

# We are here to help

## Regional District of Central Okanagan RCMP Victim Services



### RCMP Victim Services

If you need help please call:

**250-470-6242**

We will respond at our earliest opportunity.

### RCMP Victim Services

Provides support and practical assistance to individuals, family members and others who have been impacted by crime and/or trauma.

*Funded by the Regional District of Central Okanagan, Ministry of Public Safety and Solicitor General and Westbank First Nation in partnership with the Kelowna Regional RCMP Detachment*

Connect with us by self-referral or referral from an organization.

Contact with you is in-person and/or over the telephone.

No cost to receive our service.

Visitors of Central Okanagan (with your permission) can be referred to your home community for follow up and local assistance.

*\*Please note; Most information you provide to us, a police-based Victim Service, is confidential except four key safety areas where information shared must be reported to police – **child abuse, harm to self, harm to others, and domestic abuse.***

### Service Area

RCMP Victim Services assist residents of and visitors to our Central Okanagan communities including;

- City of Kelowna
- City of West Kelowna
- District of Peachland
- District of Lake Country
- Central Okanagan East Electoral Area
- Central Okanagan West Electoral Area
- Westbank First Nation



Additional information is available on our website.

## Our services

### Emotional Support

- Police requested crisis response (crisis intervention, defusing and debrief)
- Grief and loss support
- Safety planning
- Information on critical incident reactions and self-care post trauma

### Practical Assistance

- **Court:**
  - Court orientation for witnesses who may be required to testify
  - Guidance in completing victim impact statements
  - Connection with Victim Notification Programs
  - Liaise on your behalf with justice system personnel

### Financial

- Aid in completing crime victim assistance (CVAP) compensation

### Referral

- Counseling, financial, legal and community resources

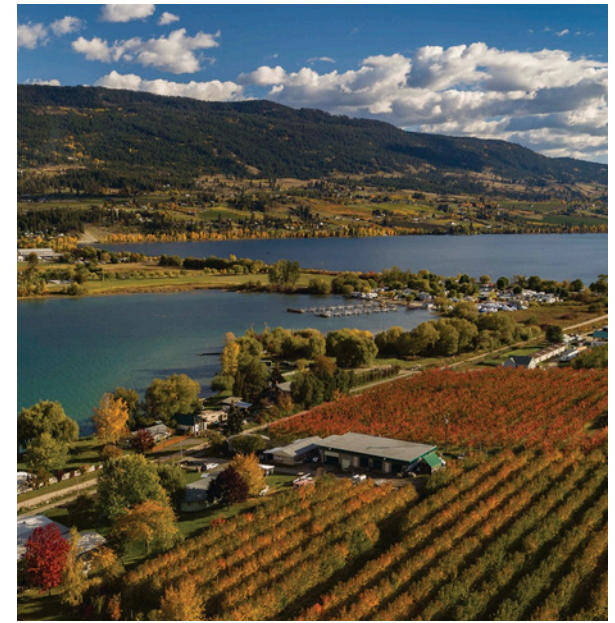
### Information

- Updates on file status throughout the police investigation
- Progression of the case through the court system (if applicable)
- Overview on your right to privacy
- Explanation of criminal justice system specific to your case
- Other assistance with information as requested

## Community Contacts

### RCMP (non-emergency number)

■ Kelowna:	250-762-3300
■ West Kelowna:	250-768-2880
■ Lake Country:	250-766-2288
Community Based Victim Services	778-410-2204
AG Safe Shelter (NOW Canada) BC	250-763-2262
Coroner's Office	1-866-200-2676
BC Crown Counsel	250-470-6822
Hospice	250-763-5511
Kelowna's Gospel Mission (shelter)	1-866-200-2676 250-862-3733
Legal Services Society	250-763-8613
Mental Health/Substance Use (IH)	250-469-7070
Ministry of Children/Families	1-800-663-9122
Social Assistance	1-866-866-0800
WFN (Community Services)	250-768-0227
Kelowna Women's Emergency Shelter	250-763-1040
Youth Shelter (Okanagan Boys & Girls Clubs)	250-868-8541 ext. 202
BC Bereavement Helpline	1-877-779-2223
BC Suicide Helpline	1-800-784-2433
National Suicide Helpline	9-8-8
Crime Victim Assistance	1-866-660-3888
Crisis Line	1-888-353-2273
Lawyer Referral Service	1-800-663-1919
Victim-Link	1-800-563-0808



## Contact Us

**250-470-6242**

[Kelowna.VictimServices@rcmp-grc.gc.ca](mailto:Kelowna.VictimServices@rcmp-grc.gc.ca)

Office hours are weekdays 8 a.m. - 4 p.m.  
(Office closed on Statutory Holidays)

We are accessible by telephone, email and in-person appointments during office hours.

If you attempt contact and don't reach us, please leave a message by email or telephone as you will receive a response at our earliest opportunity.

**RCMP Victim Services**

1190 Richter Street  
Kelowna, BC

