



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 RELATIONS & RECONCILIATION

- 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

General Office
Kelowna
1690 Powick Rd.....250-861-7211
Toll Free.....1-888-332-3352

General Office
1500 Hardy St.....250-712-3797

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

District Office
Vernon
2501 14th Ave.....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

Employment Program for Persons with Disabilities
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 Free.....1-800-661-8773

Sexual Assault

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

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 18 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

Corporations, Societies & Co-operatives.
Name Reservations,
Manufactured Homes or
Personal Property Registry.
Toll Free.....1-877-526-1526
www.bcregistryservices.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 Health

CHANGE OF NAME

- See Name Change

CHARITY FUNDING

- See Service BC

CHILDREN

Abuse of Children

Help Line for 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

Revelstoke
Child & Youth with Special Needs
Integrated Family Services
210 Garden Ave.....250-837-7612

Salmon Arm
Child & Youth Mental Health
Child & Youth with Special Needs
Family Services
550 Lakeshore Dr NE.....250-832-1719

Integrated Youth Services
Residential Resources
550 Lakeshore Dr NE.....250-832-1655

Vernon
Aboriginal Services
300-3100 30th Ave.....250-549-5533

Adoption & Guardianship
Child Protection Reports & Enquiries
Family Services
Integrated Youth Services
Residential Resources
2809 28th St.....250-558-2700

Child & Youth Mental Health
3007 35th Ave.....250-558-2775

Children & Youth with Special Needs
3007 35th Ave.....250-549-5404

Food & Nutrition
Toll Free.....1-800-667-3438

Representative For
Children & Youth.....250-356-6710

Toll Free.....1-800-476-3933

Regional Office
400-1726 Dolphin Ave
Kelowna.....250-470-0888

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
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

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

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

Coroner's Service

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

Correctional Facilities

Corrections Branches
Kelowna
Community Corrections
1355 Water St.....250-470-6866
Fax Line.....250-470-6864

Interior / Fraser
Community Corrections
Regional Office
343-1355 Water St Kel.....250-470-6978
Fax Line.....250-470-6988

Vernon
Community Corrections
3101 29th Ave.....250-503-4406
Fax Line.....250-503-4415

Court Services

Kelowna:
Court Registry
Supreme Court
Provincial Court,
Small Claims Court,
Family Court
1355 Water St.....250-470-6900

Law Library
1355 Water St.....250-470-6980

Sheriff Services
1355 Water St.....250-470-6844

Senior District Manager
District Office
1355 Water St.....250-470-6925

Salmon Arm:
Court Registry
Supreme Court
Provincial Court-Criminal,
Small Claims Court,
Family Court
550 2nd Ave NE.....250-832-1610

Fax Filing.....250-833-7401

Sheriff Services.....250-832-1616

Vernon:
Court Registry
Supreme Court
Provincial Court-Criminal,
Small Claims Court,
Family Court
3001 27th St.....250-549-5422

Sheriff Services
3001 27th St.....250-549-5410

Sheriff Services
3001 27th St.....250-549-5410

Sheriff Services
3001 27th St.....250-549-5410

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Sheriff Services
3001 27th St.....250-549-5410

CRIME PREVENTION

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/contact-us.htm

CURRICULUM

- See Education, Also See Post Secondary



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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

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)
Columbia River - Revelstoke
Norm MacDonald MLA
104-806 9th St N Golden250-344-4816
Toll Free.....1-866-870-4188
Kelowna - Lake Country
Norm Letnick MLA
101-330 Hwy 33W Kelowna ..250-765-8516
Toll Free.....1-866-765-8516
Shuswap
Greg Kyllö MLA
202A-371 Alexander NE
Salmon Arm250-833-7414
Toll Free.....1-877-771-7557
Vernon - Monashee
Eric Foster MLA
3209 31st Ave Vernon250-503-3600
Westside - Kelowna
Christy Clark MLA
3-2429 Dobbins Rd
West Kelowna.....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

LIQUOR

Liquor Stores
- Government
- See White Section
Liquor
Distribution Branch
Area Manager
201-1740 Gordon Dr
Kelowna250-861-7333
Liquor Control
& Licensing Branch
Inspector
2nd Floor 478 Bernard Ave
Kelowna250-861-7418
Or250-861-7576

LOTTERIES

- See Service BC

MAPS

Mining - See Service BC

MARRIAGE

Marriage Licences
- Certificates - Commissioner
Kelowna250-712-7562

MEDICAL

Medical Services Plan (MSP)
Medication
Mental Health
- See Health

Temporary Premium Assistance
- See Assistance

MINERAL TITLES

- See Service BC

MINING

- See Service BC

MOTOR VEHICLES

Commercial Inspection
- See Transportation & Infrastructure

MUNICIPALITIES

- See White Section
Municipalities/Regional Districts
For list of these see page 18 this Section

NAME CHANGE
Victoria.....250-952-2681

NATURAL RESOURCES

- See Forestry
- See Also FrontCounter BC
Forests, Land & Natural
Resource Operations
District Office
Vernon
2501 14th Ave Vernon250-558-1700
Mica Creek & Revelstoke
Columbia District Office
1761 Big Eddy Rd
Revelstoke1-866-837-7611

Seed Orchard-Skimikin
800 Platt Rd Tappen.....250-835-8626
Kalamalka Research Station
& Seed Orchard
3401 Reservoir250-260-4755
South Zone Nursery
Administration Centre
2501 14th Ave Vernon250-558-1712

NEW RESIDENTS

- See Service BC

OMBUDSPERSON OF BC

- See Complaint

PARKS

- See BC Parks

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

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
Provincial Property Tax Collector
Revelstoke
104-1123 W 2nd St.....250-837-6981
Salmon Arm
850 16th St NE.....250-832-1611

PROPERTY TITLES

- See Service BC

PROVINCIAL EMERGENCY

PROGRAM

- 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 18 this Section

RENOVATIONS

Permits & Licences
- See White Section
Municipalities/Regional Districts
For list of these see page 18 this Section

RENTALS

Landlord-Tenant
Information
General Enquiries
305-478 Bernard Ave
Kelowna1-800-665-8779

RESPIRE

- See Health

RETIREMENT

Pension Information

- See Pension

Seniors Services

- See Seniors

ROAD CONDITIONS

BC Road Reports - See DriveBC

SAFETY

British Columbia
Safety Authority
1913 Kent Rd Kelowna250-861-7313
Toll Free.....1-866-566-7233

SCHOOL BOARDS

- See School in the White Section

SECONDARY EDUCATION

- See Post Secondary



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SENIORS

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

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

Seniors 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 18 this Section

SERVICE BC

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

OFFICES
1123 W 2nd St
Revelstoke **250-837-6981**

850A 16th St NE
Salmon Arm **250-832-1611**
3201 30th St Vernon..... **250-549-5511**

Other Communities Call Enquiry BC & Request Transfer To Your Closest Government Agent
Or Toll Free..... **1-800-663-7867**
www.gov.bc.ca

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 Licenses
-Commissioner, Name Changes,
Wills Registry Information
Kelowna Regional Office
478 Bernard Ave Kelowna..... **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, Tobacco 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 St Kamloops..... **250-828-4540**

TENANCY

- See Rentals

TERMINATION

Employment - See Labour

Tenancy - See Rentals

TRAINING

Apprenticeship
..... **604-214-8700**

TRANSCRIPT

Court - See Court Services

TRANSIT

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

TRANSPORTATION & INFRASTRUCTURE

Commercial Vehicle Safety & Enforcement (CVSE)
300 1358 St Paul St Kelowna
General Enquiries..... **250-712-3660**

ARMSTRONG - SALMON ARM - VERNON
Road & Bridge Maintenance Contractor
JPW Road & Bridge Inc
2310 Kirton Ave Arm **250-546-3765**

Fax Line..... **250-546-3791**
Road Hazard Reporting
Toll Free (24 hrs)..... **1-877-546-3799**

OKANAGAN SHUSWAP DISTRICT

Salmon Arm & Area Office
850C - 16 St NE SArm
Area Manager - Roads **250-833-3371**
Development Approvals **250-833-3374**
Fax Line..... **250-833-3380**

REVELSTOKE
Road & Bridge Maintenance Contractor
HMC Services Inc
723 Hwy 23 S Rev..... **250-837-3136**
Fax Line..... **250-837-6225**

Road Hazard Reporting
Toll Free (24 hrs)..... **1-866-353-3136**

ROCKY MTN DISTRICT
Revelstoke Area Office
555 Victoria Rd Rev **250-837-8400**
Fax Line..... **250-837-9407**

Vernon & Area Office
4791 - 23rd St Vernon **250-503-3664**
Fax Line..... **250-503-3631**

BC Road Reports
Toll Free..... **1-800-550-4997**

www.drivebc.ca

Weigh Scales
Kaleden..... **250-497-5245**

Kamloops Eastbound..... **250-372-5148**
Kamloops Westbound..... **250-372-5148**

Vernon **250-549-4728**
24 Hour Permit Line
Toll Free..... **1-800-559-9688**

TRAVEL & TOURISM

British Columbia Magazine
Subscriptions & General Enquiries
PO Box 2682 Vancouver V6B 3W8
Toll Free..... **1-800-663-7611**

Tourism British Columbia
Toll Free..... **1-800-435-5622**

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

UNEMPLOYMENT INSURANCE

- See Federal Government
Under Employment

UTILITIES

- See White Section
Municipalities/Regional Districts
For list of these see page 18 this Section

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**

WEIGH SCALES

- See Transportation & Infrastructure

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**

Employers & Assessment
Toll Free..... **1-888-922-2768**

Fraud Tip Line
Toll Free..... **1-877-523-3315**

Prevention
Toll Free..... **1-888-922-4466**

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

After Hours Safety
& Health Emergency Reporting
Toll Free..... **1-866-922-4357**

www.worksafebc.com

YOUTH

Youth Against Violence Line
Toll Free..... **1-800-680-4264**