

Appendix B: Community Inventory

The Community Inventory is a snapshot of current City and community services that are strengths and assets for a Community for All. This inventory includes policies, programs and services that contribute towards the vision of “a city that is healthy, safe, active and inclusive for seniors, children and those with diverse abilities”.

This is a snapshot summary of program and services and is not meant to be an all-encompassing document.

Inclusive Community

- ▶ Navigator Service – The City of Kelowna and Interior Health have partnered together on the Move for Your Health Programs and Navigator Service. The intent of these initiatives are to encourage individuals to self-manage their health condition(s) and provide them with the support needed to bridge the gap between acute care and community services. Programs such as chronic pain, caregiver support, diabetes awareness, stroke, heart and kidney sessions are offered.
- ▶ Recreation programming - The City of Kelowna and community partners offer strong [recreational programming](#) for residents of all ages and abilities at multiple locations throughout the city, including recreation centres (e.g. [Parkinson Recreation Centre](#), [H2O Adventure + Fitness Centre](#), [Kelowna Family YMCA](#)) and partner locations. The City provides free access to caregivers of diverse abilities at Parkinson Recreation Centre.
- ▶ Physical literacy - The City's Active Living & Culture Division incorporates physical literacy into its program delivery. The City of Kelowna is also working towards integrating Sport for Life principles into procedures and plans and is working towards becoming a Sport for Life Community.

- ▶ [AGP for Me](#) – This program is a province-wide initiative, locally managed through the Central Okanagan Division of Family Practice, that aims to strengthen the primary care system, particularly for those 65+ (with a focus on the frail, complex, and marginalized). Their approach includes improving physician/patient relationships, expanding community services, developing a physician matching registry for unattached patients over 65, and establishing a Mobile Assessment Unit to direct them to local physicians or services.
- ▶ [Central Okanagan Family Hub](#) – The Family Hub is a one-stop-shop centered around meeting the needs of children and their families and caregivers through access and referrals to services, supports, information, and resources in the community or online. The intent of the Family Hub concept is to create a place for social connection for families and to meet their needs of integrated service delivery and access.



- ▶ Drop-in and day programs – programs for seniors and those with diverse abilities are offered through Interior Health, Seniors Centres, Salvation Army, Seniors Outreach Society and recreation centres.
- ▶ Mental Health programs - The [Canadian Mental Health Association](#) (CMHA) provides a wide range of innovative services and supports to people who are experiencing

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mental illness and their families. CMHA facilitates access to the resources people require to maintain and improve mental health and community integration, build resilience, and support recovery from mental illness.

- ▶ Childminding Services – [H2o](#), [Parkinson Recreation Centre](#), and [YMCA](#) recreation centres offer on-site childminding for parents to utilize while participating in programs. Time of childminding varies per centre.
- ▶ [United Way](#) – This non-profit works to advance the common good by focusing on vulnerable children, adults, and seniors. The United Way works on the premise of building blocks for a good life: quality support for children leads to confident adults; help for vulnerable adults and families makes your community stable; and healthy seniors are happy, more independent and enjoy a better quality of life.
- ▶ [Karis Support Society](#) – For people struggling with life altering addictions and mental health conditions, Karis provides a safe home, support throughout recovery, and life skills development.



- ▶ School District 23 “Financial Hardship Clause” – This policy states “that a student will not be excluded from any educational program due to financial hardship”. This clause in the School District Regulations provides for the private and confidential consideration of financial circumstances of individual students and families, while preserving the dignity of families who may be unable to pay.
- ▶ [StrongStart](#) – Children aged 0-5 years can participate in this free drop-in early learning program). Developed in partnership with the BC Ministry of Education and local school districts, the program’s goals include starting an education partnership between families and schools, providing developmentally appropriate activities that can transfer from StrongStart to home, educating parents and caregivers about children’s development milestones, and providing recognition that learning happens through play.
- ▶ [MEND \(Mind, Exercise, Nutrition, Do it!\)](#) – This non-profit organization’s mission is to inspire children, families, and adults to lead and sustain fitter, healthier, and happier lives. MEND is focused on changing the behaviors that cause overweight persons and obesity and empowering 7-13 year olds, with the support their families, to reach and maintain a healthy weight.
- ▶ [HealthyTogether© \(HT\)](#) – Hosted locally by The Bridge Youth & Family Services, this national initiative engages children and youth and their caregivers, to promote healthier weights and build relationships among the families. HT is a culturally sensitive, asset based family centered program that is offered through weekly group sessions. Each session provides hands-on learning opportunities for participants to gain information, skills and experiences, to support them in making healthy food choices and engaging in fun physical activities.
- ▶ [Meals on Wheels](#) – This non-profit organization provides hot meal delivery service up to 3 times each week in Kelowna, Rutland and the Westside to shut-ins due to physical or mental disabilities and seniors.
- ▶ [Hands in Service](#) – This non-profit organization provides simple food preparation at no cost for those in our community under the age of 65 who have health concerns or disabilities that limit basic activities and partners with local food banks to deliver regular food hampers.

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- ▶ [Kelowna Community Resources](#) (KCR) – This not for profit agency fosters diversity, collaboration and resourcefulness by tailoring services to meet community, family and individual needs. KCR provides an online tool to search, including the [Seniors' Health Online Search Tool](#), for community programs and services, volunteer opportunities, publications, and workshops that encourage participation, self-reliance, and independence. Also available is the [Seniors Health Guide](#), [Children and Youth with Special Needs Resource Guide](#), and information on community services, family services, adoption services, immigrant services, and employment services.
- ▶ [FETCH Central Okanagan](#) – The Central Okanagan Division of Family Practice and Kelowna Community Resource have on an online search tool called "For Everything That's Community Health". Information such as health services, mental health and community services are also available online.
- ▶ [Health Link BC](#) – this online resource provides information on healthy eating, mental health, wellness and connects residents to nurses, dieticians and pharmacists.
- ▶ [Interior Health Home & Community Care Services](#) – Interior Health's Home and Community Services offers a variety of at-home and community services to people with acute, chronic, palliative or rehabilitative health care needs.
- ▶ City of Kelowna Financial Assistance for Recreation – The City of Kelowna reduces financial barriers for families and individuals by providing three financial assistance options:
 - Recreation Opportunity Funding
 - Recreation Opportunity Coupons - distributed through wellness and social agencies
 - Access Passes for persons with a permanent cognitive or physical disability.
- ▶ The City of Kelowna [Recreation and Cultural Services – Philosophy/Fees & Charges Policy](#) and [Conditions of Use & Allocations Policy and Fees & Charges Bylaw](#) guide the overall system of fees, charges and facility allocations for recreation and cultural services.
- ▶ [Everybody Gets to Play](#) – This initiative was launched

through the Canadian Parks and Recreation Association to make recreation more accessible to low-income families. Everybody Gets to Play Okanagan is an extension of that initiative, with an expanded focus to include every member of the community. The website is a resource for individuals, families, and the organizations that support them, to search for information on free and low-cost activities available in the community.

- ▶ [Park & Play program](#) – During the summer months, this City



run program encourages families with children to be active with a focus on connecting neighbourhoods to each other and their surroundings.

- ▶ The City has an [Accessibility Measures for Hotels and Motels Policy](#) to provide guidelines for hotels and motels to better accommodate people with disabilities.
- ▶ Hearing loops – The City has installed a Hearing Loop in Council Chambers and plans to install another at Parkinson Activity Centre to improve the experience and participation for those with hearing aids.
- ▶ Social connectedness and participation – Opportunities exist through numerous organizations including, but not limited to, the City of Kelowna's recreational programming, Kelowna Families Clubhouse, School District #23 Wheels program, Hands in Service, Pathways Abilities Society, People in Motion, Seniors Outreach Centre and places of worship.
- ▶ [Parks Alive](#) – Festivals Kelowna presents live concerts and

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other arts-based activities throughout July and August. Entertainment is family-friendly and suitable for people of all ages and taste.

- ▶ [Pathways Kelowna](#) – This Society provides a range of social, recreational, residential, and career programs and opportunities for people with developmental disabilities.
- ▶ [Cool Arts Society](#) – This Society offers arts programs for adults with disabilities.
- ▶ [People in Motion](#) – provides access to adaptive sports programs and adaptive sports equipment to people with disabilities.
- ▶ [CRIS Adaptive Adventures](#) – The Community Recreational Initiatives Society (CRIS) is a non-profit and charitable organization that uses adaptive equipment, enabling people of all abilities to interact with the outdoors.
- ▶ [Accessible Okanagan](#) – This group of people with physical disabilities creates community for people with physical disabilities. They coordinate a variety of social gatherings and encourage the involvement with the programs already available within the Okanagan.
- ▶ [Seniors Outreach Society](#) – The Society hosts Senior Coffee Breaks to provide a social opportunity for seniors to meet other seniors in their own neighbourhoods, and make connections.
- ▶ Children's programming – the [Okanagan Boys and Girls Club](#) and [Big Brothers Big Sisters of the Okanagan](#) support children in the Okanagan through programming and events.
- ▶ Immigration support – [Kelowna Community Resources](#) has Settlement Workers who assist immigrants and refugees to identify and assess needs and barriers and provide information, options and referrals to relevant services and resources within the community.
- ▶ Website Accessibility – The City of Kelowna's website has been revised to make include Web Content Accessibility Guidelines to make it more accessible for users.
- ▶ [People in Motion's Accessibility Guide](#) – This comprehensive online accessibility inventory for the Central Okanagan helps users find accessible resources in the community including hotels, restaurants and things to do.
- ▶ [Senior Contact Program](#) – Offered by Community Policing, this free 'check-in' service is for isolated and vulnerable seniors. The RCMP contacts each registrant briefly by telephone each day, in order to verify their safety status.
- ▶ Technology sessions – [Seniors Outreach Society](#) host weekly technology sessions where seniors can learn about technology.
- ▶ Seniors Safety Fair – [Seniors Outreach Society](#) hosts an annual Seniors Safety Fair during World Elder Abuse Awareness Week in June. This free event facilitates many different community organizations and businesses to come together in one space to inform, educate, and protect seniors.
- ▶ [Society for Learning in Retirement \(SLR\)](#) – SLR is a voluntary non-profit, equal opportunity organization meeting the educational interests and needs of retired persons in the Central Okanagan. SLR is open to all 50+ retired and semi-retired persons who share a love of the camaraderie of learning regardless of their formal education and offers peer teaching and learning.
- ▶ [CATCH](#) (Community Action Towards Children's Health) – CATCH is a Community Collaborative working together for the healthy development of children in their early years in the Central Okanagan. CATCH is involved in community education, awareness and advocacy.
- ▶ [Directory of Community Services](#) – Kelowna Community Resources has an online [Calendar of Community Events](#) that is color coded for educational, free/low cost, kid friendly, and fundraising.
- ▶ [BC Seniors Guide](#) – The Province of BC produces a BC Seniors' Guide which is a compilation of information and resources to help seniors plan for and live a healthy lifestyle. It includes information on provincial and federal programs, with sections on benefits, health, lifestyle, housing, transportation, finances, safety and security, and other services. This guide is available in English, French, Punjabi and Chinese.
- ▶ [Engage Policy](#) – The City's *Public Engagement Guiding*

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Principles includes inclusiveness where public dialogue and decision-making processes, reach out to, and encourage participation of the community. There is an effort to accommodate diverse needs, background, values and challenges within the engagement process.

- ▶ Strong Neighbourhood [Youth Development & Engagement Grant](#) – The City offers a matching grant of up to \$1,000.00 designed to empower youth (aged 13-19) to participate in civic engagement, receive mentorship, and shape their neighbourhoods by leading neighbourhood enhancement projects.
- ▶ Volunteer Opportunities – Citizens can volunteer at a variety of community organizations such as [KCR](#), [Seniors Outreach Society](#), [Pathways Abilities Society](#), and the City of Kelowna. An annual Okanagan Volunteer Opportunities Fair is held every September.
- ▶ [Snow Busters](#) and Snow Buddies – The City's Snow Busters program and Seniors Outreach Society Snow Buddies program encourage and recognize residents that help others, including seniors, to clear snow in their area.
- ▶ [Pathways Abilities Society](#) and [Neil Squire Society](#) – These organizations provide opportunities for persons with disabilities to deliver services with a focus on assisting individuals to secure employment as well as entrepreneurial skill development.
- ▶ [Kelowna Community Resources \(KCR\) Employment Services](#) – KCR has two no-cost-to-participant programs dedicated to helping those who are unemployed explore and move forward with their career options. This department helps connect people to other community services including, but not limited to, [Community Living British Columbia \(CLBC\)](#), [Ki-Low-Na Friendship Society](#), [TIER Support Services Ltd.](#), [Skilled Trades Employment Program](#) and [Community Futures Development Corporation of Central Okanagan](#)
- ▶ [REnEW Employment Training Program](#) – The John Howard Society partners with Fortis BC to offer Residential Energy and Efficiency Works. REnEW is an innovative employment training program that specializes in energy efficiency and prepares individuals with barriers to employment for entry-level construction, building maintenance, or use as a basis

for further education.

- ▶ [Project Literacy Kelowna Society](#) – this Society provides free of charge one-to-one tutoring for adults seeking to improve their language and math skills.

Healthy Neighbourhood Design & Healthy Natural Environments

- ▶ [Strong Neighbourhood Program](#) – The City is focused on increasing citizen level of attachment to the community by being a catalyst in inspiring neighbourhoods and fostering a culture of connection and engagement.
- ▶ Senior's Societies – The City has three service delivery agreements with senior's societies (Parkinson, Rutland, and Mission) who deliver [programs](#), social engagements, and events for seniors in their respective activity centres throughout Kelowna.
- ▶ Neighbourhood programming – City and School District 23 partner together to utilize schools for community and recreational programming through four joint-use agreements (Watson Road Elementary, Bankhead Elementary, OKM, and South Kelowna Elementary) as well as programming in over 12 other schools. For example, Family Active Nights encourages parents and students to participate in an evening of games in the school gymnasium through the Fall and Winter.
- ▶ Family Events – The City's Active Living & Culture Division has numerous programs and events that engage the entire family in physical activity and social connection, including Active by Nature, Family Active Nights, Dancing in the Park, Park & Play, BC Family Day events, and other parent/child participation programs.
- ▶ [Active by Nature](#) – This City program highlights and provides resources to explore its extensive network of pathways, shared trails, roadways, parks, and beaches.
- ▶ Neighbourhood parks – The City has a strong network of neighbourhood parks, protected green spaces, and trails and has a [Linear Parks Master Plan](#) to guide development of linear parks. Kelowna parks provide a wide variety of activities for participants of all ages including pickleball, tennis, sports fields, hiking, trails and a seasonal ice rink at [Stuart Park](#) to name a few.
- ▶ Nature walks and hikes – [Regional District of the Central](#)

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[Okanagan Parks](#) and [Central Okanagan Naturalists Club](#) offer free guided nature walks and hikes.

- ▶ [Parks and Public Spaces Bylaw](#) – Effective since 2011, this bylaw prohibits smoking and vapour products including electronic cigarettes in all Kelowna parks, including beaches, trails, playgrounds, sports fields and stadiums.
- ▶ Outdoor Fitness Circuits – Kelowna has two community outdoor fitness circuits, one at Parkinson Recreation Centre (City of Kelowna) and one at Dr. Knox Middle School (School District #23).
- ▶ Universal Playgrounds – Kelowna has three universal playgrounds which are accessible and inclusive. The playgrounds are located at Parkinson Recreation Centre, Rutland Centennial, and Ben Lee Park.
- ▶ Accessible beach wheelchair program – City Parks has implemented an accessible beach wheelchair program at Rotary and Gyro Beaches for people to be able to go down to the water. A beach wheelchair ramps is also available at Strathcona Park.
- ▶ [NeighbourWood Program](#) – The City’s NeighbourWoods Program encourages residents to enhance Kelowna’s tree canopy to enhance the natural environment and community health.
- ▶ [Block Watch Program](#) – This program is a partnership between police and citizens that draws on members of the community for help in preventing and reducing neighbourhood crime.

Healthy Housing

- ▶ [Rental Housing Grant](#) – The City’s Rental Housing Grant program is available to developers to encourage the construction of rental housing units. In 2016, the grant program was refined to more accurately reflect the cost of developing larger units and support the creation of more three-bedroom, family-oriented rental units.
- ▶ [Housing Strategy](#) – Kelowna’s Housing Strategy identifies twenty-five policies, zoning and procedural recommendations regarding the City’s approach to housing supply.

- ▶ Housing support – A range of housing and support options for seniors, families and those with disabilities is offered through [BC Housing](#). The City of Kelowna has an [Affordable Housing Resources Bulletin](#) that connects residents with the appropriate resources and local organizations that specialize in housing.



- ▶ [Energy Conservation Assistance Program](#) – This FortisBC program provides lower income residential customers with a free home energy evaluation, energy-saving products and advice.

Healthy Transportation Networks

- ▶ [Pedestrian and Bicycle Master Plan](#) – This plan’s goal is to create a balanced transportation network where walking and cycling are established as alternative to driving. This plan builds on the City’s network of bike lanes, sidewalks, cycle tracks, multi-use paths and off road trails.
- ▶ [Accessible Parking Stalls](#) – Accessible parking stalls are located in a variety of locations in the urban core. A map showing these locations is available at [kelowna.ca](#).
- ▶ [smartTRIPS](#) – The City and its regional partners offer a number of smartTRIPS programs to promote and facilitate use of active transportation, transit and carpooling. Examples include subscribing to [Carpool.ca](#) ride matching service, the Transit [Class Rides Free Program](#), Companion

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Pass Program, Pro Pass and U-Pass, a [Cost Shared Bicycle Rack Program](#), public [Bicycle Locker Program](#) to name a few. Additionally, [community based programming](#) is delivered annually to support citizens who choose to, or are interested in travelling by active modes – eg. Bike to Work and School Week.

- ▶ [Kelowna Regional Transit](#) – This partnership between BC Transit and municipal governments operates a fully accessible fleet and provides conventional transit service throughout the Central Okanagan. There are 27 routes, 100 buses and over 190,000 hours of service annually. The [Transit Riders Guide](#) provides a summary of the fees and routes.
- ▶ [handyDART](#) – The Kelowna Regional Transit System also operates handyDART, a specialized transit service, that has accessible, door-to-door shared transit service for people with permanent or temporary disabilities that prevent them from using fixed-route transit without assistance from another person. The service is provided throughout the Central Okanagan, approximately 36,000 hours of handyDART service are provided annually.
- ▶ [Sustainable Transportation Partnership of the Central Okanagan](#) (STPCO) - A formal partnership of the City of Kelowna, City of West Kelowna, Districts of Lake Country and Peachland, Westbank First Nation and the Regional District of Central Okanagan. The partnership coordinates the regional delivery of sustainable transportation programs, planning and projects in support of common regional policy, plans and interests.

Healthy Food Systems

- ▶ Community Gardens - The [Central Okanagan Community Gardens Society](#) partners with the City and other organizations to provide numerous community gardens within Kelowna including some that have accessible garden plots
- ▶ Healthy Food and Beverage Program – This program was developed and followed provincial guidelines to support healthy food and beverage choices in food concessions and vending machines in City facilities. Since first implementing

the program in 2005, numerous improvements have been made.

- ▶ [Central Okanagan Community Food Bank](#) – The Food Bank is dedicated to providing much needed food and support to those living in Kelowna and West Kelowna.
- ▶ [Kelowna Farmers' and Crafters' Market](#) – The market provides residents with access to local food and crafts year round through their outside location for spring, summer & early fall and inside at Parkinson Recreation Centre over the winter months.
- ▶ [Central Okanagan Food Policy Council](#) – This group of citizens are working towards a food secure Central Okanagan by implementing programs such as the Food Forest.
- ▶ [Okanagan Fruit Tree Project](#) – The project is aimed at building community through harvesting local food, whereby volunteers work with community members and landowners to harvest fruit and distribute to receiving organizations.
- ▶ [Health Promoting Schools Policy](#) – This School District #23 policy emphasizes students becoming health literate and schools to be healthy and safe places for students. Through a partnership between the School District and Interior Health, there are two Health Promoting School Coordinators that actively promote this policy through programming.
- ▶ [Guidelines for Food and Beverage Sales](#) – School District #23 has implemented Guidelines for Food and Beverage Sales in all local schools to create a culture of healthy eating throughout the school community.
- ▶ [BC School Fruit and Vegetable Nutritional Program](#) – This program provides fresh fruit and vegetable snacks to public and First Nations schools throughout BC.