



PROVINCE OF BRITISH COLUMBIA

**Enquiry BC
1-800-663-7867**

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

Email: enquiryby@gem3.gov.bc.ca

ABUSE OF CHILDREN

Toll Free..... 310-1234

ACCESS CENTRE

-See Service B C

ADDRESS CHANGE

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

ADOPTION SERVICES & REUNION REGISTRY

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

ADVANCED EDUCATION - MINISTRY OF

General Enquiries..... 1-888-664-2256

Private Career Training Institutions

Agency of BC

Toll Free..... 1-800-661-7441

Student Aid BC - Victoria
Student Financial Assistance
Victoria..... 250-387-6100

Funding Status (24 Hrs)
Toll Free..... 1-800-561-1818

Telecommunications Device
For The Hearing Impaired (TTY)
Victoria..... 250-952-6832

AGRICULTURE & LANDS - MINISTRY OF

FrontCounterBC
210-301 Victoria St Kam
General Enquiries..... 250-372-2127

Integrated Land Management Bureau
145 3 Ave Kamloops
Regional Client Services Division

Crown Land Adjudication
Inter Agency Management Committee
Land Information Management
Partnership & Sales
Planning

General Enquiries..... 250-372-2127

Vernon District Office
4607 23 St Vern..... 250-260-3000

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

Whole Farm Insurance
Toll Free..... 1-888-576-3276

AIDS INFORMATION

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

ALCOHOL & DRUG INFORMATION & REFERRAL SERVICE

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

ALCOHOL & DRUG PROGRAMS

Kelowna Outpatient Clinic
1815 Kirschner Kel..... 250-861-7221

Vernon Alcohol & Drug Services
1440 14 Ave Vern..... 250-549-5737

AMBULANCE SERVICE BRITISH COLUMBIA

EMERGENCY CALLS ONLY..... 911

Non-Emergency Calls Only
Toll Free..... 1-800-461-9911

For Local Non-Emergency Numbers
- See the Page 1
Regional Administration
Office..... 250-828-5855

Billing Equiries Toll Free..... 1-800-665-7199

BATTERED WOMEN INFORMATION

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

BIRTH CERTIFICATES

Kelowna..... 250-712-7562

BREAST SCREENING

Toll Free..... 1-800-663-9203

B C FAMILY BONUS

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

B C Healthy Kids Program

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

B C ONLINE

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

BRITISH COLUMBIA PENSION CORPORATION

- See Pension Corporation

B C RECYCLING HOTLINE

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

B C SAFETY AUTHORITY

See British Columbia Safety Authority
In The White Section

B C UTILITIES COMMISSION

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

BURN REFERENCE-OPEN FIRE

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

BUS PASS PROGRAM

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

BUSINESS PRACTICES & CONSUMER PROTECTION AUTHORITY

Toll Free..... 1-888-564-9963

CARECARD

- See Medical Services Plan of B C

CHILD & YOUTH OFFICER FOR BRITISH COLUMBIA

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

Help Line For Children
Child Abuse-Neglect
Toll Free..... 310-1234

Child Care Subsidy..... 1-888-338-6622

CHILDREN & FAMILY DEVELOPMENT-MINISTRY OF

Aboriginal Services
300-3100 30 Ave Vern..... 250-549-5533

Adoptions & Guardianship
2809 28 St Vern..... 250-558-2700

District Offices
Revelstoke
Family Services
210 Garden Ave..... 250-837-7612

Salmon Arm
Child & Youth Mental Health
550A Lakeshore Dr NE..... 250-832-1719

Family Services
550A Lakeshore Dr NE..... 250-832-1719

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

Residential Resources
550 Lakeshore Dr NE SArm..... 250-832-1655

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

Child Protection Reports
& Inquiries
2809 28 St..... 250-558-2700

Family Services
2809 28 St..... 250-558-2700

Integrated Youth Services
3007 35 Ave..... 250-558-2775

Residential Resources
2809 28 St..... 250-558-2700

COMMUNITY LIVING BC

Salmon Arm
351 Hudson Ave NE..... 250-832-1718

Vernon
201-2802 30 St..... 250-549-5490

CONSERVATION OFFICER SERVICE

Toll Free..... 1-877-356-2029

Report Poachers & Polluters
Toll Free..... 1-877-952-7277

www.rapp.ca

CONSUMER SERVICES

Toll Free..... 1-888-564-9963

CONSUMER TAXATION BRANCH

www.sbr.gov.bc.ca/ctb
Information-Forms
3201 30 St Vern
Toll Free..... 1-877-388-4440

CORONER'S OFFICE

101-2141 Springfield Rd Kel..... 250-861-7429

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

Kamloops..... 250-828-4381

Coroner's Service

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

CORPORATE REGISTRY

Corporate Filings
Victoria..... 250-356-8626

CORRECTIONS BRANCHES

Regional Office
335-1355 Water Kelowna..... 250-470-6978

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

Revelstoke
Community Corrections
555 Victoria Rev..... 250-837-8426

Salmon Arm
Community Corrections
101 6 St NE SArm..... 250-832-1633

Vernon
Community Corrections
3301 29 Ave Vern..... 250-549-5544

Fax Line..... 250-549-5698

COURT SERVICES

Vernon
Court Registry/Family Court
Provincial Court-Criminal
Small Claims Court/Supreme Court

Traffic Court
3001 27 St Vern..... 250-549-5422

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

Salmon Arm
Court Registry/Supreme Court
Provincial Court Criminal
Small Claims Court
Family Court

550 2nd Ave NE SArm..... 250-832-1610

Salmon Arm Fax Filing..... 250-832-7401

Sheriff Services
550 2nd Ave NE SArm..... 250-832-1616

CROWN COUNSEL
Salmon Arm: 550 2 Ave NE..... 250-832-1651

Vernon: 2899 30 St..... 250-549-5550

Fax Line..... 250-549-5579

DANGEROUS GOODS-SPILLS
Toll Free..... 1-800-663-3456

DEATH CERTIFICATES
Kelowna..... 250-712-7562

DENTAL CONSULTANT-REGIONAL
155 Gray Kelowna..... 250-861-7388

DIABETIC EDUCATION PROGRAM
Penticon Toll Free..... 1-800-707-8550

EDUCATION-MINISTRY OF
General Enquiries
Kindergarten To Grade 12
Toll Free..... 1-888-879-1166

ELECTIONS
Voter Registration..... 1-800-661-8683

TTY For The Deaf..... 1-888-456-5448

EMERGENCY PROGRAM
-PROVINCIAL
Emergencies Only (24 Hrs)
Toll Free..... 1-800-663-3456

Regional Office
1255D Dalhousie Kamloops..... 250-371-5240

EMPLOYMENT & ASSISTANCE
APPEAL TRIBUNAL
Victoria Toll Free..... 1-866-557-0035

EMPLOYMENT STANDARDS
INFORMATION LINE
Toll Free..... 1-800-663-3316

ENVIRONMENT - MINISTRY OF
Conservation Officer Services
All Areas..... 1-877-356-2029

Parks & Provincial
Campground Reservations
Discover Camping..... 1-800-689-9025

www.discovercamping.ca
Park Information
www.env.gov.bc.ca/bcparks

FAMILY JUSTICE CENTRES
Family Justice Services
Information Line
Toll Free..... 1-888-216-2211

Interior Regional Office
#121-565 Bernard Kel..... 250-712-3636

Vernon
#202-3203 30 St Vern..... 250-549-5644

All Other Areas..... 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

FERRIES-TRANSPORTATION - MINISTRY OF

Revelstoke..... 250-837-8418

FINANCIAL INSTITUTIONS COMMISSION

Responsible For:
Credit Unions / Insurance Companies /
Pension Standards / Trust Companies /
Real Estate & Mortgage Brokers /
Credit Union Deposit Insurance Corp
(CUDIC) Toll Free..... 1-866-206-3030

FOOD & NUTRITION
Toll Free..... 1-800-667-3438

FOREST PRACTICES BOARD
#3-1675 Douglas Vic..... 1-800-994-5899

FORESTS & RANGE
- MINISTRY OF
Forest Fire Reporting Only
Toll Free..... 1-800-663-5555

District Office
2501 14 Ave Vern..... 250-558-1700

Columbia District Office
1761 Big Eddy Rd Rev..... 250-837-7611

Seed Orchard - Skimikin
800 Platt Rd Tapp..... 250-835-8626

Kalamalka Research Station
& Seed Orchard
3401 Reservoir Vern..... 250-260-4755

South Zone Nursery
Administration Centre
2501 14 Ave Vern..... 250-558-1712

Fax Line..... 250-260-4619

Fire Zone
1810 40 St SE SArm..... 250-832-4395

Provincial Rapattack Operations
1810 40 St SE SArm..... 250-832-9741

FORREX-FOREST RESEARCH
EXTENSION PARTNERSHIP
Kelowna..... 250-860-9663

FOSTER PARENTING
INFORMATION
Toll Free..... 1-800-663-9999

FRONTCOUNTERBC
General Enquiries..... 1-877-855-3222

GAMING POLICY
& ENFORCEMENT BRANCH
#200-1517 Water St Kel..... 250-861-7363

GASOLINE TAX
Toll Free..... 1-877-388-4440

GENERAL EDUCATION
DEVELOPMENT
Exams Victoria..... 250-356-2431

GOVERNMENT AGENTS
- See Service B C

HEAD INJURY PROGRAM
Kelowna..... 250-712-7523

HEALTH INFORMATION LINE
Toll Free..... 1-800-465-4911

HEALTH-MINISTRY OF
Aids & Sexually Transmitted
Diseases Testing & Information
Toll Free..... 1-800-661-4337

HEALTHY LIVING & SPORT
MINISTRY OF
Seniors & Women's Partnership
& Info Branch..... 250-953-4504

Premier's Council on Aging
250-356-0461

Sports Branch..... 250-356-9005

Act Now BC..... 250-953-4504

HELP LINE FOR CHILDREN
Toll Free..... 310-1234

Help Line For The Deaf..... 1-866-660-0505

HOMEOWNER
PROTECTION OFFICE
Residential Builder Licensing
& Reconstruction Loan Program
Toll Free..... 1-800-407-7757

HOTEL ROOM TAX
Toll Free..... 1-877-388-4440

HOUSING & SOCIAL DEVELOPMENT MINISTRY OF
 Employment & Assistance Office
 Information & Enquiry
 2600 48 Ave Vern **1-866-866-0800**
 Employment Program For
 Persons With Disabilities
 130 1640 Dilworth Dr Kel
 Employment & Income Assistance,
 Prevention & Loss Mgmt ... **1-899-217-1117**
 Personal Supports
 Information Line **1-888-818-1211**
 TTY For The Deaf **1-800-661-8773**
 Regional Office - Interior
 301-1726 Dolphin Ave Kel **250-717-2040**
 300-619 Victoria St Kam **250-828-4600**

HUMAN RIGHTS ISSUES & COMPLAINTS
 Toll Free **1-888-440-8844**

INDUSTRY TRAINING AUTHORITY
 Phone **604-214-8700**

INVESTMENT AGRICULTURE FOUNDATION ORCHARD RENOVATION PROGRAM
 Toll Free **1-800-665-5254**

LABOUR & CITIZENS' SERVICES - MINISTRY OF
 For Minimum Wage/Overtime/
 Statutory Holidays / Termination
 Enquiries Employment Standards
 Information Line **1-800-663-3316**
 Employers' Advisers Assist
 Employers With Workers's
 Compensation **1-866-855-7575**
 Workers' Advisers
 Assist Injured Workers **1-866-881-1188**

LIQUOR CONTROL & LICENCING BRANCH
 201 1420 St Paul St Kel **250-861-7418**

LIQUOR DISTRIBUTION BRANCH
 Area Manager
 #201-2141 Springfield Kel **250-861-7333**

MARRIAGE LICENCES - CERTIFICATES - COMMISSIONER
 Kelowna **250-712-7562**

MEDICAL SERVICES PLAN OF BC
 Premium & Coverage Enquiries
 Victoria **250-386-7171**
 Automated Service Only **1-800-663-7100**
 www.healthservices.gov.bc.ca/msp/

MEMBERS OF THE LEGISLATIVE ASSEMBLY
 Information Not Available at Time
 of Printing For New Members Office
 Numbers Call Enquiry BC **1-800-663-7867**
 TTY **1-800-661-8773**

MINIMUM WAGE
 Toll Free **1-800-663-3316**

MONEY RESOURCES
 Toll Free **1-800-277-9914**

MOTOR FUEL TAX
 Toll Free **1-877-388-4440**

NAME CHANGES
 Kelowna Office **250-712-7562**

OIL & GAS COMMISSION
 #200-10003 110 Ave Ft StJohn
 General Enquiries **250-261-5700**

OMBUSMAN OF BC
 Victoria Toll Free **1-800-567-3247**

PENSION CORPORATION
 (Formerly Superannuation Commission)
 General Enquiries **1-800-663-8823**
 Pension Plans
 College Active Members **1-888-440-0111**
 College Retired Members... **1-866-322-8277**
 Municipal
 Active Members **1-800-668-6335**
 Municipal
 Retired Members **1-866-876-6677**
 Public Service
 Active Members **1-800-665-3554**
 Public Service
 Retired Members **1-866-876-6777**
 Teachers
 Active Members **1-800-665-6770**
 Teachers Retired Members
 Toll Free **1-866-876-8877**

(Continued Next Column)

PENSION CORP ...Cont'd
 Worker's Compensation Board
 (WCB Retirement Pensions)
 Active Members **1-888-440-0111**
 Retired Members **1-866-322-9277**
 www.pensionsbc.ca

PHARMACARE
 Toll Free **1-800-554-0250**

PROBATION
 - See Listings For Community Corrections
 Under Corrections Branch

PROBLEM GAMBLING HELP LINE
 Toll Free **1-888-795-6111**

PROVINCIAL EMERGENCY PROGRAM
 Emergencies Only (24 Hrs)
 Toll Free **1-800-663-3456**
 Regional Office
 1255C Dalhousie Dr Kam **250-371-5240**

PROVINCIAL PROPERTY TAX COLLECTOR
 Revelstoke
 #104-1123 W 2 St Rev **250-837-6981**
 Salmon Arm
 681 Marine Dr NE SArm **250-832-1611**

PUBLIC GUARDIAN & TRUSTEE OF BRITISH COLUMBIA
 #700-808 W Hastings Van **604-660-4444**

PUBLIC SERVICE AGENCY-B C
 Kamloops **250-371-4330**

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

REPORTING A POLLUTER OR POACHER (RAPP)
 24 Hours/7 Days A Week
 Toll Free **1-800-663-9453**
 www.rapp.ca

RESIDENTIAL TENANCY BRANCH
 General Enquiries
 Toll Free **1-800-665-8779**
 Administration **250-861-7415**

SECURITY PROGRAMS
 Provincial Firearms Inspector
 Kelowna **250-861-7553**

SENIORS SUPPLEMENT
 Toll Free **1-866-866-0800**

SERVICE B C
 Providing The Following Services
 Boater Safety Program/Driver Exam
 -Licences-Revelstoke/
 Salmon Arm/Vernon
 Electrical Permits/Fish &
 Wildlife Licences/General Enquiries
 Manufactured Home Searches
 Relocation Permits & Registrations
 Medical Services Plan Registrations
 & Billing Payments/Mining Recorder
 Navigable Waters/OneStop Business
 Registration/Personal Property
 Registry/Pesticide Exams/
 Provincial Payments/Residential
 Tenancy Information/Rural
 Property Tax Payments/Searches
 -Company NameLand Title & Lien/
 Traffic Fine Payments/Vital Statistics

OFFICES
 Revelstoke
 1123 W 2 St Rev **250-837-6981**
 850A 16 St NE SArm **250-832-1611**
 3201 30 St Vern **250-549-5511**
 Other Communities Call Enquiry
 B C & Request Transfer To Your
 Closest Service BC Centre
 Toll Free **1-800-663-7867**

SEXUAL ASSAULT
 Toll Free 24 Hrs **1-800-563-0808**

SEXUALLY TRANSMITTED DISEASE INFORMATION
 Toll Free **1-800-661-4337**

SHERIFF'S SERVICES
 Salmon Arm
 550 2 Ave NE SArm **250-832-1616**
 Fax Line **250-832-1749**
 Vernon
 3001 27 St Vern **250-549-5410**

SOCIAL SERVICE TAX
 Toll Free **1-877-388-4440**

SPOUSAL ASSAULT - ABUSE INFORMATION
 Toll Free **1-800-563-0808**

STATUTORY HOLIDAYS
 Toll Free **1-800-663-3316**

STUDENT FINANCIAL ASSISTANCE
 Toll Free (24 Hrs) **1-800-561-1818**

STUDENT TRANSCRIPTS
 Victoria **250-356-2432**

TOBACCO TAX
 Toll Free **1-877-388-4440**

TOURISM BRITISH COLUMBIA
 Toll Free **1-800-435-5622**
 British Columbia Magazine
 Subscriptions & General Inquiries
 Vancouver **1-800-663-7611**

TRANSPORTATION - MINISTRY OF
 BC Road Report **1-800-550-4997**
 www.drivebc.ca
 Revelstoke
 Road & Bridge Maintenance Contractor
 H M C Services Inc
 723 Hwy 23 South Rev **250-837-3136**
 Fax Line **250-837-6225**
 Road Hazard Reporting (24 Hrs)
 Toll Free **1-866-353-3136**
 Rocky Mountain District
 Revelstoke Area Office
 555 Victoria Rd Rev **250-837-8400**
 Fax Line **250-837-9407**
 Salmon Arm/Armstrong
 Road & Bridge
 Maintenance Contractor
 Argo Road Maintenance **250-546-3765**
 Fax Line **250-546-3791**
 Road Hazard Reporting (24 Hrs)
 Toll Free **1-877-546-3799**
 Okanagan Shuswap District
 Salmon Arm Area Office
 850C 16 St NE SArm **250-833-3371**
 Area Manager-Roads **250-833-3375**
 Area Manager-Bridges **250-833-3373**
 Development Approvals **250-833-3380**
 Fax Line **250-833-3380**
 Vernon
 Road & Bridge
 Maintenance Contractor
 Argo Road Maintenance **250-546-3765**
 2310 Kirtton Armstrong **250-546-3791**
 Fax Line **250-546-3791**
 Road Hazard Reporting (24 Hrs)
 Toll Free **1-877-546-3799**
 Okanagan Shuswap
 District Area Office
 4791 23 St Vern **250-503-3664**
 Fax Line **250-503-3631**
 Weigh Scales
 Vernon **250-549-4728**
 Kaleden **250-497-5245**
 Kamloops Eastbound **250-372-5148**
 Kamloops Westbound **250-372-8896**
 24 Hour Permit Line **1-800-559-9688**

VictimLINK
 Help & Information 24 Hours
 For Victims Of Family & Sexual Violence
 & All Other Crimes
 Toll Free **1-800-563-0808**

VITAL STATISTICS AGENCY
 Birth/Death & Marriage Certificates
 Marriage Licences/Name Changes/
 Wills/Registry Information
 Kelowna Regional Office
 #101-1475 Ellis St Kel **250-712-7562**
 www.vs.gov.bc.ca

WILLS NOTICES - SEARCHES
 Kelowna **250-712-7562**

WORKSAFEBC
 www.worksafebc.com
 2045 Enterprise Way Kel
 Claims **1-888-967-5377**
 Employer-Assessments **1-888-922-2768**
 Fraud Tip Line **1-877-523-3315**
 Prevention **1-888-922-4466**
 After Hours Safety & Health
 Emergency Reporting **1-866-922-4357**

WORKERS' COMPENSATION APPEAL TRIBUNAL
 Toll Free **1-800-663-2782**

YOUTH AGAINST VIOLENCE LINE
 Toll Free **1-800-680-4264**