



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

DISABILITY

Community Living BC
Northern Interior Quality
Community Living Centre
Kamloops Quality Service Office
45-450 Lansdowne St
Kamloops 250-377-4444
Toll Free 1-877-377-4433

DISASTER PLANNING

- See Emergency

DISPUTE

Landlord - Tenant - See Rentals

Human Rights - See Complaints

With Government - See Complaints

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

**Distance Education
School Directory**
www.bced.gov.bc.ca/dlschools
Kindergarten to Grade 12
www.bced.gov.bc.ca/contacts
Teacher Regulation Branch
www.bcteacherregulation.ca/aboutus

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
Emergency Only (24 Hrs)
Toll Free 1-800-663-3456
Central Regional Office
1255C Dalhousie
Kamloops 250-371-5240
Search & Rescue
Emergency Only 911
See Also Royal Canadian
Mounted Police in the white section

EMPLOYMENT

BC Public Service Agency
..... 250-952-6000
Toll Free 1-877-277-0772
www2.gov.bc.ca/gov/content/careers-myhr
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

Kamloops
General Enquiries
Environmental Protection
Environmental Stewardship .. 250-371-6200
**Report All Poachers & Polluters
(RAPP)**
Dangerous Human Wildlife Conflicts
or Environmental Violations (24 Hrs)
Toll Free 1-877-952-7277
Cell Phone #7277
www.env.gov.bc.ca/cos/

EXAMS

Pesticide - See Service BC

Trade - See Service BC

EXPORT

- See Service BC

FAMILIES

**Kamloops Family
Justice Centres**
200-444 St Paul St 250-828-4688
Toll Free 1-888-746-3663

**Family Maintenance
Enforcement Program**

Barriere-Kamloops-Savona
-Westwold..... 250-434-6020

All Other Areas
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**
Forest Revenue
Toll Free 1-877-405-4911
Fax Line (Victoria)..... 250-356-5604
www.sbr.gov.bc.ca/frb

FIRE

Forest Fire Reporting Only
Toll Free 1-800-663-5555
Wildfire Information Line
Toll Free 1-888-336-7378
Provincial Air Tanker Centre
Southern Interior Regional Office
515 Columbia Kamloops 250-828-4131

BC Wildfire Service
Provincial Wildfire Coordination Centre
3080 Airport Rd Kam 250-312-3000

FIRST NATIONS

- See Service BC

FISH & WILDLIFE

- See Environment Or See Conservation

FOOD SAFETY

- See Service BC

FORESTRY

Clearwater District Office
687 W Yellowhead Hwy 5..... 250-587-6700

Kamloops District Office
1265 Dalhousie Kam..... 250-371-6500

Merritt District Office
Airport Rd Merritt..... 250-378-8400

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

Forest Practices Board

Complaints on Forests
or Range Practices
#3-1675 Douglas Victoria
Toll Free 1-800-994-5899
Toll Free Fax Line 1-877-708-6007

Forest Revenue Operations

Receivables Management Office
Victoria Tel No 250-387-3376
http://frb.rev.gov.bc.ca

Fire Zones

Clearwater
687 W Yellowhead Hwy 5..... 250-587-6775

Kamloops Fire Centre
4000 Airport Rd Kam 250-554-5500

Merritt
Upper Nicola 250-315-4100

FREEDOM OF INFORMATION

- See Service BC

FRONT-COUNTER BC

Natural Resource Enquiries
441 Columbia St Kamloops.... 250-828-4131
687 Yellowhead Hwy
Clearwater 250-587-6700
3840 Airport Rd Merritt..... 250-378-8400
Toll Free 1-877-855-3222
www.frontcounterbc.gov.bc.ca

GAMING

- See Service BC

GARBAGE

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

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**
Testing Information
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 Insurance BC (HIBC)
CareCard/BC Services Card
Medical Services Plan & PharmaCare
Medication & Pharmaceuticals
Prescriptions
Temporary Premium Assistance
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 Health Insurance BC

HIGHWAYS

- See Transportation & Infrastructure

HIKING

- See BC Parks

HOMELESS

Financial Aid - See Assistance

Housing - See Housing

HOUSING

Homeowner Protection Office
Residential Builder Licensing
& Reconstruction Loan Program
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



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JOBS

- See 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)
Cariboo Chilcotin
Donna Barnett
7-530 Horse Lake Rd Box 95
100 Mile House.....**250-398-3916**
Fraser Nicola
Jackie Tegart
405 Railway Ave Ashcroft.....**250-453-9726**
2-2152 Quilchena Ave
Merritt.....**250-378-8831**
Toll Free.....**1-877-378-4802**
Kamloops North Thompson
Dr Terry Lake
618-B Tranquille Rd
Kamloops.....**250-554-5413**
Toll Free.....**1-888-299-0805**
Kamloops South Thompson
Todd G Stone
446 Victoria St
Kamloops.....**250-374-2880**
Toll Free.....**1-855-474-2880**
Shuswap
Greg Kylo
202A 371 Alexander St NE
Box 607 Salmon Arm.....**250-833-7414**
Toll Free.....**1-877-771-7557**

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

LOTTERIES

- See Service BC

MAPS

Mining - See Service BC

MARRIAGE

Marriage Licences
- Certificates - Commissioner
Victoria.....**250-952-2681**

MEDICAL

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

Temporary Premium Assistance
- See Assistance

MINERAL TITLES - INSPECTOR

441 Columbia St Kamloops.....**250-371-3786**

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 Also FrontCounter BC

Clearwater
District Office
687 Yellowhead Hwy 5.....**250-587-6700**
Kamloops
District Office
1265 Dalhousie.....**250-371-6500**
Merritt
District Office
Airport Rd.....**250-378-8400**

NEW RESIDENTS

- See Service BC

OMBUDSPERSON OF BC

- See Complaints

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

Report All Poachers & Polluters (RAPP)

Dangerous Human Wildlife Conflicts
or Environmental Violations (24 Hrs)
Toll Free.....**1-877-952-7277**
Cell Phone.....**#7277**
www.env.gov.bc.ca/cos/

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
Property Tax
- See White Section
Municipalities/Regional Districts
For list of these see page 18 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 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
Toll Free.....**1-800-665-8779**

RESPIRE

- See Health

RETIREMENT

Pension Information
- See Pensions

Seniors Services

- See Seniors

SCHOOL BOARDS

- See School in the White Section

SECONDARY EDUCATION

- See Post Secondary

SENIORS

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 visit www.gov.bc.ca
Or contact our offices
Ashcroft
318 Railway Ave.....**250-453-2412**
Kamloops
250-455 Columbia St.....**250-828-4540**
Merritt
2194 Coutlee Ave.....**250-378-9343**
Other Communities 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

Sports & Recreation Branch..**250-356-9005**

STATISTICS

VITAL Statistics
Birth, Death & Marriage
Certificates, Marriage Licenses
- Commissioner, Name Changes,
Wills Registry Information
Victoria.....**250-952-2681**
www.vs.gov.bc.ca

STUDENT

- See Education,
Also See Post Secondary

SUMMONS

- See Court Services



PROVINCE OF BRITISH COLUMBIA

Service BC 1-800-663-7867

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TAX

Consumer Taxation Programs Branch

Gasoline Tax, Hotel Room Tax, Motor Fuel 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**

TENANCY

- See Service BC

TERMINATION

Employment - See Labour

TRAINING

Apprenticeship

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

TRANSCRIPT

Court - See Court Services

TRANSIT

Bus Transit Program

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

TRANSPORTATION & INFRASTRUCTURE

BC Road Report
Toll Free **511**

www.drivebc.ca

Commercial Vehicle Safety & Enforcement (CVSE)

127 447 Columbia St Kamloops
General Enquiries **250-828-4002**
Area Vehicle Inspector **250-371-3847**
Carrier Safety Inspector **250-371-3804**

Dangerous Goods Inspector
Cranbrook **250-828-4002**
Or **250-426-1311**
District CVSE Manager **250-371-3807**

INSPECTION STATION / SCALE
Kamloops Eastbound
1275 W Trans-Can Hwy **250-372-5148**
Kamloops Westbound
2650 W Trans-Can Hwy **250-372-8896**

Portable Weigh Scale
Inspector **250-371-3846**
Or **250-371-3854**

ASHCROFT / CACHE CREEK
Road & Bridge Maintenance Contractor
Interior Roads Ltd
Road Hazard Reporting
Toll Free (24 hrs) **1-800-842-4122**

Area Manager
Ashcroft/Cache Ck/Lillooet **250-453-2456**
Or **250-256-0329**

AVOLA
Fort George District Office
Toll Free **1-800-663-7867**

BARRIERE

Road & Bridge Maintenance Contractor
Argo Road Maintenance Ltd
Barriere **250-672-5599**

Road Hazard Reporting
Toll Free (24 hrs) **1-800-661-2025**
McLure Ferry **250-672-5545**

BLUE RIVER
Road & Bridge Maintenance Contractor
Lakes District
Maintenance Ltd **250-673-8289**

Road Hazard Reporting
Toll Free (24 hrs) **1-888-255-8055**

CELISTA
Road & Bridge Maintenance Contractor
JPW Road & Bridge Inc
4063 Express Pt Cres
Scotch Creek **250-955-2231**
Fax Line **250-955-2170**

Road Hazard Reporting
Toll Free (24 hrs) **1-877-546-3799**

CHASE
Road & Bridge Maintenance Contractor
JPW Road & Bridge Inc
909 Trans-Can Hwy **250-679-8632**
Or **250-679-5304**

Road Hazard Reporting
Toll Free (24 hrs) **1-877-546-3799**

CLEARWATER
Road & Bridge Maintenance Contractor
Argo Road Maintenance Ltd
Clearwater **250-674-3132**

Road Hazard Reporting
Toll Free (24 hrs) **1-800-661-2025**
Area Manager **250-587-6247**

COQUITALLA/HIGHLAND VALLEY
Road & Bridge Maintenance Contractor
VSA Highway Maintenance Ltd
Merritt **250-315-0166**
Logan Lake **250-523-6422**

Road Hazard Reporting
Toll Free (24 hrs) **1-888-315-0025**

KAMLOOPS
Road & Bridge Maintenance Contractor
Argo Road Maintenance Ltd
1655 Lucky Strike Pl Kam **250-374-6690**

Road Hazard Reporting
Toll Free (24 hrs) **1-800-661-2025**

Thompson-Nicola Dist Office
447 Columbia St Kamloops **250-828-4002**
Fax Line **250-371-3848**

Area Manager
Kamloops East & Sun Peaks **250-371-3856**
Area Manager
Kamloops West **250-371-3850**

Bridges **250-371-3818**

Southern Interior Regional Office
447 Columbia St **250-828-4002**
Fax Line **250-828-4229**

Contract Administration **250-828-4982**
Property Services **250-371-3865**

LITTLE FORT FERRY
Ferry Rd Little Fort **250-677-4333**

LOGAN LAKE

Road & Bridge Maintenance Contractor
VSA Highway Maintenance Ltd
Logan Lake **250-523-6422**

Road Hazard Reporting
Toll Free (24 hrs) **1-888-315-0025**

McLURE FERRY
McLure Ferry Rd Barriere **250-672-5545**

MERRITT
Road & Bridge Maintenance Contractor
VSA Highways Maintenance
2925 Pooley Ave Merritt **250-315-0166**

Road Hazard Reporting
Toll Free (24 hrs) **1-888-315-0025**

Merritt Area Office
2196 Quilchena Merritt **250-378-1452**
Fax Line **250-378-1449**

Area Managers
Merritt **250-378-1428**
Bridges **250-378-1415**

SAVONA
Road Hazard Reporting
Toll Free (24 hrs) **1-800-661-2025**

SORRENTO
Road & Bridge Maintenance Contractor
JPW Road & Bridge Inc **250-835-2341**
Fax Line **250-835-4503**

Road Hazard Reporting
Toll Free (24 hrs) **1-877-546-3799**

SPENCES BRIDGE-NORTH
Road & Bridge Maintenance Contractor
Interior Roads Services Ltd
Road Hazard Reporting
Toll Free (24 hrs) **1-800-842-4122**

Area Manager Ashcroft **250-256-0329**

SPENCES BRIDGE-SOUTH
Road & Bridge Maintenance Contractor
VSA Highways Maintenance
Lytton **250-455-2230**

Road Hazard Reporting
Toll Free (24 hrs) **1-888-315-0025**

VAVENBY
Road & Bridge Maintenance Contractor
Argo Road Maintenance Ltd
Clearwater **250-674-3132**

Road Hazard Reporting
Toll Free (24 hrs) **1-800-661-2025**
Area Manager Clearwater **250-587-6247**

WESTWOLD
Road & Bridge Maintenance Contractor
JPW Road & Bridge Inc
Falkland **250-379-2231**
Fax Line **250-379-2231**

Road Hazard Reporting
Toll Free (24 hrs) **1-877-546-3799**

Area Manager Vernon **250-503-3608**

TRAVEL & TOURISM
Historic Hat Creek Ranch
Toll Free **1-800-782-0922**

UNEMPLOYMENT INSURANCE
- See Federal Government 'Employment'

UTILITIES

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

VICTIM

- See Criminal Justice
- See Also VictimLINK
under 'Assistance'

VITAL STATISTICS

- See Statistics

VOTER REGISTRY

- See Elections

WASTE & RECYCLING

Recycling Hotline

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

WATER

- See Environment

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
Kamloops Area Office **1-800-925-2233**

Workers' Advisers

- Assist Injured Workers

With Workers' Compensation
Toll Free **1-800-663-6695**

Workers' Compensation Appeal Tribunal

Toll Free **1-800-663-2782**

Worksafe BC

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

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**