

Closing the Gaps in Seniors' Care



A Guide To Public, Community & Private Services for Castlegar & Area Seniors October 2023

This Guide and many more services posted on-line:
www.kb.fetchbc.ca

The Seniors' Services Guide was Developed and Funded by:

- ❖ Trail FAIR Centre Society
- ❖ Interior Health Authority

Disclaimer:

This Guide lists a number of publicly funded (government & non-profit) and privately operated, for-profit, services.

However, please note that we are NOT able to endorse or recommend specific services listed in this Guide. While many publicly funded services are externally evaluated and required to meet rigorous standards, we strongly suggest that, prior to hiring a privately funded service provider, references be checked and clear agreements made re fees, service expectations, and so on.

For more information, go to the **Better Business Bureau of Mainland BC** website: www.bbb.org/mbc or phone: 1-888-803-1222

FOR MORE DETAILED INFORMATION about a wide variety of services and resources in the Kootenay Boundary region go to the

Kootenay Boundary FETCH website: www.kb.fetchbc.ca

Note: Seniors Directories for all 8 KB sub-regions are posted on website

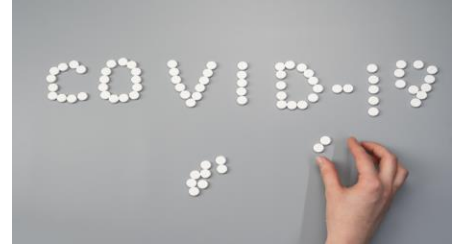
To SUGGEST additions, changes and corrections for future editions

Contact:

Ann Godderis: 250-364-2326 - ext 5046; AGodderis@trailfair.ca

Contents:

	Page:
• Abuse / Crisis / Emergencies.....	1
• Drug Stores / Pharmacies.....	2
• Food / Meal Services.....	2 - 3
• Foot Care.....	4
• Fraud / Financial.....	4
• Government Services / Advocacy / Support.....	5
• Health Care Services: General Information	6
• Health Care Services: Interior Health (IHA).....	7 - 8
• Health Care Services (Non-IHA).....	8
• Health Care: Navigation / Support / Complaints.....	9
• Health / Medical Equipment & Supplies.....	10
• Home Safety.....	11
• Home Support Services.....	11
• Hospice / Grief / Caregiving.....	12
• Housing / Residential Accommodation	12 - 13
• Libraries	13
• Recreation / Adult Education.....	14
• Recreation / Adult & Community Education	14
• Seniors' Social Groups, Associations & Coordination.....	14
• Support / Info Lines / Contacts for Specific Conditions.....	15 - 18
• Transportation.....	19



October 2023

For information about COVID-19, vaccinations, supportive provincial services & other assistance:

- **Vaccine Info & Appointments: Call 1-833-838-2323 or go online: <https://www2.gov.bc.ca/gov/content/covid-19/vaccine/register>
Open Monday to Friday 7am to 7pm**
- **COVID-19 health information and links to current BC government programs: Call 811 for HealthLinkBC or go online www.healthlinkbc.ca**
- **Free rapid COVID test kits available free of charge from a local pharmacy for anyone over 18.**
- **Proof of Vaccine Card: may be required if travelling outside of Canada: For more information:**
 - **Go Online: <https://www2.gov.bc.ca/gov/content/covid-19/vaccine/proof>**
 - **Or Phone: 1-833-838-2323**

ABUSE / CRISIS / EMERGENCIES

24 / 7 Emergency (Ambulance, Fire, Police)	911
24 / 7 Crisis Lines: <ul style="list-style-type: none"> • For support in a crisis, or concerns about the safety of another person • BC Mental Health Support Line • Interior Crisis Line Network • Suicide Hotline 	310-6789 1-888-353-2273 1-800-784-2433
Seniors Abuse & Information Line (SAIL) www.seniorsfirstbc.ca <ul style="list-style-type: none"> • Phone: Mon – Fri: 8am – 8pm; Sat: 10:30am - 5pm • Call re concerns about senior abuse or mistreatment 	1-866-437-1940 1-855-306-1443 TTY
Report Concerns re Elder Abuse or Neglect to: <ul style="list-style-type: none"> • Report Adult Abuse & Neglect (IHA) Mon-Fri: 8:30am–4:30pm • Castlegar RCMP (re a crime) 	1-844-870-4754 250-365-7721
Police Based (RCMP) Victim Services 440 Columbia Avenue <ul style="list-style-type: none"> • Offers victims of crime & tragedy crisis intervention, emotional support, justice system information, court orientation and referrals 	250-304-6353 1-800-563-0808 (after office hours)
For Women: Safe shelter & support for women & their children affected by domestic abuse, violence & threats <ul style="list-style-type: none"> • Safe Homes & Outreach www.cdcss.ca 1007 2nd Street • Women’s Transition Houses: 24/7 safe shelter 	250-365-2104 250-354-4357 250-364-1543 Nelson Trail
Castlegar Connections Centre 1660 Columbia Avenue <ul style="list-style-type: none"> • Help available to assist vulnerable low income folk, and those who are homeless or at risk of homelessness; Drop-in Thursdays: 9am – 5pm • Street Outreach services: Wednesday to Sunday: 11am - 4pm 	250-608-5019 250-608-9763
Castlegar Community Harvest Food Bank Emergency Shelter <ul style="list-style-type: none"> • Phone/ text if in need of emergency support; See more info on page 2 	250-608-1047
Castlegar Community Response Network (CRN) Sandi <ul style="list-style-type: none"> • Prevention & education to help end abuse, neglect and self-neglect of adults in BC; Also sponsors the IRIS program (page 14) 	250-608-0706

DRUG STORES / PHARMACIES

Pharmasave 1128 3 rd Street	(delivers)	250-365-7813
Safeway Pharmacy 1721 Columbia Avenue		250-365-7141
Shoppers Drug Mart 1965 Columbia Avenue	(delivers)	250-365-5888
Shoppers Simply Pharmacy 117 - 1983 Columbia Avenue	(delivers)	250-365-3400
T.H.E. (Columbia River)Pharmacy 1002 Columbia Ave	(delivers)	250-365-0001

FOOD / MEAL SERVICES

❖ FOOD BANKS

<p>Castlegar Community Harvest Food Bank</p> <ul style="list-style-type: none"> • Anglican Church Basement, 614 Christina Place • Mon, Wed & Fri: provides drop-in, lunches and hampers • Register by phone or text 9-10:30am; pick-up 11:30am -12pm • Generally, one hamper / person is given out each month • Other supports available include shower & laundry coupons, harm reduction supplies, sleeping bags, clothing, hygiene kits, dog/cat food and emergency shelter support. • Facebook page https://www.facebook.com/Castlegarfoodbank/ 	250-608-1047
---	---------------------

❖ FROZEN MEALS

There is a charge for these services

<p>Dinners at Home</p> <ul style="list-style-type: none"> • Order by phone & pick up from Talarico Place, 709 10th Ave • Low cost, nutritious, frozen meals which can be re-heated at home. 	Susan	250-304-1269 or 250-304-1213
<p>Other Frozen Meals Suppliers (in addition to Grocery Stores)</p> <ul style="list-style-type: none"> • Marino Wholesale: 1883 Fifth Ave, Trail; Mon –Fri: 8am – 1pm 		250-368-6955

FOOD / MEAL SERVICES (continued)

❖ MEAL PROGRAMS / DROP-IN

<p>Castlegar Better at Home Monthly Coffee & Drop-in</p> <ul style="list-style-type: none"> • “Toonie Tuesday” (last Tuesday/month) 9 – 11:30am • Call to register • New Life Church 602 7th St (enter around back in basement) <p style="text-align: right;">Michelle</p>	<p style="text-align: right;">250-365-2104 ext 225</p>
<p>Castlegar Community Harvest Drop-in & Lunch Program</p> <ul style="list-style-type: none"> • Anglican Church Basement, 614 Christina Place; • Drop-in & Lunch Mon, Wed & Fri; 9am – 12:30pm • For lunch (or a hamper) Register by phone / text: 9:30 – 10:30am • Eat in or take-out: 11:30am – 12pm 	<p style="text-align: right;">250-608-1047</p>
<p>IRIS Program (Increasing Recreation Involving Seniors)</p> <ul style="list-style-type: none"> • 1250 26th Street • Offers seniors 60+ many no-cost (donations welcome) opportunities for recreational and social activities including meals, coffee gatherings, lunch and learn activities, cook & share projects and exercise classes • Phone for more information & schedule • A program of the Castlegar Community Response Network (pg 1) • Located in the Kinnaird Park Community Church Building 1250 26th St <p style="text-align: right;">Sandi</p>	<p style="text-align: right;">250-608-0706</p>
<p>Operation Feast New Life Church 602 7th Street</p> <ul style="list-style-type: none"> • Free hot dinner Thursdays 4:30pm (mid-September to end of June) • Meals can be picked up or are delivered (when possible). • Phone to register • Church Office open Monday to Thursday: 10am to 2pm <p style="text-align: right;">Betty</p>	<p style="text-align: right;">250-551-3075 250-365-5212</p>

FOOT CARE

Dr Alumbaugh Podiatrist	http://drdanapodiatry.com	
<ul style="list-style-type: none"> • Clinic location: 1686 2nd Ave, Trail: Mondays & Thursdays 		250-364-1516
Dee's Home Foot Care		Dee
		250-365-0244
Foot Care by Bonnie		Bonnie Thompson
		250-365-3492
Oasis Foot Care		Anita
		250-368-1342
Pampered Sole Foot Care		Miranda
		250-777-4337
Sole Comfort Advanced Foot Care		Lori
		250-231-0112
Ten Digit Foot Care		Joan
		250-365-1857

FRAUD / FINANCIAL

Banking		
<ul style="list-style-type: none"> • Contact your Bank or Credit Union to set up services such as Automatic Deposit, Bill Paying, Internet, Telephone Banking 		
Better Business Bureau of Mainland BC	www.bbb.org/mbc	
<ul style="list-style-type: none"> • Services include business info, scam warnings & receiving complaints • Open: Monday to Friday: 9am - 4pm 		1-888-803-1222 1-604-682-2711
Canadian Anti-Fraud Centre		
<ul style="list-style-type: none"> • Contact re any scams / suspected fraud. Mon-Fri: 6am-1:45pm PST 		1-888-495-8501
Credit Counselling Society	www.nomoredebts.org	Kelowna Office
<ul style="list-style-type: none"> • Free credit & debt counselling & personal budgeting services 		1-888-948-8960 1-888-527-8999
Castlegar RCMP		
<ul style="list-style-type: none"> • Contact re any concerns regarding possible financial abuse 		250-365-7721

GOVERNMENT SERVICES / ADVOCACY / SUPPORT

<p>Advocacy Centre 205 Hall Street, Nelson www.advocacycentre.org</p> <ul style="list-style-type: none"> • Help with issues connected with income supports, disability benefits, tenancy, debt, other government programs & provides info re legal aid. • Staff travel to Castlegar Community Services 1007 2nd St and Community Connection Centre 1660 Columbia Ave twice a month. Call for an appointment: 	<p>1-877-352-5777</p> <p>250-608-0589</p>
<p>BC Housing Subsidy: Shelter Aid for Elderly Renters (SAFER)</p> <ul style="list-style-type: none"> • A rent subsidy for those over 60 living on an unsubsidized low income • See website re qualifying for program www.bchousing.org 	<p>1-800-257-7756</p>
<p>Community Volunteer Income Tax Program 1007 2nd Street</p> <ul style="list-style-type: none"> • Free tax filing services in March & April for those on a low income • Year round assistance re taxes as needed • Forms picked up & dropped off at Castlegar Community Services 	<p>250-365-2104</p>
<p>Income Assistance</p> <ul style="list-style-type: none"> • Service BC Centre, 1520 Bay Avenue, Trail; Mon – Fri: 9am – 4:30pm • An income supplement or other support available to eligible seniors 	<p>1-866-866-0800</p>
<p>SeniorsBC www.seniorsbc.ca</p> <ul style="list-style-type: none"> • Website offers a comprehensive description of health care and other services for seniors & includes the on-line Seniors' Guide 	
<p>Service BC Centre (Government Agent / Access Centre)</p> <ul style="list-style-type: none"> • 1520 Bay Avenue, Trail: Mon to Fri: 9am – noon; 1 - 4:30pm • Walk-in or make an appointment • BC government forms, information, services, licences & assistance applying for a wide variety of programs such as MSP, Pharmacare, seniors' subsidies for housing & transportation as well as income & disability (welfare) services https://www2.gov.bc.ca/gov/ 	<p>250-364-0591</p>
<p>Service Canada Centre 101 - 1101 Dewdney Avenue, Trail</p> <ul style="list-style-type: none"> • Office Hours: Tuesday to Thursday: 8:30am – 4pm TTY • Federal Government forms, information & assistance re a variety of services & programs including CPP, OAS & GIS, passports, EI, Veterans Affairs, etc • https://www.canada.ca/en/employment-social-development/corporate/ 	<p>1-800-622-6232</p> <p>1-800-926-9105</p>

HEALTH CARE SERVICES: GENERAL INFORMATION

<p>Advance Care Planning www.gov.bc.ca/advancecare</p> <ul style="list-style-type: none"> Website provides links to the planning document “My Voice” & information on planning re future care, support and other needs 	
<p>Ambulance Billing Services Info Line Monday to Friday: 9am - 4pm</p> <ul style="list-style-type: none"> For Billing information: http://www.bcehs.ca/about/billing 	1-800-665-7199
<p>Health Insurance BC https://www2.gov.bc.ca/gov/content/health</p> <ul style="list-style-type: none"> Medical Services Plan, Pharmacare & Fair Pharmacare Forms and other information also available at the Service BC Centre in Trail (page 5) 	1-800-663-7100
<p>HealthLinkBC Toll free</p> <ul style="list-style-type: none"> Navigator or Nurse: 24 hours / 7 days a week Dietician or Exercise Professional: Monday to Friday: 9am - 5pm Pharmacist: 7 days a week: 5pm-9am Information and links to services: www.healthlinkbc.ca Special Line for Hearing Impaired persons: Toll free 	811 711
<p>Nidus Personal Planning Resource Centre & Registry</p> <ul style="list-style-type: none"> https://www.nidus.ca/ Comprehensive online information, forms & support for all aspects of Personal Planning which includes; <ul style="list-style-type: none"> Legal and Financial planning including the creation of an Enduring Power of Attorney document Health and Personal Care planning including the creation of a Representation Agreement document Estate Planning including creating a Will. 	
<p>Office of the Seniors’ Advocate Information & Referral Line</p> <ul style="list-style-type: none"> Monday to Friday: 8:30am - 4:30pm www.seniorsadvocatebc.ca Offers BC Seniors information and referrals to relevant services Monitors and analyzes seniors’ services and makes recommendations to government and service providers to address systemic issues in five areas: health care, housing, income support, community support and transportation. See the website for a number of reports and studies re all these areas; Includes the online Seniors’ Guide & BC Long Term Care Directory 	1-877-952-3181

HEALTH CARE SERVICES: INTERIOR HEALTH (IHA)

❖ CASTLEGAR & DISTRICT COMMUNITY HEALTH CENTRE

- 709 10th Street, Castlegar **250-365-7711**

<p>Urgent and Primary Care Centre</p> <ul style="list-style-type: none"> • Team based care for urgent, non-life threatening illnesses or injuries that need attention within 12-24 hours: 7 days/week: 8am to 8pm only • For after-hours emergency services: KB Regional Hospital in Trail 	<p>250-365-7711 250-304-1289 1-866-368-3314</p>
<p>Home Health Services Central Intake /Assessment Castlegar Home Health</p> <ul style="list-style-type: none"> • Provides nursing care and self-management teaching for chronic and acute conditions, Ambulatory Care Clinic visits (by appointment) and palliative care & navigation with support for families • Also offers case management for seniors and families to assess needs and develop care plans. Services include Home Support, Adult Day Program, Facility Respite, Advanced Care Planning and reviewing eligibility for Assisted Living and Long Term Care • New clients must phone the Central Intake/Assessment line 	<p>1-800-707-8550 250-365-4333</p>
<p>Home Support Services Central Intake /Assessment Castlegar Home Support</p> <ul style="list-style-type: none"> • A scheduled, subsidized service (income dependent) providing simple meal preparation, help with managing personal health care needs, caregiver respite & palliative home support. Does NOT include bulk meal prep, cooking, housekeeping, driving, shopping... • Home Support Scheduling 7 days/week: 6:30am - 8pm 	<p>1-800-707-8550 250-365-4333 1-800-707-8550</p>
<p>Medical Laboratory</p> <ul style="list-style-type: none"> • Book online www.labonlinebooking.ca or Book by phone • Limited walk-in services available Mon-Fri 9am to 3pm Lab # 	<p>1-844-870-4756 250-365-7711 ext 2</p>
<p>Mental Health & Substance Use (MH&SU) Services Office</p> <ul style="list-style-type: none"> • Supports those with mental health and substance use concerns • Assists seniors (& caregivers) with mental health issues associated with aging 	<p>250-304-1846 or 310-MHSU(6478)</p>
<p>Public Health / Promotion & Prevention Services</p> <ul style="list-style-type: none"> • Provides a wide range of public health services for all ages 	<p>250-365-7711</p>

HEALTH CARE SERVICES: INTERIOR HEALTH (IHA) (continued)

❖ RESPITE /DAY PROGRAMS

Day Program at Castle Wood Village 525 Columbia Avenue <ul style="list-style-type: none"> For a referral from Home Health (IHA) call: Intake /Assessment Private pay participants call Castle Wood Village for details & register 	1-800-707-8550 250-365-6686
Talarico Place 709 10th Street <ul style="list-style-type: none"> Respite Care, Convalescent Care & Palliative Care Bed Referral required from Home Health (IHA) Intake /Assessment 	250 365-7221 1-800-707-8550
See page 11 Home Services & page 12 Hospice for other possibilities	

HEALTH CARE SERVICES: OTHER

❖ MOBILE

Community Paramedic Program: www.bcehs.ca/our-services <ul style="list-style-type: none"> Free BC program serving isolated seniors in the Castlegar Area Offers home visits, health assessments, referrals, basic care Referral required from doctor, home health or community nurse 	
Kootenay River Mobile Dental Hygiene Services https://krdh.ca/ <ul style="list-style-type: none"> Private in-home/ residence dental hygiene services 	Noel 250-304-5754

❖ PRIMARY CARE

➤ FOR THOSE WITHOUT A PRIMARY CARE PROVIDER

Kootenay Boundary Health Connect Registry HealthLink BC <ul style="list-style-type: none"> For those KB residents looking for a physician or nurse practitioner Register by phone or online: www.healthlinkbc.ca/health-connect-registry 	811
--	------------

➤ MEDICAL CLINICS

Castlegar Medical Associates 1008 Columbia Avenue	250-365-2161
Castlegar Medical Clinic Uptown (Kinnaird) 1840 8 th Avenue <ul style="list-style-type: none"> Note: Downtown clinic closed & all services moved to this location 	250-365-7255
IHA Urgent & Primary Care Services (page 7)	250-304-1289

HEALTH CARE: NAVIGATION / SUPPORT / COMPLAINTS**❖ INTERIOR HEALTH (IHA)**

IHA Patient Care Quality Office Info & Register a Complaint: <ul style="list-style-type: none"> Assists patients through the complaint process with regard to care they have received from Interior Health services & staff 	1-877-442-2001
KB Regional Hospital, Trail - Social Work Department <ul style="list-style-type: none"> Provides psycho-social care for hospital patients & families, including support, practical assistance, advocacy & referrals to resources 	250-364-5163 or 1-866-368-3314

❖ OTHER (NON-IHA)

Aboriginal Health Services Circle of Indigenous Nations (COINS) <ul style="list-style-type: none"> Aboriginal Patient Navigator Katie Provides a range of culturally sensitive supports to hospitalized Aboriginal patients, caregivers & their families Aboriginal Health Coordinator Sarah Supports Aboriginal patients' access to community services that enhance continuity of care and cultural safety https://coinations.net/ 	1-877-904-2634 250-399-0699 250-304-5621 250-399-0731
KB Mental Health & Substance Use Consumer, Family & Peer Support Trail FAIR Centre, 2079 Columbia Ave https://www.trailfair.ca <ul style="list-style-type: none"> Provides support, education & resources to individuals (& families) with long-term mental health & substance use (addiction) concerns 	250-364-2326 Ext 225 1-877-364-2326
Nav-CARE Program Castlegar Hospice Society www.castlegarhospice.org <ul style="list-style-type: none"> Trained volunteers support those diagnosed with life-limiting illness, help navigate services, find resources, and anticipate future needs 	250-304-1266
Office of the Seniors' Advocate Monday to Friday: 8:30am - 4:30pm <ul style="list-style-type: none"> Phone & website offers BC seniors information, resources and referrals to relevant services. See page 7 for more information 	1-877-952-3181
West Kootenay Boundary Caregiver Support Coordinator <ul style="list-style-type: none"> Education, resources, groups for caregivers http://wkbcaregiver.org/ 	1-888-212-2337
See pages 15 - 18 for additional services for specific conditions	

HEALTH / MEDICAL EQUIPMENT & SUPPLIES

❖ NON-PROFIT

<p>Health Equipment Loan Program (HELP) 1250 A 26th Street</p> <ul style="list-style-type: none"> • 11am to 2pm Mon – Thurs; closed Friday; • Requires a referral from a health care professional • Offers a wide variety of medical equipment for up to 3 months • No fees; Donations welcome; A Canadian Red Cross Program • https://www.redcross.ca/in-your-community 	<p>250-365-3911</p>
--	----------------------------

❖ PRIVATE

<p>Drug Stores / Pharmacies</p> <ul style="list-style-type: none"> • Several carry medical supplies & equipment. (page 2) 	
<p>Hearing Tests / Hearing Aids <i>All offer free screening for seniors</i></p> <ul style="list-style-type: none"> • Connect Hearing 104-1101 Dewdney Ave, Trail www.connecthearing.ca • Kootenay Hearing & Audiology 4-425 Columbia Ave, Castlegar Merged with Dynamic Hearing www.dynamichearingsolutions.ca 	<p>250-368-5105</p> <p>778-901-9038</p>
<p>Kootenay Columbia Home Medical Equipment</p> <ul style="list-style-type: none"> • 130-630 17th Street, Castlegar www.kchomemedical.ca • Rents, sells and repairs a wide range of medical equipment 	<p>250-365-7772</p> <p>1-866-515-7772</p>
<p>Personal Emergency Response Systems/ Medical Alarms</p> <ul style="list-style-type: none"> • Lifeline www.lifeline.ca Kootenay contact: Rhandean Lacktin 	<p>1-888-832-6071</p> <p>250-364 2524</p>
<p>Respiratory Tests & Equipment</p> <ul style="list-style-type: none"> • Independent Respiratory Services www.irscanada.ca 865 Columbia Avenue, Castlegar Appointment • MedPro Respiratory Care https://www.medprorespiratory.com/ 3 – 425 Columbia Avenue, Castlegar 	<p>1-877-365-6952</p> <p>1-888-310-1444</p>
<p>See pages 15 - 18 for additional services for specific conditions</p>	

HOME SAFETY

Castlegar RCMP <ul style="list-style-type: none"> • Responds to seniors' safety concerns, financial & other abuse 	250-365-7721
BC Rebate for Accessible Home Adaptation (BC RAHA) <ul style="list-style-type: none"> • BC Housing funds low income seniors or persons with disabilities (or landlords) for home adaptations to support living safely in the home or rental unit https://www.bchousing.org/housing-assistance/BC-RAHA. 	1-800-257-7756

HOME SUPPORT SERVICES:

May include one or several of: Health & Personal Care, Housekeeping, Laundry, Meal Preparation, Respite, Shopping, Transportation, Yard Care, etc....

❖ NON-PROFIT / PUBLIC

Castlegar Better at Home www.cdcss.ca or www.betterathome.ca <ul style="list-style-type: none"> • Castlegar & District Community Services 1007 2nd St. • Non-medical supports (housekeeping, friendly visits, etc) for seniors 65+ living at home; Fees based on income 	250-365-2104 ext 223 ext 225
Interior Health Home Support Services: See page 7	

❖ PRIVATE

Confluence Home & Family Services	250-304-5420
Dreamgarden Home Help Services	Liz 250-359-2275
Hair at Home by Angela	250-304-5734
Neighborhood Nursing www.neighborhoodnursing.ca	250-693-2299
(re)Fresh Cleaning Services https://refreshcleaning.ca/	Amanda 250-509-0215
Spectrum Home & Family Care www.spectrumcares.ca	250-265-3842
Tiziana's Home Care will come to Castlegar if 4 hours of work available	250-226-0050
Trixie's Cleaning & Junk Removal www.trixiecleaners.ca	250-365-9313

HOSPICE / GRIEF / CAREGIVING

<p>Castlegar Hospice Society www.castlegarhospice.org</p> <ul style="list-style-type: none"> • Castlegar & District Community Health Centre, 709 10th Street • For end-of-life care or for those with a life-limiting illness • Provides needs assessments, trained volunteers for companionship or family respite, palliative equipment loans, coordination of care • Offers a resource library, education and a grief support group • Nav-CARE services provides trained volunteers to support those diagnosed with life-limiting illness, help navigate various services, find resources, and anticipate future needs 	<p>250-304-1266</p>
<p>Bereavement BC Helpline Mon to Fri: 9am to 5pm; Sat: 9am to 1pm</p> <ul style="list-style-type: none"> • Connects callers to grief support services within BC. www.bcbh.ca 	<p>1-877-779-2223</p>
<p>West Kootenay Boundary Caregiver Support Coordinator</p> <ul style="list-style-type: none"> • Education, resources, caregiver support http://wkbcaregiver.org/ • Call for information about online & local in-person support groups • Castlegar contact: castlegar@wkbcaregiver.org 	<p>1-888-212-2337</p>

HOUSING / RESIDENTIAL ACCOMODATION

❖ INDEPENDENT (UNASSISTED) RENTAL HOUSING; PRIVATE PAY

SAFER Rent subsidies may be available from BC Housing (see page 5)

<p>Maranatha Court 601 8th Street Rosewood Manor 1008 2nd Street</p> <ul style="list-style-type: none"> • Apply Only through BC Housing www.bchousing.org • Housing managed by Canadian Mental Health Association • Call for information or concerns (no applications) • Subsidized housing (rent geared to income) for low income persons 	<p>1-800-257-7756 250-365-5055</p>
<p>Cedar Manor 2204 6th Avenue; Senior friendly Robert</p>	<p>250-365-3034</p>
<p>Rota Villa (Castlegar Villa Society) 711 11th Street</p>	<p>250-365-7010</p>
<p>Selkirk Manor 2117 Columbia Avenue; Senior friendly Robert</p>	<p>250-365-3034</p>
<p>Woodland Park Housing Co-op 1-1692 Silverwood Cresc.; Sr friendly https://woodlandparkcoop.ca/</p>	<p>250-365-2677</p>

HOUSING / RESIDENTIAL ACCOMODATION (continued)

- ❖ **SUPPORTIVE HOUSING; PRIVATE PAY** (SAFER rent subsidies may apply)
Independent living with support; may includes meal(s), housekeeping, etc

Castle Wood Village 525 Columbia Ave www.goldenlifemanagement.ca	250-365-6686
--	---------------------

- ❖ **ASSISTED LIVING: SUBSIDIZED**

*Supportive housing with a higher level of personal care: eligibility based on care need, not financial need; **Access only through Home Health 1-800-707-8550***

Castle Wood Village 525 Columbia Ave www.goldenlifemanagement.ca	250-365-6686
--	---------------------

- ❖ **ASSISTED LIVING: UNSUBSIDIZED**

Supportive housing with a higher level of personal care – contact provider

Castle Wood Village 525 Columbia Ave www.goldenlifemanagement.ca	250-365-6686
--	---------------------

- ❖ **LONG TERM CARE: SUBSIDIZED**

*For 24/7 “complex care”: **Only through Home Health 1-800-707-8550***

Castleview Care Centre 2300 14 th Avenue www.chantellegroup.com	250-365-7277
Talarico Place 709 10 th Street www.interiorhealth.ca/locations/talarico-place	250-365-7221

- ❖ **LONG TERM CARE; UNSUBSIDIZED**

For those needing 24/7 “complex care” Contact provider directly

Castleview Care Centre 2300 14 th Avenue www.chantellegroup.com	250-365-7277
---	---------------------

LIBRARIES

<p>Castlegar & District Public Library https://castlegar.bc.libraries.coop</p> <ul style="list-style-type: none"> • 1005 3rd Street, Castlegar See website or phone for library hours • Offers book and video loans, educational programs, computer and internet access and other services. • “Homebound” Service offers free delivery and pick up of books for those who lack transport or because of illness or disability. 	250-365-6611
--	---------------------

RECREATION / ADULT EDUCATION

Castlegar & District Recreation 2101 6 th Ave www.rdck.bc.ca <ul style="list-style-type: none"> • Phone or see website for Castlegar Leisure Guide seniors programs • Leisure Access Program offers reduced fees to those on a low income 	250-365-3386
Columbia Basin Alliance for Literacy www.cbal.org Rhonda <ul style="list-style-type: none"> • 140 – 1402 Columbia Avenue; Mon-Thu:10am-2pm; Fri: 12 – 2pm • Free programs to help adults with basic math, computer & ipad use, other literacy skills, settlement services and citizenship 	250-687-4983
Selkirk College Castlegar Campus 301 Frank Beinder Way <ul style="list-style-type: none"> • Offers many programs & courses including community education https://selkirk.ca/ce/ 	250-365-7292
Seniors Health & Wellness Institute Workshops <ul style="list-style-type: none"> • Over forty 60 – 90 minute workshops on various topics and concerns of interest to seniors. Available free of charge to any seniors' group • For info: www.seniorshelpingseniors.ca or contact Theresa 	250-367-9791

SENIOR'S SOCIAL GROUPS, ASSOCIATIONS & COORDINATION

Castlegar Better at Home Monthly Coffee & Drop-in <ul style="list-style-type: none"> • <i>Toonie Tuesday</i> (last Tues/mo) 9 - 11:30am; Pre-register: Michelle • New Life Church 602 7th St (enter around back in basement) 	250-365-2104 ext 225
Castlegar Senior Citizens Association Branch 46 Centre <ul style="list-style-type: none"> • Located in the Castlegar & District Community Complex, 2101 6th Ave • Open Monday to Friday 9am to 4pm • Various scheduled activities during the week 	250-365-3386 Ext 5250
Kootenay IRIS (Increasing Recreation Involving Seniors) Sandi <ul style="list-style-type: none"> • Kinnaird Park Community Church Library, 1250 26th Street • Offers seniors 60+ many no-cost (donations welcome) opportunities for recreational and social activities including meals, coffee gatherings, lunch and learn activities, cook & share projects and exercise classes • Phone for more information & schedule • A project of the Castlegar Community Response Network (pg 1) 	250-608-0706

SUPPORT / INFO LINES / CONTACTS for SPECIFIC CONDITIONS

Call for information and / or for a local support group OR call 811 (HealthLinkBC see pg 6)

<p>Addictions / Substance Use</p> <ul style="list-style-type: none"> • Alcohol & Drug Information & Referral Line (24/7) • Alcoholics Anonymous (AA) - District 75 Phone for help & detailed info about AA meetings in Castlegar & West Kootenay or see website https://aawestkootenays.org/ Various meetings every day except Wednesday in either: <ul style="list-style-type: none"> ○ Castlegar United Church 809 Merry Creek Rd or ○ Casalano Club 925 Columbia Ave (Back of the Arena) • Al-Anon Area meetings: www.bcyukon-al-anon.org <ul style="list-style-type: none"> ○ Mon 7:30pm: 2404 Columbia Ave; Wed 12 noon:online mtng May • Castlegar Mental Health & Substance Use Services • WK Narcotics Anonymous www.bcrna.ca <ul style="list-style-type: none"> ○ Sun 7pm Castlegar United Church 809 Merry Creek Rd ○ Wed 7pm 925 Columbia Ave (Back of the Arena) • Nar-Anon Family Group www.naranonbc.com <ul style="list-style-type: none"> ○ Fri 7pm Trail United 1300 Pine Ave, Trail Joyce • Quit Now (smoking): phone & online support www.quitnow.ca • Smoking Cessation Program: Talk to a local pharmacist 	<p>1-800-663-1441</p> <p>1-250-800-4125</p> <p>250-608-4207</p> <p>250-304-1846</p> <p>250-364-0066</p> <p>1-877-455-2233</p>
<p>ALS (Amyotrophic Lateral Sclerosis) Society www.alsbc.ca</p> <ul style="list-style-type: none"> • Info, clinics & support groups; Phone: Monday to Friday: 8am to 4pm 	<p>1-800-708-3228</p>
<p>Alzheimer & Dementia Helpline: Monday to Friday: 9am - 8pm</p> <ul style="list-style-type: none"> • Alzheimer Society of BC www.alzheimer.ca/bc • Alzheimer West Kootenay Resource Centre Toll free Call or check the BC website for information re resources, local family caregiver support groups, workshops & other services 	<p>1-800-936-6033</p> <p>1-855-301-6742 or 778-774-2133</p>
<p>Arthritis</p> <ul style="list-style-type: none"> • Society Info Line https://arthritis.ca/ Mon to Fri: 9am-4pm • ArthritisBC & Me: Info & services https://arthritisbcandme.info/ 	<p>1-800-321-1433</p>
<p>Bereavement BC Helpline Mon - Fri: 9am - 5pm; Sat: 9am - 1pm</p> <ul style="list-style-type: none"> • Connects callers to grief support services within BC. www.bcbh.ca 	<p>1-877-779-2223</p>

SUPPORT / INFO LINES / CONTACTS for SPECIFIC CONDITIONS

Call for information and / or for a local support group OR call 811 (HealthLinkBC see pg 6)

<p>Brain Injury</p> <ul style="list-style-type: none"> • Kootenay Brain Injury Ass'n Room 3 – 1250 26th St, Castlegar <ul style="list-style-type: none"> ○ Offers outreach support & activities www.kootenaybia.ca ○ Participants need to provide documents re injury or a referral • Acquired Brain Injury Services (Interior Health) <table border="0" style="width: 100%;"> <tr> <td style="width: 60%;"></td> <td style="text-align: right;">Intake</td> <td style="text-align: right;">1-800-707-8550</td> </tr> <tr> <td>○ Office: Castlegar Health Centre M-Th:8:30am - 4pm</td> <td style="text-align: right;">Coord</td> <td style="text-align: right;">250-365-9547</td> </tr> </table> 		Intake	1-800-707-8550	○ Office: Castlegar Health Centre M-Th:8:30am - 4pm	Coord	250-365-9547	
	Intake	1-800-707-8550					
○ Office: Castlegar Health Centre M-Th:8:30am - 4pm	Coord	250-365-9547					
<p>Canadian National Institute for the Blind (CNIB) www.cnib.ca</p> <ul style="list-style-type: none"> • Support & services to help with vision loss <p style="text-align: right;">Kelowna office:</p>	<p>1-800-563-2642 250-763-1191</p>						
<p>Cancer</p> <ul style="list-style-type: none"> • BC Cancer Agency: Cancer Care for the Southern Interior <ul style="list-style-type: none"> ○ 399 Royal Avenue, Kelowna http://www.bccancer.bc.ca/our-services/centres-clinics/ ○ Prevention, screening & early detection, diagnosis & treatment services, Pain & Symptom management clinic, support, etc • Southern Interior Rotary Lodge 330 Strathcona Ave, Kelowna <ul style="list-style-type: none"> ○ Offers a safe, supportive, reasonably priced lodge for cancer patients while accessing treatment at the Cancer Centre • Canadian Cancer Society www.cancer.ca <ul style="list-style-type: none"> ○ Information Helpline: Open 6am to 4pm PST 	<p>1-888-563-7773</p> <p>1-877-712-2203</p> <p>1-888-939-3333</p>						
<p>Caregiving: WKB Caregiver Support http://wkbcaregiver.org/</p> <ul style="list-style-type: none"> • Provides education, resources, groups & supports for caregivers. • Call or email for info: Castlegar contact: castlegar@wkbcaregiver.org 	<p>1-888-212-2337</p>						
<p>Chronic Disease Management</p> <ul style="list-style-type: none"> • Support and Information programs for chronic disease management at the Castlegar & District Community Health Centre Intake • Self-Management Program: A free, 6 week program (on-line & in communities) offering info & skills to manage various chronic health problems, pain, cancer & diabetes https://www.selfmanagementbc.ca 	<p>1-800-707-8550 250-365-7711 1-866-902-3767</p>						
<p>Chronic Pain Management & Local Resources</p> <ul style="list-style-type: none"> • Pain BC Support: Mon–Fri: 9am –2 noon; 1–4pm https://painbc.ca/ • Local Info: https://divisionsbc.ca/kootenay-boundary/chronic-pain-tools 	<p>1-844-880-PAIN (7246)</p>						

SUPPORT / INFO LINES / CONTACTS for SPECIFIC CONDITIONS

Call for information and / or for a local support group OR call 811 (HealthLinkBC see pg 6)

<p>Crohn's & Colitis Canada www.crohnsandcolitis.ca</p> <ul style="list-style-type: none"> • Call or see website for information & resources 	<p>1-800-513-8202</p>
<p>Deaf & Hard of Hearing www.wavefrontcentre.ca</p> <ul style="list-style-type: none"> • Wavefront Centre for Communication Accessibility TTY 	<p>1-888-736-7391 1-604-736-2527</p>
<p>Dental: West Kootenay Community TEETH Clinic</p> <ul style="list-style-type: none"> • Lower cost dental care for those living on a low income. • Make appointment to apply/register Community Harvest Food Bank 	<p>778-463-2232 250-608-1047</p>
<p>Diabetes</p> <ul style="list-style-type: none"> • Diabetes Education: resources/ support at Castlegar Community Health Centre: 709 10th Street • Also see Chronic Disease Management (page 16) • Diabetes Canada Info & Support 10:30am – 9:30pm <ul style="list-style-type: none"> ○ BC Regional Office www.diabetes.ca 	<p>250-365-7711 1-800-226-8464 1-800-665-6526</p>
<p>End of Life / Palliative Care</p> <ul style="list-style-type: none"> • Castlegar Hospice Society www.castlegarhospice.org See Hospice (page 12) for full description of available services • Home Health Services (IHA) (page 7) Central Intake 	<p>250-304-1266 1-800-707-8550</p>
<p>Fibromyalgia & Chronic Fatigue Syndrome</p> <ul style="list-style-type: none"> • ME/FM Society of BC www.mefm.bc.ca 	<p>1-888-353-6322</p>
<p>Heart</p> <ul style="list-style-type: none"> • See Chronic Disease Management (page 16) • Heart & Stroke Foundation www.heartandstroke.ca BC Office 	<p>1-888-473-4636</p>
<p>Kidney (Renal) Disease</p> <ul style="list-style-type: none"> • Kiro Kidney Care & Clinic: Psychosocial support, referrals, info and resources for non-hospitalized patients. Intake Clinic • Kidney Foundation of Canada www.kidney.ca See website for information, support, support, resources 	<p>1-800-707-8550 250-364-6270 1-800-567-8112</p>

SUPPORT / INFO LINES / CONTACTS for SPECIFIC CONDITIONS

Call for information and / or for a local support group OR call 811 (HealthLinkBC see pg 6)

Lupus Society (BC) Offers an on-line support group www.bclupus.org	1-866-585-8787
Medication Concerns: HealthlinkBC: Pharmacist: 7 days/wk: 5pm-9am	811
Mental Health <ul style="list-style-type: none"> • BC Mental Health Support Line (24/7) 310-6789 • Canadian Mental Health Ass'n (CMHA) www.cmha.bc.ca 1-800-555-8222 CMHA "Bounce Back": Free online, video or phone programs help manage low mood, stress & anxiety. https://bouncebackbc.ca/ 1-866-639-0522 • Here To Help: www.heretohelp.bc.ca Comprehensive website with resources & links to information re specific mental health illnesses, substance use & eating disorders • Castlegar Mental Health & Substance Use Services (pg 7) 250-304-1846 • Mental Health & Substance Use Consumer & Family Support Trail FAIR Centre, 2079 Columbia Avenue, Trail 1-877-364-2326 Ext 225 • Alzheimer / Dementia Support Information: (page 15) 	
MS (Multiple Sclerosis) Canada https://mscanada.ca/ Office 1-800-268-7582 <ul style="list-style-type: none"> • Phone or see website for support & info MS Navigator 1-844-859-6789 	
Nutrition: Call the HealthLinkBC: Dietician Monday to Friday: 9am-5pm	811
Parkinson Society of BC www.parkinson.bc.ca 1-800-668-3330 <ul style="list-style-type: none"> • Website has valuable information including education & supports • Trail - Castlegar Area support group contact: Patti 250-367-9258 	
Respiratory (Lung) Disease <ul style="list-style-type: none"> • See Chronic Disease Management (page 16) • Private Respiratory testing & equipment (page 10) • BC Lung Foundation https://bclung.ca/ 1-800-665-5864 	
Scleroderma Association of BC https://sclerodermabc.ca/ 1-604-371-1005 <ul style="list-style-type: none"> • For online toolkits & research info:: https://spinsclero.com/ 	
Stroke Recovery Assn BC https://strokerecoverybc.ca/ 1-888-313-3377 <ul style="list-style-type: none"> • Website offers many online groups and activities via zoom • Support Group for stroke survivors and caregivers in Nelson Marg 250-354-4453 	

TRANSPORTATION

❖ MEDICAL APPOINTMENTS

Hope Air www.hopeair.ca <ul style="list-style-type: none"> Free air travel provided to low income Canadians who must travel to obtain non-emergency specialist medical care. 		1-877-346-4673
Interior Medical Transport (IMT) https://www.bcimt.ca/ <ul style="list-style-type: none"> Private service offering a variety of patient transport services options 		250-368-7978
Travel Assistance Program (TAP) www.health.gov.bc.ca/tapbc <ul style="list-style-type: none"> Reductions on some carriers (eg Pacific Coastal) for eligible BC residents who must travel for non-emergency specialist care. 	Info	1-800-663-7100
West Kootenay Volunteer Driver Program <ul style="list-style-type: none"> For medical appointments only; Cost by distance Call Monday to Friday: 9am to 4pm 	Michelle Toll-free	250-365-2104 ext 225 1-877-304-2990

❖ REGULAR / DISABILITIES

BC Bus Pass Program <ul style="list-style-type: none"> For low income seniors & Persons with Disabilities 		1-866-866-0800
Castlegar Taxi Service www.castlegartaxi.ca		250-687-0133
Kootenay Seniors Volunteer Driver Program <ul style="list-style-type: none"> Medical & non-medical rides; cost /distance https://kootenayseniors.ca 	Joanne	778-463-5247
Mountain Man Mike's Bus Service www.mountainmanmikes.ca <ul style="list-style-type: none"> Travel WK- Vancouver return (2 days/wk) & to/from Calgary (1 day/wk) Book online and/or phone for more information 		778-382-7729
Silver City Stagelines for support: email: support@fritztravels.com <ul style="list-style-type: none"> Travel several days a week between Nelson and Kelowna Info & book online via the website https://fritztravels.com/before/ 		(778) 760-1891 (text only)
West Kootenay Transit Services & HandyDART <ul style="list-style-type: none"> WK Area bus services info https://www.bctransit.com/west-kootenay handyDART: Register & Book: Monday to Friday: 8am -4pm For those unable to use regular local transit due to disability/health 		1-855-993-3100