

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

ADDITIONS

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 & Lands
-Ministry Of
Oliver - Osoyoos
District Office
Production Insurance
201-583 Fairview Rd
Oliver 250-498-5250

Toll Free 1-888-812-8811

AgriStability 1-877-343-2767

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
Oliver-Osoyoos:
34630 95th St Oliver
Penticton-Summerland:
754 Haynes St Penticton
Princeton:
151 Vermilion Ave
Toll Free 1-866-866-0800

www.gov.bc.ca/sdasi

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
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.bcregistryservices.gov.bc.ca

OneStop Business Registry
Toll Free 1-877-822-6727

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
Abuse of Children 310-1234

Help Line for the Deaf (TTY)
Toll Free 1-866-660-0505

Oliver
Community Services
5917 Airport St Oliver 250-485-6001

Penticton
Aboriginal Services
215-1301 Main St Penticton .. 250-492-1261

Adoption Services
1274 Main St 250-770-2200

Child & Youth Mental Health
351-740 Carmi Ave 250-487-4422

Children & Youth with Special Needs
104-1873 Main St 250-770-7524

Child Protection Reports & Enquiries
1274 Main St 250-770-2200

Residential Resources
104-1873 Main St 250-770-7524

Youth Probation, Youth Services
1274 Main St 250-770-2200

Princeton
Community Services
Toll Free 1-888-829-2299

Summerland
Family Services
13211 Henry Ave
Summerland 250-404-3000

Toll Free 1-888-211-8622

(Continued Next Column)

Children & Family Development

...Cont'd

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 All Poachers & Polluters (RAPP)
(24/7 Days a Week)
Dangerous Wildlife Human Conflicts
Reporting (24 Hours)
Toll Free 1-877-952-7277

Cell Phone #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 Branch
Community Corrections
103-386 Ellis St Penticton 250-487-7400

Fax Line 250-487-7402

Court Services
Court Registry
Supreme Court
Provincial Court-Criminal,
Small Claims Court,
Family Court
100 Main Penticton 250-492-1231

Sheriff Services 250-492-1234

Law Library 250-492-1241

Barrister 250-492-1239

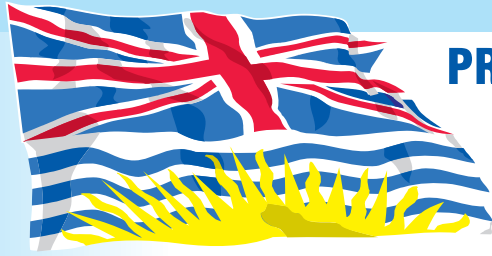
Princeton
Circuit Court 250-492-1231

Sheriff Services
Penticton
100 Main St 250-492-1234

Crime Prevention
Youth Against Violence
Toll Free 1-800-680-4264

Service BC 1-800-663-7867
www.gov.bc.ca • Email: servicebc@gov.bc.ca

**For The Deaf and Hearing Impaired (TTY Only):
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CRIMINAL JUSTICE

Crown Counsel
Regional Office
Kamloops & Interior..... **250-828-4021**
www.ag.gov.bc.ca/prosecution-service/contact-us.htm

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
Southern Interior Quality Service Office
240-1640 Leckie Rd
Kelowna..... **250-861-7255**
Kelowna Community Living Centre
140-1060 Manhattan Dr..... **250-712-3610**

DISASTER PREPARATION

- 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..... **511**
www.drivebc.ca
Driving Licenses
- See Service BC

EARTHQUAKE

- See Emergency

EDUCATION

Kindergarten to Grade 12
General Enquiries
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
Emergency Only (24 Hrs)
Toll Free..... **1-800-663-3456**

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

Search & Rescue
Emergency Only..... **911**

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

EXAMS

Medical - See Health

Pesticide - See Service BC

Trade - See Service BC

EXPORT

- See Service BC

FAMILIES

Family Justice Centres
Penticton
Toll Free..... **1-888-201-0045**

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 Tel No)..... **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 & Also 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**

FREEDOM OF INFORMATION

- See Service BC

FRONTCOUNTER BC

Natural Resource Enquiries
Toll Free..... **1-877-855-3222**
www.frontcounterbc.gov.bc.ca

GAMING

Gaming Policy & Enforcement Branch
#200-1517 Water St Kel..... **250-861-7363**

GARBAGE

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

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
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

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



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

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)
Boundary-Similkameen
Linda Larson MLA
6369 Main St Oliver **250-498-5122**
Toll Free.....**1-855-498-5122**
Fraser - Nicola
(Including Princeton)
Jackie Tegart MLA
405 Railway Ave Ashcroft **250-453-9726**
2-2152 Quilchena Ave
Merritt..... **250-378-8831**
Toll Free.....**1-877-378-4802**
Kelowna - Mission
Steve Thomson MLA
102-2121 Ethel St Kelowna ... **250-712-3620**
Toll Free.....**1-866-870-4182**
Penticton
Dan Ashton MLA
#210-300 Riverside Dr
Penticton..... **250-487-4400**
Toll Free.....**1-866-487-4402**
Westside-Kelowna
Christy Clark MLA
3-2429 Dobbin 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
Kelowna **250-861-7333**
Liquor Control Board
Inspector
130-102 Industrial Pl
Penticton..... **250-492-1293**

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

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
Hedley / Princeton
Field Office
151 Vermilion Princeton
Toll Free..... **1-800-665-1511**
Penticton
102 Industrial Pl
Fish & Wildlife
Habitat
Public Safety & Protection
Water Allocation **250-490-8200**

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

Report ALL Poachers & Polluters
(RAPP)
(24 Hrs/7 Days a Week)
Toll Free..... **1-877-952-7277**

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 ASSESSMENT

- See Service BC

PROPERTY TAX

Provincial Property Tax Collector
101-9971 350th Ave Oliver **250-498-3818**
40 Calgary Ave Penticton **250-487-4200**
151 Vermilion
Princeton **250-295-6957**

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
General Enquiries
305-478 Bernard Ave
Kelowna **1-800-665-8779**

RESPIRE

- See Health

RETIREMENT

Pension Information
- See Pension

Seniors Services

- See Seniors

ROAD

- See Transportation & Infrastructure

Road Conditions

- See DriveBC

SCHOOL BOARDS

- See School in the White Section

SECONDARY EDUCATION

- See Post Secondary

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



PROVINCE OF BRITISH COLUMBIA

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

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

SENIORS

Health & Seniors Information Line

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

Senior's Health Care Support Line

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 Visit www.gov.bc.ca

For All Services Call

Toll Free..... **1-800-663-7867**

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

OFFICES

Oliver

583 Fairview Rd..... **250-498-3818**

Penticton

40 Calgary Ave..... **250-487-4200**

Princeton

#10-136 Tipton Ave **250-295-4600**

Other Communities Call Enquiry BC

& Request Transfer To Your

Closest Government Agent

Or Toll Free..... **1-800-663-7867**

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

478 Bernard Ave Kelowna..... **250-712-7562**

www.vs.gov.bc.ca

STUDENT

- See Post Secondary

SUMMONS

- See Court Services

TAX

Consumer Taxation Branch

Carbon Tax, Motor Fuel Tax,

Provincial Sales Tax, Tobacco Tax

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

Email: ctbtaxquestions@gov.bc.ca

www.gov.bc.ca/consumertaxes

Collection of Overdue Accounts

Provincial 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

TRANSCRIPT

Court - See Court Services

TRANSIT

Bus Pass Program

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

TRANSPORTATION & INFRASTRUCTURE

BC Road Reports

Toll Free..... **1-800-550-4997**

www.drivebc.ca

Commerical Vehicle Safety & Enforcement (CVSE)

300-1358 St Paul St Kelowna

General Enquiries..... **250-712-3660**

Area Vehicle Inspector

Penticton..... **250-490-2233**

Dangerous Goods Inspector

Cranbrook..... **250-436-1311**

Inspection Station

100 Main St Kaleden..... **250-497-5245**

Penticton Portable..... **250-490-2237**

Okanagan Shuswap

District Office

300-1358 St Paul St

Kelowna **250-712-3660**

Fax Line..... **250-712-3669**

Penticton Area Office

102 Industrial Pl Pent..... **250-490-8200**

Penticton

Road & Bridge Maintenance Contractor

Argo Road Maintenance Inc

290 Waterloo Pent **250-493-6969**

Fax Line..... **250-493-6427**

Road Hazard Reporting (24 Hrs)

Toll Free..... **1-800-663-7623**

Princeton

Road & Bridge Maintenance Contractor

Argo Road Maintenance Inc

331 Laurie-Currie Way

Princeton **250-295-6981**

Fax Line..... **250-295-7983**

Road Hazard Reporting (24 Hrs)

Toll Free..... **1-800-663-7623**

Weigh Scales

Kaleden..... **250-497-5245**

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

Kamloops Westbound..... **250-372-8896**

Vernon **250-549-4728**

24 Hour Permit Line

Toll Free..... **1-800-559-9688**

TRAVEL & TOURISM

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

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**

WEIGH SCALES

- See Transportation

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**

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**

YOUTH

Youth Against Violence Line

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