) 250-837-2922
5. Social Development 250-814-3875 or visit www.revelstokesocialdevelopment.org

HEALTH CARE

APPLICATION FOR MEDICAL SERVICES PLAN OF BC (MSP) ENROLMENT

A person must be a resident of British Columbia to qualify for benefits with MSP. A resident is defined as a person who:

- is a citizen of Canada or is lawfully admitted to Canada for permanent residence;
- makes his or her home in BC; and
- is physically present in BC at least six months in a calendar year and is not a tourist or visitor to BC.

If MSP benefits are available through your employer, union or pension plan, contact that agency for information and the appropriate application form.

MSP is a premium based plan – residents with limited income can apply for premium assistance.

The application can be downloaded from: www.health.gov.bc.ca/exforms/msp/enrolment.html

For MSP related questions, call the Health & Seniors Information line at 1-800-465-4911

ACUPUNCTURE/CHINESE MEDICINE

- Jade Mountain Wellness & Acupuncture, Erin Potter, R. TCM.P. Located at 101 1st Street West. Call 250-837-3900 or visit www.jademountain.ca.
- Revelstoke Acupuncture Clinic, Melanie Jensen, R. TCM.P. Located at #103 -103 1st Street East. Call 250-837-3666

CANADIAN CANCER SOCIETY (CCS)

Community Support Programs - offer a variety of programs from Accommodation, Camp Good times, Cancer Connection, Support Groups, Wig & Breast Prosthesis Banks, and Financial Support. The CCS is funded solely by the generosity of donors. The Cancer Information Service is a national, bilingual, toll-free service offering comprehensive information about cancer and community resources. Call 1-888-939-3333.

CHIROPRACTORS

Dr. Ross Hoshizaki and Dr. Wade Viznaugh

Located at 300 3rd St. W. Call 250-837-2110 Open Mon, Tues, Thurs, Fri.

DENTISTS

- Mackenzie Dental Centre, Dr. Philomena Gale, Located at 101 1st St. W. Call 250-837-5737
- Revelstoke Dental Centre, Dr. Scott LeBuke, Located at 111 2nd St. W. Call 250-837-6231
- Selkirk Dental Clinic, Dr. Mark Schwenck, Located at 314 Connaught Ave. Call 250-837-5149

FOOTCARE

- Pedicare Junction, Elaine Gale, Certified Podologist, Located at 210 1st St. E. (by appointment) Call 250-837-2256
- The Foot Nurse, Joan von Niessen RN, Certified Foot Care Nurse, Located at Pharmasave, 207 Victoria Rd. Call for appointment 250-804-3219 or email joanvon@telus.net.

HEARING

- Canadian Hearing Care, Located at 204 1st St. W. Call 250-837-3011

HOME AND COMMUNITY CARE

Interior Health

Care options that provide independence, choice and dignity for seniors and adults with disabilities, including: community care nursing and aid to help seniors remain independent in their own homes, adult day programs, respite, assisted living, and residential care. For further information contact professionals listed below or visit www.interiorhealth.ca

- **Home Care Nursing** – Long-term care assessment for home care support, assisted living, and residential care & day care program; home care nursing and home support services for people in their homes and assisted living units; manages adult day care program; first contact for elder abuse. Contact Karen Herbert, RN at 250-814-2267 or email karen.herbert@interiorhealth.ca
- **Community Care Social Work** – Social Work services provide counselling regarding: abuse and neglect related to older, vulnerable adults; client and family adjustment to changes in health; financial concerns; locating resources, development of community resources to support clients; palliative care and bereavement. Contact Tuulikki Tennant, MSW at 250-837-2131 ext 204 or email tuulikki.tennant@interiorhealth.ca
- **Meals on Wheels** - Nutritious meals are provided at home for seniors and people with disabilities who want to maintain an independent life in their homes but are unable to prepare their own meals. Call Moberly Manor at 250-837-3147.

Spectrum Family & Home Care

Provides services to people of all ages in the community, including Personal Care Services, Companionship Services, Live in Respite Services, Cleaning Services, Home and Yard Maintenance, Downsizing Services and Life Skills Training. For more information, contact (toll free)1-855-365-3842, or visit www.spectrumhomesupport.ca

HOSPICE

The hospice philosophy encourages a focus on life and living. The goal of hospice care is to help the client live the fullest life possible, while also helping all those involved to come to terms with the illness. We offer information, companionship, and emotional support. We also provide caregivers a “breather” to have some time for themselves. Contact 250-837-5523 or email revhosp@telus.net or visit www.revelstokehospicesociety.com. Mailing address is PO Box 3133, Revelstoke BC V0E 2S0

HOSPITAL

Queen Victoria Hospital offers services related to major trauma, maternity, minor elective surgeries, laboratory and radiology, physiotherapy, outpatient ambulatory care, nutrition, care for the elderly, respite and hospice. For further information contact 250-837-2131 or visit www.interiorhealth.ca Located at 1200 Newlands Rd. Mailing address: Mail Bag 5000 Revelstoke BC V0E 2S0.

MASSAGE THERAPY

- Liane Dorrius RMT, Debra Logan RMT & David Walker RMT, Revelstoke Massage Therapy Clinic 301 1st Street E. Call 250-837-6677 or visit www.revelstokemassagetherapy.com
- Tina Giotsalitis RMT, Helios Rehabilitation and Performance, 1605 Victoria Rd W. Unit 5, Call 250-837-7171 or visit www.heliosphysio.com.
- Karen Schneider RMT, Bodylogic Therapeutic Massage, #103-103 1st Street East. Call 250-837-3666.
- Josiane Maillet RMT & Ashley Sumner RMT, Repose Massage Therapy & Day Spa located at the Hillcrest Hotel a Coast Resort, Call 250-837-3322
- Corbett McCabe RMT, Thunderbird Massage Therapy located at Trans Canada Fitness and #03, 103 1st Street E. Call 250-200-0525.
- Kim Nicholls RMT, Jade Mountain, 101 1st St. W. Call 250-837-3900
- Sheri Zebroff RMT, Balu Yoga Centre, 414 1st St. W. Call 250-837-3975 or 250-837-1817

MEDICAL DOCTORS

At Selkirk Medical Clinic there are 10 local physicians including an on-call doctor. Open Monday to Friday 9 am to 5 pm. Contact 250-837-9321 for an appointment. Located at 101 1st St. East. Fax 250-837-9444.

MIDWIFERY

Mountain Midwifery, Birte Baschen, RM, Call 250-814-4006 or email mountain.midwifery@gmail.com.

NATUROPATHIC MEDICINE

Return to Grace Naturopathic Clinic offers individualized health plans to treat most illnesses. Natural healing methods include herbal medicine, homeopath, acupuncture, homeopathy, lifestyle counselling and Bowen technique. To book an appointment contact Dr. Theresa Camozzi, Located at 414 MacKenzie Ave. 250-200-0249 or book online at www.returntoGrace.net.

NUTRITION AND DIABETES COUNSELLING

Interior Health

Contact Sandra Rourke at 250-814-2276 or email sandra.rourke@interiorhealth.ca. Located at Queen Victoria Hospital, 1200 Newlands Rd.

Namaste Nutrition

Nutritional consulting: Individualized dietary, supplement and lifestyle recommendations aimed at bringing balance and wellness to your body. Giving you personalized tools for dealing with a diagnosed illness, prevention strategies, or improving general wellbeing. Services include nutrition consults in regards to specific issues; questionnaire-based full-body analysis to determine deficiencies and imbalances; menu plans; grocery store tours, and seminars. Contact Melissa Hemphill, BSc, RHN, RNCP at 250-837-9176 or email namastenutrition@yahoo.ca or visit www.namastenutrition.ca

OCCUPATIONAL THERAPY

- Occupational Therapy Services are offered at Queen Victoria Hospital (Doctor referral needed), Contact the Community Rehab department at 250-814-2270.
- Whitney Kendrick, Monashee Occupational Therapy Services, Contact 250-837-7987 or email whitneykendrick@hotmail.com.

OPTOMETRIST

Contact Dr. Terrance O'Hagan at 250-387-5244, Located at 310 Connaught Ave.

PATIENT CARE QUALITY OFFICER

Interior Health has established a central Patient Care Quality Office to receive, record, track and resolve complaints through Health Service Area Patient Care Quality Officers. The Patient Care Quality Officer is the liaison between patients, clients, residents and Interior Health regarding concerns, complaints or unmet needs. The central office is located in Kelowna at #220, 1815 Kirschner Rd. V1Y 4N7, or call (toll free) 1-877-442-2001, Fax 250-870-4670, or visit <http://www.interiorhealth.ca/YourCare/PatientCareQualityOffice/Pages/default.aspx> Office hours are Monday-Friday 8:30 am to 4:30 pm, excluding statutory holidays.

PHYSIOTHERAPY

- Helios Rehabilitation and Performance, Amy Guidinger, RPT, Lindsey Corrigan RPT & Fraser Sprigings RPT, located at 1605 Victoria Rd. W, Unit 5, Contact 250-837-7171 or visit www.heliosphysio.com.
- Shendra Kelly RPT, located at 414 1st St. W. Contact 250-837-3975 or visit www.baluyoga.com/wellness
- Red Cedar Physiotherapy, Prue Hicks RPT & Jocelyn Kutcher RPT, located at Suite 204 Victoria Rd Alpine Village Mall, Contact 250-837-8519 or visit www.redcedarphysio.ca
- Physiotherapy services are available at Queen Victoria Hospital (Doctor referral needed), Contact 250-837-2131 ext 259

PUBLIC HEALTH

Public Health Clinic

Offers immunizations, hearing screens, baby clinics, influenza and pneumococcal vaccines, communicable & STD disease investigation, education, and resources, prenatal services, support for new mothers, services for children with special needs, tobacco education, school health services, and environmental health services. The public health team includes a public health inspector, health unit aide, public health nurses and speech and language pathologist. Located at Queen Victoria Hospital, 1200 Newlands Rd. Contact 250-814-2244 or visit www.interiorhealth.ca.

PRENATAL SERVICES

For a complete directory of prenatal services contact Revelstoke Early Childhood Development Coordinator, Tracy Spannier at 250-837-6669 or email tspannier@cbal.org or drop by and pick one up at Room 106, 1401 1st St W.

Prenatal Classes are offered regularly by Okanagan College. For more information contact 250-837-4235 or visit www.okanagan.bc.ca *Subsidy available if required.*

Revelstoke HypnoBirthing Prenatal Program

Prepares parents to birth their baby in an atmosphere of calm and peace. You will learn to release the fear and tension that can interfere with the natural birth process. Suitable for all expectant parents and their support persons, whether they plan to birth with a doctor or a

midwife, in the hospital or at home. Classes cover the content of standard prenatal classes and are taught at Helios Rehabilitation and Performance, #5 1605 Victoria Street. For further information and to register for the next class please visit www.motherdaughterdoulacare.com or contact instructor Deanna Rumsey, B.A.A. Nursing, at deanna@motherdaughterdoulacare.com.

RED CROSS LOAN CUPBOARD

Medical supplies and equipment available. Located at the old Big Eddy School at 970 Begbie Rd. Call and leave a message at 250-814-7767 or 250-814-0200.

REVELSTOKE HEALTH CARE ADVISORY COMMITTEE

The purpose of the Advisory Committee on Health Care is to promote open communication and an active working partnership between the City of Revelstoke, Interior Health, local organizations, and the citizens of Revelstoke to ensure the health care needs of all residents and tourists are addressed as fully as possible. For more information contact Alan Mason at 250-837-5345.

TRAVEL MEDICINE AND VACCINATION CLINIC

Dr. Rosemary Kelsall, and Vivian Mitchell RN. Clinics held Mondays from 7-9pm, located at 310 1st St. E. Call 1-888-288-8682 for an appointment.

TREES FOR TOTS

Revelstoke Trees for Tots Society is a registered charity that offers financial assistance, where possible, to families in Revelstoke whose children need to travel outside our community for specialized medical services. For further information, contact any of the directors: Randy Driediger, RCU Insurance, at 250-837-6291 or Linda Beerling, Begbie Glass, at 250-837-5179.

SEXUAL HEALTH

SAFER Clinic (Sexual Awareness for Everyone in Revelstoke)

Confidential, unbiased and non-judgmental services open to all ages. Low cost birth control, condoms, pregnancy, pap tests, and sexually transmitted disease testing. Someone to talk about relationships and your sexual and reproductive health. Drop-in Wednesdays from 7-9 pm. Located at Community Connections at 314 2nd St. E. Also contact 1-800-Sex-Sense (1-800-739-7367) or visit www.wontgetweird.com or email revelstokeopt@gmail.com

HOUSING

Housing Outreach Worker

The Housing Outreach worker provides client focused, community based housing services to adults who are homeless, or at risk of homelessness. The worker seeks out homeless individuals and engages them in identifying and meeting their housing, and other, needs. The Housing Outreach Worker provides a range of services to decrease barriers and increase success in keeping permanent housing, including assessment, service planning, skills teaching, resource identification and follow-up. Drop-in appointments are available first come, first serve Monday, Tuesday, Wednesday and Thursday from 1 – 4 pm at Community Connections. The Housing Outreach Worker is also available Friday mornings at the Food Bank. For further information, contact Melissa Jameson at 250-837-2920 ext 41, cell 250-814-3478, or email mjameson@community-connections.ca

Revelstoke Community Housing Society

RCHS is a non-profit corporation formed by the citizens of Revelstoke in conjunction with the municipality. The primary objective is to provide, manage and promote a range of affordable housing options within the city of Revelstoke that are accessible to local residents. For further information contact Alan Mason at 250-837-5345 or fax 250-837-4223, or email communityhousing@revelstokecf.com.

Tenant Support Worker

Provides services to tenants currently living in BC Housing buildings in Revelstoke and assists tenants to overcome the various challenges that may arise when living in a social housing environment, in order that they can be successful in their tenancies, and in their lives. The program involves coaching, capacity building, assessment, service planning, skills teaching, resource identification and referral, and follow-up. Contact Doug Hulley at Community Connections 314 2nd St West, 250-827-2920 ext 34, cell 250-814-3815, or email dhulley@community-connections.ca.

LEGAL SERVICES

Duty Counsel

On the first Thursday of each month, from 9 am to 2 pm at the Revelstoke Courthouse, there is a lawyer available to provide general legal information and assist people with questions about family and criminal law issues. You don't need an appointment, simply show up and wait your turn. There may be additional availability on the first Wednesday and Friday of each month. This service is free of charge. For more information contact Sandra Sinclair at the Legal Aid office in Vernon at 250-545-3666 or visit www.ag.gov.bc.ca/family-justice/resources/links/index.htm.

Lawyers

- Constance M. Brothers, Located at Suite 201, 217 Mackenzie Ave. Box 2699 Revelstoke BC V0E 2S0. Call 250-837-4971 or email cmb@revelstokelaw.com Fax 250-837-4912
- Christopher Johnston and Melissa Klages, Located at #201-103 East 1st St. Box 2639 Revelstoke BC V0E 2S0. Call 250-837-6171, email christopher@revelstokelawyer.com and melissa@revelstokelawyer.com, or visit www.revelstokelawyer.com
- Bernard Lavallee, Located at 109 Connaught Ave, Call 250-837-5168
- Jody Lownds, Located at Suite 206, 555 Victoria Rd. Box 436 Revelstoke BC V0E 2S0, Call 250-837-3793 or email info@bjlaw.ca or visit www.bjlaw.ca
- Robert A. Lundberg, Located at 119 Campbell Ave. Box 2940 Revelstoke BC V0E 2S0, Call 250-837-5196, Fax 250-837-4746
- David Brooks-Hill, Located at #205-111 East 2nd St., Box 2070 Revelstoke BC V0E 2S0, Call 1-877-866-7375.

Legal Aid

For information about legal problems and/or if you cannot afford a lawyer, call the Legal Services Society call centre at 1-866-577-2525. The nearest legal aid office to Revelstoke is in Salmon Arm. For further information contact 250-545-3666.

- Lawline is a toll-free telephone service that provides general legal information and, in some cases, advice about legal issues. Call 1-866-577-2525, press 7.
- Legal Services Society has information about the law at www.lss.bc.ca
- LawLINK is specific to BC residents at www.lawlink.bc.ca
- Family Law in BC at www.familylaw.lss.bc.ca
- PovNet has information about poverty law problems at www.povnet.org

Notary Public

- Meghann Hutton, Located at #103, 103 2nd St East, Call 250-837-6716 or Email: mhutton@notaries.bc.ca

MENTAL HEALTH AND COUNSELLING SERVICES

Canadian Mental Health Association (CMHA)

The Canadian Mental Health Association is a nation wide, volunteer organization that promotes the mental health of all and supports the resilience and recovery of people experiencing mental illness. CMHA accomplishes this mission through advocacy, education, research and service. Contact Dawn Dunlop-Pugh, Executive Director at 250-832-8477 ext. 201 or email dawn.dunloppugh@cmha.bc.ca Located at 433 Hudson Ave., or visit www.shuswap-revelstoke.cmha.bc.ca Mailing Address: Box 3275 Salmon Arm, BC V1E 4S1

FOR CHILDREN

Child and Youth Mental Health Clinical Services, Ministry of Children and Family Development

Services provided for children with mental health disorders and support for their families. Contact Inamarié Oppermann at 250-837-7612 or email Inamarie.Oppermann@gov.bc.ca.

Community Connections, Clinical Services

Experienced professionals offer individual, family and group counselling services to children and youth who may be experiencing a range of problems including anxiety, depression, stress, loss/grief, and violence including sexual, physical and emotional abuse. Clinical Services also delivers the Children Who Witness Abuse Program through the Ministry of Community Services. All services are free of charge. For more information contact Community Connections at 250-837-2920.

School District #19 Counsellor & Elementary Behaviour Intervention Specialist

Services and counselling support to children, their families and the systems around them. Contact Sean Borthwick at 250-805-2301 or email sborthwick@sd19.bc.ca

School District #19 Psychologist

Assessment services for students in School District #19. Contact Andrew Sykes at 250-837-2101 or email asykes@sd19.bc.ca

FOR ADULTS

Community Connections Clinical Services

Experienced professionals offer individual, family and group counselling services to adults who may be experiencing a range of problems including anxiety, stress, relationship conflict, loss/grief, and violence including sexual, physical, and emotional abuse. Clinical Services also delivers the Stopping The Violence Program through the Ministry of Community Services. All services are free of charge. For more information contact Community Connections at 250-837-2920.

Community Care Social Work

Social Work services provide counselling regarding: abuse and neglect related to older, vulnerable adults; client and family adjustment to changes in health; financial concerns; locating resources, development of community resources to support clients; palliative care and bereavement. Contact

Tuulikki Tennant, MSW at 250-837-2131 ext 204 or email tuulikki.tenant@interiorhealth.ca.
Located downstairs at Queen Victoria Hospital, 1200 Newlands Rd.

Corrie M. Baker, Registered Clinical Counsellor

Located at Suite 201, 217 Mackenzie Ave. Call 250-814-4569 or email cmbcounselling@gmail.com or visit www.revelstokecounselling.com

Grandparents raising grandchildren Support Line

Staffed by two (part time) skilled workers with background and training in social work, advocacy, family law and government services pertaining to kinship caregiving. They can be reached by phone at 1-855-474-9777 (toll free anywhere in BC) or by email GRGline@parentsupportbc.ca
The initial Support Line hours of operation will be 11:00am to 3:00pm Monday, Tuesday, Thursday and Friday.

Inamarie Oppermann, Registered Psychologist

Provides individual psychotherapy for adults with depression, anxiety, OCD, PTSD or any other mental health issue. Experienced couples and marriage counsellor. Located at #204, 111 2nd St. East (after hours and weekends). Contact Inamarie Opperman at 250-814-8451 or email inamarieo@gmail.com

Interior Health – Revelstoke Mental Health and Substance Use Services

For further assistance contact 250-814-2241 or visit www.interiorhealth.ca or contact the professionals listed below. Located at Queen Victoria Hospital at 1200 Newlands Rd.

- **Adult Mental Health** – Virginia Thompson
- **Adult Mental Health (including elderly)** – Wayne Heinrichs
- **Alcohol and Drug Counsellor** Contact Bertha Stone at 250-814-2241
- **Psychiatry** – Dr. Robin Brooks-Hill. A doctor's referral is necessary for an appointment with the Psychiatrist.

Revelstoke Awareness and Outreach Program (RAOP)

RAOP offers friendship, support and empathy to people isolated by the effects of mental illness. Trained peer volunteers assist people to build self-confidence. For further information contact 250-837-6030.

ALCOHOL AND DRUG

Community Connections, Clinical Services

Experienced professionals provide counselling services to individuals struggling with drug and alcohol abuse. All services are free of charge. For more information contact Community Connections at 250-837-2920.

Interior Health – Revelstoke Mental Health and Substance Use Services

Alcohol and Drug Counselling – Bertha Stone, contact 250-814-2241 or visit www.interiorhealth.ca Located at Queen Victoria Hospital 1200 Newlands Rd.

Support Groups

- Alcoholics Anonymous (AA) meets at the Anglican Church (2nd Street across from Mt. View School) Monday through Saturday at 12 noon and 8 pm (except Wed eve).
- Alanon meets Monday, Wednesday, and Sunday nights at the United Church at 8 pm (Ladies meeting 7 pm at the Sandman)
- Narcotics Anonymous meets Sundays and Wednesdays at the Anglican Church at 7:30 pm. Help line 1-877-782-7409 or visit www.narconon.ca

MINISTERIAL SERVICES

Alliance Church

Morning Worship Service – 10:30 am, Sunday Night Impact – 6 pm (Sept to April)
1559 Illecillewaet Road, Contact 250-837-4008

Christian City Church

Sunday Services – 10:30 am, Kids' Klub – 11:05 am
108 First Street West (Above the Royal Bank) Contact 250- 837-4894

Fellowship Baptist Church

Worship Service – 10:30 am with Sunday School, Small Groups – Sun evening
1806 Colbeck Road, Big Bend Hwy Contact 250-837-9414 or visit www.revelstokebaptist.com
Pastors Rick Eby, Jason Harder

Kingdom Hall of Jehovah's Witnesses

Services – Sundays at 10:00 am, Tuesdays 7:00 pm and Thursdays 7:30 pm
Home bible study available on request
250 Basford Drive Clayton Schmidt, Contact 250-814-2000

Legion Chaplain

Non-denominational ministerial services. Contact Marlene McQuarrie, 250-837-6047

Lutheran Church of the Resurrection

Sunday Divine Service – 10:30 am
1502 Mt. View Drive Contact 250-837-3330 Pastor Richard Klein

Revelstoke United Church

Sunday Worship Service – 10:00 am with Sunday School. Crystal bowl meditations Monday-Fridays 9-9:40 am. Guided meditation Wed 6-6:30 pm. (no cost but donations are welcome)
314 Mackenzie Avenue Contact 250-837-3198 Rev. Ken Jones

Seventh Day Adventist Church

Saturday Services – 9:30 am with Sabbath School, Worship Service 11 am
502 Boyle Ave Contact 250-344-4795 Pastor Frank Johnson

St. Francis of Assisi Catholic Church

Mass times – Saturday 7 pm, Sunday 10 am
510 Mackenzie Ave Contact 250-837-2071

St Peter's Anglican Church

Holy Communion – Sunday 8 am, Traditional Prayer Book Service, Holy Eucharist – Sunday 10 am, Family Worship Service & Sunday School
622 Second Street West Contact 837-3275

MULTI-CULTURAL SERVICES

English as a Second Language Settlement Assistance Program (ESLSAP)

Operated at Okanagan College from September to May – free ESL tutoring, weekly classes, field trips, ESL Cafe and access to English Language software. Canadian immigrants aged 17 years or older are eligible for the program. Contact B.R. Whalen at 250-837-4235 or email brwhalen@okanagan.bc.ca

Revelstoke Multicultural Society

An organization of volunteers that fosters cultural awareness, appreciation and inclusiveness in Revelstoke by celebrating the community's multicultural heritage and diversity, creating opportunities to learn about and appreciate cultures here and afar, and promoting and supporting related community planning and services. People of all ethnicities and cultures are welcomed. For further information email revelstokemulticulturalsociety@gmail.com or visit <http://revelstokemulticulturalsociety.com/>

School District #19 Aboriginal Education Program

The Aboriginal Education Program at Revelstoke Secondary School and each elementary school, supports students to achieve their greatest potential in the school system. The program promotes high regard to Aboriginal Culture among all students. Contact School District #19 at 250-837-2101 or Supervisor of Aboriginal Student Services, Lynne Barisoff at 250-837-2173 or email lbarisoff@sd19.bc.ca or visit www.sd19.bc.ca

MULTI-SECTORAL COMMITTEES

REVELSTOKE COMMUNITY SOCIAL DEVELOPMENT COMMITTEE

In the spring 2008, the Revelstoke Community Social Development Committee was formed by the Community Development Department to support the citizens of Revelstoke through a responsible and caring social system. It is a committee of City Council and comprised of social sector professionals, business representatives, community members and City Councillors. Its objective is to facilitate proactive planning for positive social change in the City of Revelstoke and immediate vicinity. Contact Nelli Richardson, Chair at 250-837-4382 or email forsythe@telus.net or Jill Zacharias, Social Development Coordinator at 250-814-3875 or email e.jill.zacharias@gmail.com

REVELSTOKE EARLY CHILDHOOD DEVELOPMENT COMMITTEE

A coalition of service providers, parents, and businesses interested in creating the best environment possible for the children of the community. Contact Tracy Spannier, Early Childhood Development Coordinator at 250-805-2305 or email tspannier@cbal.org Located at Room 120, 1001 Mackenzie Ave.

REVELSTOKE LITERACY ACTION COMMITTEE

RLAC is group of service providers and community members interested in creating and strengthening learning opportunities for all in Revelstoke. RLAC acts as an advisory body to guide community literacy initiatives in Revelstoke. For more information contact Tracy Spannier at 250-805-2305 or email tspannier@cbal.org Located at Room 120, 1001 Mackenzie Ave.

MULTI-SERVICE AGENCIES

COMMUNITY CONNECTIONS (REVELSTOKE) SOCIETY

Community Connections is a CARF Accredited, community-based, not for profit multi-service agency which provides social services to the community of Revelstoke.

Contact Gayle Morgan, Executive Director at 250-837-2920 or email gmorgan@community-connections.ca or visit www.community-connections.ca Located at 314, 2nd Street East.

MINISTRY OF CHILDREN AND FAMILIES

MCFD provides support to families in their efforts for positive and healthy relationships. Services offered include Individual and Family Support, Child and Youth Mental Health, Foster Care, Respite, Adoption and Protective Services. The local office works along side community and families to engage formal and informal supports toward the goal of healthy families. Contact the office at 250-837-7612 or fax 250-837-3519. Located at 210 Garden Ave Box 380 Revelstoke BC V0E 2S0.

REVELSTOKE CHILD CARE SOCIETY

The Revelstoke Child Care Society is a non-profit organization that works to provide parents with information about quality child care choices and early childhood development and support child care providers through training, education and resources. **Child Care Resource and Referral** provides parents with information about quality child care choices, early childhood development, child care subsidies, and free child care referrals. Provides care provider and parent education and workshop opportunities. Contact Linda Chell, Executive Director at 250-837-6669 or email revelstokeccrr@live.ca or visit www.childcarechoices.ca Located at 1001 Mackenzie Ave.

WORK BC

Offers support for resume and cover letter writing, labour market research, interview skills, job search, employment facilitation and referrals to other programs like the Employment Wage Subsidy program and Self-Employment Benefit Program. For further information contact 250-814-0244 or fax 250-814-0256 or visit www.workbc-revelstoke.com Located at 117 Campbell Ave.

SCHOOL DISTRICT #19

The purpose of School District No. 19 (Revelstoke) is to provide all learners with an opportunity to acquire knowledge and skills according to individual potential, to develop positive attitudes towards life-long learning and to develop personal social values that will prepare them to participate in and contribute to, a healthy, sustainable and democratic society. Administration office located at 1121 Vernon Ave. Contact 250-837-2101 or visit www.sd19.bc.ca

RECREATION PROGRAMS

For a complete listing of all recreation services in the Revelstoke, visit the Revelstoke Community and Aquatic Centre, located at 600 Campbell Ave. Contact Meghan MacIsaac, Recreation Facility Program Coordinator 250-837-9351 or email rcc@revelstoke.ca or see the City of Revelstoke, Parks & Recreation Department, Community and Aquatic Centre Leisure Guide at www.cityofrevelstoke.com

Pool Passes – For clients who meet the criteria as low income, outreach provides passes for the Revelstoke Aquatic Centre, on behalf of the City of Revelstoke. This service is provided Thursday afternoons at Community Connections from 1:00 pm to 3:00 pm. For more information contact Patti Larson at 250-837-2920 ext 28 or email plarson@community-connections.ca

SENIORS SERVICES

ELDER ABUSE AND NEGLECT

Community Response Network

The Community Response Network represents a diverse group of concerned community members and agencies working under the Adult Guardianship Act to implement a coordinated response to adult abuse, neglect, and self-neglect for people aged 19 years and older. Individuals have the right to be treated with respect, access to basic needs, protection from neglect and physical, emotional, financial or sexual abuse, information about civil and legal rights, and control over their lives. If you think someone is mistreating you – or someone you know – call the Abuse Response line at 250-814-2267 or for developmentally disabled adults 250-832-1720. For more information about CRN, call committee member Nelli Richardson at 250-837-4382 or visit www.bccrns.ca.

HOME AND COMMUNITY CARE

Interior Health

Care options that provide independence, choice and dignity for seniors and adults with disabilities, including: community care nursing and aid to help seniors remain independent in their own homes, adult day programs, respite, assisted living, and residential care.

For further information contact Karen Herbert, RN at 250-814-2267 or email karen.Herbert@interiorhealth.ca or visit www.interiorhealth.ca.

For more detail and information on Community Care Social Work and Meals on Wheels, see Health Care section.

Spectrum Family & Home Care

Provides services to people of all ages in the community, including Personal Care Services, Companionship Services, Live in Respite Services, Cleaning Services, Home and Yard Maintenance, Downsizing Services and Life Skills Training. For more information, contact (toll free)1-855-365-3842, or visit www.spectrumhomesupport.ca.

SENIORS CENTRE

Revelstoke Senior's Citizens Association and Seniors Centre - A variety of activities throughout each month, including a monthly birthday party, bowling, card playing, choir, computer centre, potluck supper, 'toonie' aqua-fit and fitness classes. Located at 603 Connaught (behind the Community Centre) Contact President Ruth Boettger at 250-837-4126 or email revelstokeseniors@rctvonline.net.

- **Drop-in Coffee Hour** – Every Thursday 9:30 am to 11 am, drop in social time for seniors.

Volunteer Coordinator

Contact the coordinator of volunteers at the Seniors Centre if you would like to register as a volunteer or be a recipient of the following programs:

- **Volunteer Transportation Program:** In-town rides to medical appointments, programs or special events; out-of-town rides to medical appointments only – when other transportation options are not available.
- **Computer Classes:** Free workshops and tutorials for Seniors association members in the computer lab at the centre.
- **Snow shovelling & yard works:** Volunteers assist those in need with seasonal help outside the home.

Call Jean Pedersen, Coordinator, at 250-837-9456 Tuesday through Friday mornings or email revelstokeseniors@rctvonline.net

SENIORS COUNSELLOR

For assistance with applying for or understanding pension forms, medical assistance, bus pass, income tax or any other government forms or applications, contact Bev Wiege at 250-837-9456 Wednesday mornings at the Seniors Centre.

Grandparents raising Grandchildren Support Line

Staffed by two (part time) skilled workers with background and training in social work, advocacy, family law and government services pertaining to kinship caregiving. They can be reached by phone at 1-855-474-9777 (toll free anywhere in BC) or by email GRGline@parentsupportbc.ca. The initial Support Line hours of operation will be 11:00am to 3:00pm Monday, Tuesday, Thursday and Friday.

Seniors Health Support Line

Available to seniors and their families for assistance with health care related issues, Monday through Friday, 8:30 am – 4:30 pm. Call 1-877-952-3181.

VETERANS' AFFAIRS

For information and assistance for War Veterans and spouses, regarding programs like the Veterans Independence Program and War Veterans pensions, contact Marlene McQuarrie, Service Officer, at 250-837-6047. Hours available 9 am – 12 noon Monday to Friday.

SOCIAL ADVOCACY

Social Justice Advocate

The advocate serves as a point of contact for citizen concerns with local, provincial, and federal social issues, and assists in facilitating resolutions. It delivers community education activities that enhance public knowledge of social issues, and provides support in accessing services. Social advocacy assists in ensuring that all people have equal access to resources, services and opportunities they require to meet their basic needs and develop fully. For individual or group consultation contact Cathy Girling at Community Connections, 314 Second Street West, 250-837-2920, ext 38 or email cgirling@community-connections.ca.

Columbia Kootenay Advocacy and Education Society

Offers one to one advocacy program around family law, child protection, mental health, tenancy, income security and seniors' issues. Contact Alice Daniels, Executive Director/Legal Advocate, at 250-837-4779 or email: alicevca@telus.net.

SUPPORT GROUPS

Alcoholics Anonymous (AA) meets at the Anglican Church (2nd st across from Mt. View School) Monday through Saturday at 12 noon and 8 pm.

Alanon meets Mondays and Thursdays at the United Church at 8 pm.

Cancer Support Group - Contact Doug Hamilton at 250-837-2623

Cancer Support Group for Women - Contact Ginger Shoji at 250-837-4129

Caregiver Support Group – Contact Tuulikki Tennant, Community Care Social Worker at 250-837-2131 ext 204.

Prostate Cancer Support Group - Contact Darryl Goodman at 250-837-3663.

CP Pensioners - Contact Peter Zmaeff at 250-837-4846

Narcotics Anonymous meets Sundays and Wednesdays at the Anglican Church at 7:30 pm. Help line 1-877-782-7409 or visit www.narconon.ca

Revelstoke Women's Shelter Society, Forsythe House – A Safe Place

The Revelstoke Women's Shelter Society is a non-profit society that provides safe refuge and support to women (and their children) at risk of all forms of abuse.

Emergency contact 250-837-1111 or contact Nelli Richardson, Executive Director at 250-837-4382 or email forsythe@telus.net

Victim Services

Police-based support services for victims of any crime or trauma, including family and/or sexual violence, staffed by people trained to help victims, free of charge. Services may include crisis intervention, practical assistance, emotional support, help applying for criminal injury compensation, accompanying you to court, referral to other agencies and information on the progress of a police investigation. Call Revelstoke Program Manager at 250-837-9260, Fax 250-837-5033 or email victim.services@cityofrevelstoke.com

THRIFT STORES

Anglican Church Thrift Store

Household items, books, clothing, dishes and more. Will pick-up donated items if necessary. Proceeds go to the church and world-wide disaster relief. Located downstairs in the Anglican Church Hall at 622 west 2nd street. Open Tuesday through Friday from 1 pm to 4 pm. For further information or pick-up contact Gayle Holitzki at 250-837-2233.

Hospital Auxiliary Thrift Store

A variety of clothing for adults and children, house ware, furniture, appliances, books and toys. Open Monday through Saturday, 1 pm to 4 pm; Monday & Thursday evenings 7 pm to 9 pm. For further information contact 250-837-5052 Located at 315 West 2nd St.

TRANSPORTATION

REVELSTOKE CAR SHARE

Save money and help the environment: The Revelstoke branch of the Nelson Carshare Coop has two cars and a 4x4 truck for its members which offers the benefits of vehicle use without the hassles of ownership. For further information contact Sarah Newton at 837-4290 or visit www.nelsoncar.com.

Kootenay Rideshare

The Kootenay Rideshare is a free service to the community that helps to connect riders and drivers. Save carbon emissions, fuel, money, and meet new people! If you need a ride somewhere or if you could use some help with driving and costs, you can post on this website. Think of it as electronic hitchhiking! Visit www.kootenayrideshare.com

REVELSTOKE TRANSIT SYSTEM

Fixed Route Transit Service

Provided by a wheelchair accessible minibus which is in service throughout the day on regular routes Monday through Saturday, except statutory holidays. A route map, schedules of times and fares can be picked up at the Community Centre or City Hall, or contact 250-837-3888 or visit <http://www.cityofrevelstoke.com/index.aspx?nid=70>

BC Bus Pass Program

For seniors and persons with disabilities on restricted incomes, there is an annual bus pass which allows unlimited travel on the community bus. For information or to apply for this pass, call toll-free 1-866-866-0800 (Choose Option 4, then Option 3).

HandyDART

A door-to-door transportation service for persons who have a physical or cognitive limitation, which is sufficiently severe that the person is unable to use conventional transit service without assistance. Available to all registered clients on Mondays, Thursdays, and Fridays between 8:30am and 4:00pm and provided by a fully accessible vehicle equipped with a wheelchair lift. On the days when handyDART is operating, the taxi pass service (see below) is not available unless there are special circumstances that mean people cannot access the handyDart service. handyDART is a reserved shared ride service and all trips must be pre-booked a minimum of 24 hours in advance. There may be occasions when the bus is fully subscribed and users must be flexible with pick up and drop off times. To book a trip with handyDART, call 250-837-3888.

When booking, the following information ready:

- Name
- Date and time you wish to travel
- Exact address where you wish to be picked up and dropped off
- Whether you will be accompanied by an attendant or an escort
- If you use a wheelchair or another type of mobility aid, and
- If you wish to book a return trip.

A door-to-door taxi pass is available for people with disabilities on the days when the handyDART is not available. Please note there is no evening or Sunday service available. This service is not accessible for those who cannot transfer from a wheelchair into a taxi.

Follow the steps below **to register for both HandyDART and taxi pass**. There is no fee for registration and information you provide is confidential. For further information call Queen Victoria Hospital reception at 250-837-2131.

