



PROVINCE OF BRITISH COLUMBIA

Service BC **1-800-663-7867**

www.gov.bc.ca • Email: servicebc@gov.bc.ca

For The Deaf and Hearing Impaired (TTY Only): 1-800-661-8773

ABORIGINAL

- See Service BC

ADDICTIONS

Alcohol & Drug Services

Toll Free.....1-800-663-1441

Regional Manager

70 2nd Ave Kamloops 250-371-3994

Regional Coordinator

Kamloops..... 250-371-3600

Problem Gambling

Help Line.....1-888-795-6111

ADDRESS CHANGE

Toll Free.....1-866-775-0011

ADOPTION

Adoption Services

& Reunion Registry

Toll Free.....1-877-387-3660

AGRICULTURE

Agriculture - Ministry Of

Kelowna

1690 Powick Kel

Toll Free.....1-888-332-3352

General Office Kel..... 250-861-7211

1500 Hardy St Kel..... 250-712-3797

AgriStability Toll Free.....1-877-343-2767

Oliver-Osoyoos

District Office

Production Insurance

201-583 Fairview Rd

Oliver 250-498-5250

Toll Free.....1-888-812-8811

Vernon District Office

2501 14 Ave Vern 250-260-4610

Toll Free.....1-877-702-5585

ALCOHOL

- See Addictions

AMBULANCE

Ambulance Service

British Columbia

Emergency Only..... 911

Non-Emergency Calls Only

Toll Free.....1-800-461-9911

Regional

Administration Office..... 250-828-5855

Billing Enquires.....1-800-665-7199

ASSISTANCE

Battered Women Information

Toll Free - 24 Hours.....1-800-563-0808

Employment & Income

Assistance Appeal Tribunal

Victoria..... 250-356-6374

Toll Free.....1-866-557-0035

Employment & Assistance Offices

Kelowna 130-1640 Dilworth Dr

Westbank 3685 Hoskins Rd

Oliver-Osoyoos 34630 95th St Oliver

Penticton-Summerland 254 Hayes St Penticton

Princeton 151 Vermillion Ave

Vernon 2600 48 Ave

(also serving Armstrong, Enderby, Falkland,

Lumby, Revelstoke)

Toll Free.....1-866-866-0800

www.gov.bc.ca/sdsi

Government Agent

- See Service BC

Income Support

- Family Maintenance

Toll Free.....1-866-866-0800

Investigations

Prevention & Loss Management

Services Toll Free.....1-866-217-1117

Personal Supports

Information Line

Toll Free.....1-888-818-1211

TTY - Toll Free1-800-661-8773

Sexual Assault

Toll Free - 24 Hour.....1-800-563-0808

Temporary Premium

Assistance (TPA)

Toll Free.....1-800-207-2051

Fax Line - Victoria..... 250-387-8021

VictimLINK

Help & Information 24 Hours

For Victims of Family & Sexual Violence

& All Other Crimes

Toll Free.....1-800-563-0808

BC HYDRO

- See White Section

BC PARKS

Parks - Provincial

Campground Reservations

www.discovercamping.ca

Park Information

www.env.gov.bc.ca/bcparks

BIRTHS

Birth Certificates

Kelowna..... 250-712-7562

BUDGET

- See Service BC

BUILDING CODE

- See White Section

Municipalities/Regional Districts

For list of these see page 19 this Section

BULLYING

Youth Against Violence Line

Toll Free.....1-800-680-4264

BURN

- See Licensing & Permits

BUS PASS

- See Transit

BUSINESS

BC Online

Toll Free.....1-800-663-6102

BC Registry Services

Corporate Registry - Corporations,

Societies & Co-operatives.

Manufactured Home Registry.

Name Reservations - Corporations,

Societies & Co-operatives.

Partnerships & Sole Proprietorships.

Personal Property Registry.

Toll Free.....1-877-526-1526

www.bcregistrieservices.gov.bc.ca

OneStop Business Registry

www.bcbusinessregistry.ca

Financial Institutions Commission

Responsible for:

Credit Unions / Insurance Companies

Pension Standards / Trust Companies

Real Estate & Mortgage Brokers

Credit Union Deposit Insurance

Corporation / CUDIC

Toll Free.....1-866-206-3030

CAMPING

- See BC Parks

CARECARD

-BC SERVICES CARD

- See BC Health

CHANGE OF NAME

- See Name Change

CHARITY FUNDING

- See Service BC

CHILD CARE

- See Children

CHILDREN

Abuse of Children

Toll Free..... 310-1234

Help Line for the Deaf (TTY)

Toll Free.....1-866-660-0505

BC Family Bonus

Toll Free.....1-800-387-1193

BC Healthy Kids Program

Toll Free.....1-866-866-0800

Child Care Subsidy

Toll Free.....1-888-338-6622

Children & Family Development

Help Line for Children

Toll Free..... 310-1234

Help Line for the Deaf (TTY)

Toll Free.....1-866-660-0505

Aboriginal Services

304 260 Harvey Ave Kel 250-861-7236

Adoption Services

401-1726 Dolphin Ave Kel 250-717-2070

Child Protection Intake

& Investigations

101-260 Harvey Ave Kel 250-712-7586

Children & Youth Mental Health

301-1475 Ellis St Kel..... 250-861-7301

Children & Youth with Special Needs

107-1664 Richter St Kel..... 250-712-3609

Family Services

304 260 Harvey Ave..... 250-861-7236

Permanency Planning

Youth Response Team

301-1475 Ellis St Kel..... 250-861-7610

Regional Office

400-1726 Dolphin Ave Kel 250-470-0888

Foster & Alternative Care Planning

(Foster Parenting Enquiries)

#401-1726 Dolphin Kel..... 250-717-2070

Youth Probation

#301-1475 Ellis St Kel 250-861-7610

COMMERCIAL VEHICLES

Inspection

- See Transportation & Infrastructure

Licensing

- See ICBC in the White Section

COMPLAINTS

Human Rights Issues

& Complaints

Toll Free.....1-888-440-8844

Ombudsperson

Toll Free.....1-800-567-3247

CONSERVATION

Conservation Officer Service

To Report Dangerous Human Wildlife

Conflicts or Environmental Violations

Report Poachers & Polluters

Toll Free.....1-877-952-7277

www.env.gov.bc.ca/cos

CORONER

Interior Region Coroners Office

103-1420 St Paul St

Kelowna..... 250-861-7429

Toll Free.....1-888-991-2111

Fax Line..... 250-861-7515

CORRECTIONAL FACILITIES

Corrections Branches

Kelowna Community Corrections

1355 Water St Kel 250-470-6866

Fax Line..... 250-470-6864

Vernon Community Corrections

3101 - 29 Ave Vern 250-503-4406

Fax Line..... 250-503-4415

Interior Fraser Community Corrections

Regional Office

343-1355 Water St Kel 250-470-6978

Fax Line..... 250-470-6988

COURT SERVICES

Kelowna

Court Registry, Supreme Court,

Provincial Court, Small Claims Court,

Family Court

1355 Water St Kel 250-470-6900

Law Library

1355 Water St Kel 250-470-6980

Senior District Manager (District Office)

1355 Water St Kel 250-470-6925

Sheriff Services

1355 Water St Kel 250-470-6844

CRIME PREVENTION

VictimLINK

Toll Free.....1-800-563-0808

Youth Against Violence

Toll Free.....1-800-680-4264

CRIMINAL JUSTICE

Crown Counsel

Regional Office

Kamloops & Interior 250-828-4021

[www.ag.gov.bc.ca/prosecution-service/](http://www.ag.gov.bc.ca/prosecution-service/contact-us.htm)

[contact-us.htm](http://www.ag.gov.bc.ca/prosecution-service/contact-us.htm)

CURRICULUM

- See Post Secondary

DAMAGE DEPOSIT

- See Rentals

DEATH CERTIFICATES

Kelowna..... 250-712-7562

DENTAL

DENTAL Consultant-Regional

155 Gray Kelowna 250-861-7388

- See Also Dentists in the

Yellow Business Section

DISABILITY

Community Living BC

Kelowna

Southern Interior Quality Service Office

240-1640 Leckie Rd 250-861-7255

Kelowna Community Living Centre

140-1060 Manhattan Dr 250-712-3610

DISASTER PLANNING

- See Emergency

DISPUTE

Landlord - Tenant - See Rentals

Human Rights - See Complaints

With Government - See Complaints



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DIVORCE

- See Service BC

DOCTOR

- See Physicians & Surgeons in the Yellow Business Section

DRIVING

DriveBC

BC Road Reports
Toll Free.....**511**
www.drivebc.ca

Driving Licenses - See Service BC

EARTHQUAKE

- See Emergency

EDUCATION

Kindergarten to Grade 12

www.bced.gov.bc.ca/contacts

Student Certification Branch
Victoria.....**250-356-7270**

Teacher Regulation Branch

Vancouver.....**604-660-6060**
Toll Free.....**1-800-555-3684**
Fax Line.....**604-775-4859**

ELECTIONS

Elections BC

Voter Registration For All Communities
Toll Free.....**1-800-661-8683**

Telecommunications Device For The Hearing Impaired (TTY)
Toll Free.....**1-888-456-5448**
www.elections.bc.ca

EMERGENCY

Emergency Program - Provincial

Emergencies Only (24 Hrs)
Toll Free.....**1-800-663-3456**

Regional Office
1255C Dalhousie Dr
Kamloops.....**250-371-5240**

Search & Rescue

- See Royal Canadian Mounted Police in the White Section Listings

EMPLOYMENT

BC Public Service Agency
167 Lorne St Kamloops.....**250-371-4330**
Fax Line.....**250-377-4472**

Occupational Health Programs
700-235 1st Ave Kamloops...**250-371-3831**
Fax Line.....**250-371-3832**

See Also Income & Employment Assistance Under Assistance

Employment Standards

- See Labour

ENERGY

BC Utilities Commission

Toll Free.....**1-800-663-1385**

ENVIRONMENT

- See Conservation

EVICTION

- See Rentals

EXAMS

Medical - See Health

Pesticide - See Service BC

Trade - See Service BC

EXPORT

- See Service BC

FAMILIES

FAMILY Justice Centre

Kelowna
119-565 Bernard Ave.....**250-712-3636**
Toll Free.....**1-888-227-7734**

Vernon
202-3203 - 30 Ave Vern.....**250-549-5644**
Toll Free.....**1-888-282-2283**

Family Maintenance Enforcement Program

Toll Free.....**1-800-663-3933**

Family Violence Information

Toll Free 24 Hours.....**1-800-563-0808**

Spousal Assault - Abuse Information

Toll Free 24 Hours.....**1-800-563-0808**

FINANCE

Forest Revenue Receivables Management Office
Toll Free.....**1-877-405-4911**
Fax Line (Victoria Number)...**250-356-5604**
www.sbr.gov.bc.ca/frb

FIRE

Forest Fire Reporting Only

Toll Free.....**1-800-663-5555**

Burn Registration - Open Fire

Toll Free.....**1-888-797-1717**

Wildfire Information Line

Toll Free.....**1-888-336-7378**

FISH & WILDLIFE

- See Forestry Or See Conservation

FOOD SAFETY

- See Service BC

FORESTRY

- See Also Natural Resources

Forest Practices Board

Complaints on Forests or Range Practices
#3-1675 Douglas Victoria
Toll Free.....**1-800-994-5899**

Toll Free Fax Line.....**1-877-708-4607**

Forest Revenue Operations

Receivables Management Office
Toll Free.....**1-877-405-4911**

FREEDOM OF INFORMATION

- See Service BC

FRONTCOUNTER BC

Natural Resource Enquiries

Toll Free.....**1-877-855-3222**

www.frontcounterbc.gov.bc.ca

Vernon 2501 14th Ave.....**250-558-1700**

GAMING

Gaming Policy & Enforcement Branch

200-1517 Water St
Kelowna.....**250-861-7363**

GARBAGE

- See White Section

Municipalities/Regional Districts

For list of these see page 19 this Section

GRANTS

Residential Energy Credit & Rebate Program

Toll Free.....**1-877-388-4440**

Email: ctbtaxquestions@gov.bc.ca

GUARDIAN

PUBLIC Guardian & Trustee Of British Columbia

#700-808 W Hastings
Vancouver.....**604-660-4444**

GUNS

- See Service BC

HAZARDOUS WASTE

- See Service BC

HEALTH

AIDS & Sexually Transmitted Diseases

Toll Free.....**1-800-661-4337**

BC Healthy Kids Program

Toll Free.....**1-866-866-0800**

Food & Nutrition

Toll Free.....**1-800-667-3438**

Health & Seniors Information Line

Toll Free.....**1-800-465-4911**

Health Insurance BC (HIBC)

CareCard/BC Services Card
Medical Services Plan & PharmaCare
Medication & Pharmaceuticals
Prescriptions
Toll Free.....**1-800-663-7100**
www.hibc.gov.bc.ca

HealthLinkBC

Non-Emergency Health Information
Toll Free.....**811**

Satellite/Radio Phone or
Out-of-Province.....**604-215-8110**

www.healthlinkbc.ca

Population & Public Health

Seniors & Women's Healthy
Living Secretariat
.....**250-953-4504**

Senior's Advocate Office

Toll Free.....**1-877-952-3181**

Temporary Premium Assistance

- See Assistance

HIGHWAYS

- See Transportation & Infrastructure

HIKING

- See BC Parks

HOMELESS

Financial Aid - See Assistance

Housing - See Housing

HOUSING

Homeowner Protection Office

Toll Free.....**1-800-407-7757**

Housing - BCHMC

Southern Interior
Penticton Toll Free.....**1-800-834-7149**

Leaky Condos

- Reconstruction Loans
Toll Free.....**1-877-405-4911**

Fax Line (Victoria).....**250-387-5734**

HUMAN RIGHTS

- See Complaints

HUNTING

- See Service BC

IMMIGRATION

- See Service BC

INTERNET

Internet Access to Government Services

- See Service BC

JAILS

- See Correctional Facilities

JOBS

Public Service Agency - BC

167 Lorne St Kamloops.....**250-371-4330**

See Also Employment & Income Assistance Under Assistance

JURY DUTY

- See Court Services

JUSTICE

- See Criminal Justice

LABOUR

Employment Standards Information Line

Employment Standards
Labour Board
Labour Relations
Labour Standards
Minimum Wage
Statutory Holiday
Toll Free.....**1-800-663-3316**
Kelowna.....**250-861-7404**

LANDLORD

- See Rentals

LAW ENFORCEMENT

- See Royal Canadian Mounted Police in the White Section

LEGAL SERVICES

- See Court Services

LEGISLATURE

Members of Legislative Assembly (MLA)

Constituency Offices
Kelowna-Lake Country
Norm Letnick
#101-330 Hwy 33 W
Kel VIX 1X9.....**250-765-8516**
Toll Free.....**1-866-765-8516**

Kelowna-Mission
Steve Thomson MLA
#102-2121 Ethel St
Kel VIY 2Z6.....**250-712-3620**
Toll Free.....**1-866-870-4182**

Westside-Kelowna
Christy Clark MLA
3 2429 Dobbin Rd
Wkel V4T 2L4.....**250-768-8426**

LICENSING & PERMITS

Burn Registration - Open Fire

Toll Free.....**1-888-797-1717**

Driver's Licensing

Electrical Permits
Fish & Wildlife
Gas Permits
- See Service BC



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LIQUOR

Liquor Stores - Government
- See White Section

Liquor Control Board

Liquor Control & Licencing Branch
2nd Floor 478 Bernard Ave Kelowna
Inspector **250-861-7418**
Or **250-861-7576**

Liquor Distribution Branch

Area Manager
201-1740 Gordon Dr
Kelowna **250-861-7333**

LOTTERIES

- See Service BC

MAPS

Mining - See Service BC

MARRIAGE

Marriage Licences
- Certificates - Commissioner
Kelowna **250-712-7562**

MEDICAL

Medical Services Plan (MSP)

Medication
Mental Health
- See Health

Temporary Premium Assistance
- See Assistance

MINING

- See Service BC

MOTOR VEHICLES

Commercial Inspection
- See Transportation & Infrastructure

MUNICIPALITIES

- See White Section
Municipalities/Regional Districts
For list of these see page 19 this Section

NAME CHANGE

Victoria **250-952-2681**

NATURAL RESOURCES

- See Forestry
- See Also FrontCounter BC

NEW RESIDENTS

- See Service BC

NOISE

- See Municipal or Regional Districts
For list of these see page 19 this Section

OMBUDSPERSON OF BC

- See Complaint

PARKS

- See BC Parks

PAY

- See Labour

PENSION

Pension Corporation
(formerly Superannuation Commission)

Pension Plans
College
Active Members **1-888-440-0111**
Retired Members **1-866-322-8277**

Municipal
Active Members **1-800-668-6335**
Retired Members **1-866-876-6677**

Public Service
Active Members **1-800-665-3554**
Retired Members **1-866-876-6777**

Teachers
Active Members **1-800-665-6770**
Retired Members **1-866-876-8877**

Workers' Compensation Board
(WCB Retirement Pensions)
(Not WorksafeBC Disability Pensions)
Active Members **1-888-440-0111**
Retired Members **1-866-322-9277**

Employer Services
Toll Free **1-855-356-9701**

Reciprocal Transfer Team
Toll Free **1-855-356-6069**
Or Toll Free **1-800-663-8823**

www.pensionsbc.ca

PHARMACARE

- See Health

PHARMACEUTICALS

- See Health

PHYSICIANS

- See Yellow Business Section

POACHERS

- See Conservation

POLICE

- See Royal Canadian Mounted Police
in the White Section

POST SECONDARY

StudentAid BC - Victoria
Student Financial Assistance
Toll Free **1-800-561-1818**

POVERTY

Financial Aid
Housing Assistance
- See Assistance, See Also Housing

POWER OF ATTORNEY

- See Service BC

PREGNANCY

- See Health

PRESCHOOL

- See Children

PRESCRIPTION DRUG

- See Health

PRIVACY

- See Service BC

PROBATE

- See Service BC

PROPERTY

Property Assessment

- See Service BC

Property Tax

- See White Section
Municipalities/Regional Districts
For list of these see page 19 this Section

PROVINCIAL EMERGENCY PROGRAM (PEP)

- See Emergency

PURCHASING

- See Business

REBATE

- See Grants

RECYCLING

- See Waste & Recycling

REGIONAL DISTRICTS

- See White Section Regional Districts
For list of these see page 19 this Section

RENOVATIONS

Permits & Licences

- See White Section
Municipalities/Regional Districts
For list of these see page 19 this Section

RENTALS

Landlord-Tenant Information
General Enquiries
305-478 Berard Ave
Kelowna **1-800-665-8779**

RESPIRE

- See Health

RETIREMENT

Pension Information

- See Pensions

Seniors Services

- See Seniors

ROAD

- See Transportation & Infrastructure

ROAD CONDITIONS

BC Road Reports

- See DriveBC

SAFETY

British Columbia Safety Authority
1913 Kent Rd Kelowna **250-861-7313**
Toll Free **1-866-566-7233**

SCHOOL BOARDS

- See School in the White Section

SECONDARY EDUCATION

- See Post Secondary

SENIORS

Health & Seniors Information Line
Toll Free **1-800-465-4911**

Senior's Advocate Office
Toll Free **1-877-952-3181**

Senior's Supplement Program
Toll Free **1-866-866-0800**

SEPARATION

- See Service BC

SEPTIC & SEWAGE

- See White Section
Municipalities/Regional Districts
For list of these see page 19 this Section

SERVICE BC

For more information on
Provincial Government services
available at Service BC, please visit
www.gov.bc.ca

Call Enquiry BC
& Request Transfer To Your
Closest Government Agent
Or Toll Free **1-800-663-7867**

Telecommunications Device
for the Deaf (TTY)
Toll Free **1-800-661-8773**

SEVERANCE

- See Labour

SHERIFF'S SERVICES

- See Court Services

SMALL CLAIMS COURT

- See Court Services

SOCIAL ASSISTANCE

- See Assistance

SPORTS

- See Service BC

STATISTICS

VITAL Statistics
Birth, Death & Marriage
Certificates, Marriage Licences
- Commissioner, Name Changes,
Wills Registry Information
Kelowna Regional Office
478 Bernard Ave **250-712-7562**

www.vs.gov.bc.ca

STUDENT

- See Education,
Also See Post Secondary

SUMMONS

- See Court Services

TAX

Consumer Taxation Branch
Gasoline Tax, Hotel Room Tax,
MotorFuel Tax, Private Sales of
Vehicles, Boats & Aircraft,
Sales Tax - Provincial,
Social Service Tax, Tobacco Tax
Toll Free **1-877-388-4440**

Email: ctbtaxquestions@gov.bc.ca

www.gov.bc.ca/consumertaxes

Collection of Overdue Accounts
Sales Tax, Hotel Room Tax, Motor Fuel
Tax, Carbon Tax, Tabacco Tax,
Property Tax, Logging Tax,
Insurance Premium Tax, Mineral Tax
Toll Free **1-866-566-3066**
Fax Line Victoria **250-356-1090**

Provincial Tax Collector
455 Columbia Kamloops **250-828-4540**

TENANCY

- See Rentals

TERMINATION

Employment - See Labour

TRANSCRIPT

Court - See Court Services

TRANSIT

Bus Pass Program
Toll Free **1-866-866-0800**



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TRANSPORTATION & INFRASTRUCTURE

BC Road Report
www.drivebc.ca
 Kelowna
 Road & Bridge Maintenance
 Contractor
 Argo Road Maintenance Inc
 9350 Glenmore Rd Winf **250-766-3970**
 Road Hazard Reporting (24 Hrs)
 Toll Free..... **1-800-663-7623**
 Okanagan Shuswap District Office
 General Enquiries
 #300-1358 St Paul St Kel..... **250-712-3660**
 Fax Line..... **250-712-3669**

TRAVEL & TOURISM

Tourism, Trade & Investment
 510-175 2nd Ave Kamloops... **250-371-3952**

UNEMPLOYMENT INSURANCE

- See Federal Government "Employment"

UTILITIES

- See White Section
 Municipalities/Regional Districts
 For list of these see page 19 this Section

VACATION PAY

- See Labour

VICTIM

- See Criminal Justice,
 Also See VictimLINK under Assistance

VITAL STATISTICS

- See Statistics

VOTER REGISTRY

- See Elections

WASTE & RECYCLING

Recycling Hotline

Toll Free..... **1-800-667-4321**

WELFARE

- See Assistance

WILDFIRE

- See Fire

WILDLIFE

- See Service BC,
 See Also Conservation

WILLS

Wills Notices - Searches

Victoria..... **250-952-2681**

WORKPLACE SAFETY

Workers' Compensation

Advisory Services

Employers' Advisers Assist Employers
 With Workers' Compensation
 Toll Free..... **1-800-925-2233**

Workers' Advisers

- Assist Injured Workers
 Toll Free..... **1-866-881-1188**

Workers' Compensation

Appeal Tribunal
 Toll Free..... **1-800-663-2782**

Worksafe BC

Claims
 Toll Free..... **1-888-967-5377**

Toll Free Fax Line **1-888-922-8807**

Employer-Assessments
 Toll Free..... **1-888-922-2768**

Prevention
 Toll Free..... **1-888-621-7233**

Health & Safety Emergency
 & Accident Reporting
 Monday to Friday 8:30am to 4:30pm
 Toll Free..... **1-888-621-7233**