

Closing the Gaps in Seniors' Care



A Guide

**To Public, Community & Private Services
for
Slocan Valley Seniors**

Covers Area from Playmor Junction to Slocan

October 2023

This Guide and many more services posted on-line:

www.kb.fetchbc.ca

This Seniors' Resources 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, prior to hiring a privately funded service provider, that 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 (KB) 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

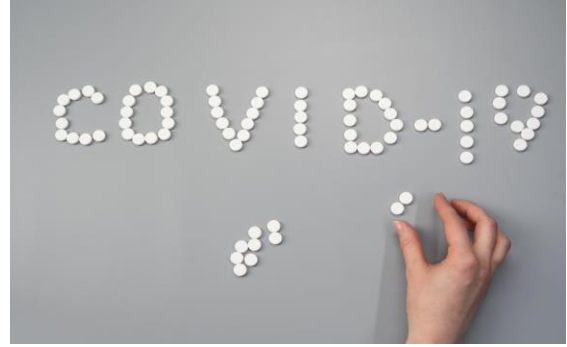
To SUGGEST additions, changes and corrections for future editions

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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:**
 - **Phone: 1-833-838-2323**
 - **Online: <https://www2.gov.bc.ca/gov/content/covid-19/vaccine/proof>**

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 TTY 	1-866-437-1940 1-855-306-1443
Concerns re Possible Elder Abuse or Neglect: Report to: <ul style="list-style-type: none"> • Adult Abuse & Neglect Report Line Mon-Fri: 8:30am–4:30pm • Slocan Lake (New Denver) RCMP: Summit Lake to Winlaw • Nelson RCMP Playmor Junction to outside Winlaw 	1-844-870-4754 250-358-2222 250-352-2156
Nelson & Area Elder Abuse Prevention Program <ul style="list-style-type: none"> • Nelson & District Seniors' Coordinating Society Centre 719 Vernon St • Elder Abuse Prevention Manual www.nelsonelderabuseprevention.ca 	250-352-6008
Victim Assistance Services: RCMP Victim Services <ul style="list-style-type: none"> • Provide victims of crime & tragedy with crisis intervention, emotional support, practical assistance, information on the justice system, court orientation and referrals to community resources. VictimLink (24/7) 	250-354-5196 1-800-563-0808
Community Based Victim Services www.advocacycentre.org <ul style="list-style-type: none"> • A program of the Advocacy Centre: 205 Hall Street, Nelson • Provides victims of sexual assault, family violence or historic abuse with crisis intervention, emotional and practical assistance, information on the justice system, court orientation & referrals. 	778-463-5275 or 250-352-5777
Nelson Sexual Assault Response Team (NSART) 24/7 Help Line <ul style="list-style-type: none"> • Trauma informed confidential support and services for victims of sexual assault CB Victim Services 	250-354-4357 778-463-5275

ABUSE / CRISIS / EMERGENCIES (continued)

Coordinated Access Hub 521 Vernon Street ; Open 1 to 5pm daily <ul style="list-style-type: none"> Helps connect vulnerable people to outreach services & basic needs. 	778-463-5475
Stepping Stones for Success Emergency Shelter <ul style="list-style-type: none"> 816 Vernon Street, Nelson: Open 24/7. Safe shelter & support 	250-352-9876
For Women: <ul style="list-style-type: none"> Nelson Aimee Beaulieu Transition House: 24/7 confidential services & safe shelter from domestic abuse www.servicesfyi.ca Nelson Women's Outreach Program: information, practical support, referrals, and other services for women experiencing abuse Castlegar Safe Homes & Outreach Programs www.cdcss.ca <ul style="list-style-type: none"> Crisis response, support & temporary safe shelter for women victims of violence; Contact Castlegar Community Services 	250-354-4357 250-352-3504 250-365-2104

DRUG STORES / PHARMACIES

All accept phone-in renewals; Does NOT deliver to Valley unless specified

T.H.E. (Columbia River) Pharmacy 1002 Columbia Ave, Castlegar	250-365-0001
Nelson Clinic Pharmacy 405 Hendryx Street	250-352-3121
Nelson Remedy'sRx 737 Baker Street	250-352-0022
New Denver Community Pharmacy 309 6 th Avenue <ul style="list-style-type: none"> Prescription delivery to Slocan can be arranged 	250-358-2500
Pharmasave 685 Baker Street, Nelson 1128 3 rd Street, Castlegar	250-352-2316 250-365-7813
Safeway Pharmacy 211 Anderson, Nelson 1721 Columbia Avenue, Castlegar	250-352-7765 250-365-7141
Shoppers Drug Mart 1116 Lakeside, Nelson 1965 Columbia Avenue, Castlegar	250-352-7268 250-365-5888
Shoppers Simply Pharmacy 117 – 1983 Columbia Ave, Castlegar	250-365-3400
Walmart Pharmacy 1000 Lakeside Drive, Nelson	250-352-7842

FOOD / MEAL SERVICES

❖ FOOD BANKS

<p>Slocan Valley Food Cupboard www.wegcss.org</p> <ul style="list-style-type: none"> • W.E. Graham Community Services 1001 Harold St, Slocan Village • 1st and 3rd Thursday / month: 11am – 3pm; (Last orders by 2:45pm) • Bring bags or boxes; • Refreshments, food /snacks • Serves residents from the Playmor Junction to New Denver / Hills 	<p>250-355-2484</p>

❖ MEALS

<p>Slocan Seniors' Lunch www.wegcss.org</p> <ul style="list-style-type: none"> • No regular schedule for lunches: Contact W.E. Graham Community Services to confirm location & time • Free & no need to book ahead. All welcome. • Usually held at the Slocan Legion Hall, 502 Harold Street, Slocan 	<p>250-355-2484</p>

❖ FROZEN MEALS

<p>Dinners at Home</p> <ul style="list-style-type: none"> • Low cost, nutritious, frozen meals which can be re-heated at home • Delivered to seniors twice a month; cost based on income • Contact Slocan Valley Better at Home Food Services • 1001 Harold Street, Slocan; Serves Slocan Valley to Hills 	<p>250-777-8339</p>
<p>Other Frozen Meals Suppliers: Grocery Stores</p> <ul style="list-style-type: none"> • Slocan Valley Co-op 3024 Highway 6, Slocan Park • Slocan Village Market 519 Harold Street, Slocan • Evergreen Market 1290 Highway 6, Crescent Valley 	<p>250-226-7433 250-355-2211 250-359-7323</p>

FOOT CARE

<p>Dr Alumbaugh Podiatrist http://drdanapodiatry.com</p> <ul style="list-style-type: none"> • Clinic location: 1686 2nd Ave, Trail: Mondays & Thursdays 	<p>250-364-1516</p>
<p>Foot Care by Janet Janet Bruce</p>	<p>250-777-1265</p>
<p>Pure Life Foot Care https://purelifefootcare.ca/ Heather Griffiths</p> <ul style="list-style-type: none"> • Mobile services to the Slocan Valley or at Clinic: 518 Lake St, Nelson 	<p>250-777-4337</p>

FRAUD / FINANCIAL

<p>Banking</p> <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. 	
<p>Better Business Bureau of Mainland BC www.bbb.org/mbc</p> <ul style="list-style-type: none"> • Services include business info, scam warnings & receiving complaints • Open: Monday to Friday: 9am - 4pm 	<p>1-888-803-1222 1-604-682-2711</p>
<p>Canadian Anti-Fraud Centre</p> <ul style="list-style-type: none"> • Contact re any scams / suspected fraud. Mon-Fri: 6am-1:45pm PST 	<p>1-888-495-8501</p>
<p>Credit Counselling Society www.nomoredebts.org</p> <ul style="list-style-type: none"> • Free credit & debt counselling & personal budgeting services 	<p>1-888-527-8999</p>
<p>Police:</p> <ul style="list-style-type: none"> • Contact for any concerns re possible financial abuse: Slocan Lake (New Denver) RCMP: Summit Lake to Winlaw Nelson RCMP Playmor Junction to outside Winlaw 	<p>250-358-2222 250-352-2156</p>

GOVERNMENT SERVICES / ADVOCACY / SUPPORT

<p>Advocacy Centre 205 Hall Street, Nelson www.advocacycentre.org</p> <ul style="list-style-type: none"> • Help with disability benefits, tenants' rights, welfare appeals, etc. 	1-877-352-5777
<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 	1-800-257-7756
<p>Income Assistance Min. of Social Development Office 566 Stanley St</p> <ul style="list-style-type: none"> • An income supplement and other support available to eligible seniors 	1-866-866-0800
<p>Kootenay Seniors 805 Nelson St, Nelson www.kootenayseniors.ca</p> <ul style="list-style-type: none"> • Offers a range of information, programs and coordinated services for area seniors including home support & volunteer transportation 	250-352-2708
<p>Community Volunteer Income Tax Program</p> <ul style="list-style-type: none"> • Free tax filing services in March & April for those living on low incomes <p>Nelson & District Seniors Coordinating Society 719 Vernon Street Castlegar Community Services 1007 2nd Street</p>	250-352-6008 250-365-2104
<p>Nelson & District Seniors Coordinating Society 719 Vernon St</p> <ul style="list-style-type: none"> • Open: Tues to Thurs; 8:30 am to 12:30pm; www.nelsonseniors.ca • Services include Information, support, advocacy & form completion for many federal & provincial government programs 	250-352-6008
<p>SeniorsBC www.seniorsbc.ca</p> <ul style="list-style-type: none"> • Website offers a comprehensive summary 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"> • 310 Ward Street; Monday to Friday: 9am – 4:30pm • BC government forms, information, services, licences & assistance applying for a wide variety of programs such as MSP, Pharmacare, seniors' subsidies for housing & transportation https://www2.gov.bc.ca 	250-354-6104
<p>Service Canada Centre Chahko Mika Mall, 1125 Lakeside Drive</p> <ul style="list-style-type: none"> • Monday to Friday: 8:30am – 4pm • Federal Government forms, information & assistance re a variety of services & programs including CPP, OAS & GIS, passports, EI, Veterans Affairs, etc See https://www.servicecanada.gc.ca/ 	1-800-622-6232

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 • The BC Centre for Palliative Care https://www.bc-cpc.ca/acp/ also provides Advance Care Planning guidance 	
<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 www2.gov.bc.ca/gov/content/health</p> <ul style="list-style-type: none"> • Medical Services Plan, PharmaCare & Fair PharmaCare • Forms & information at the Nelson Service BC Centre (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. • Analyzes seniors’ services and recommends to government and service providers re systemic issues in five areas: health care, housing, income support, community support and transportation. • See Website for the Seniors’ Guide & BC Long Term Care Directory 	1-877-952-3181

HEALTH CARE SERVICES: INTERIOR HEALTH (IHA)

❖ HOSPITALS / EMERGENCY / URGENT CARE

Castlegar Urgent & Primary Care 709 10 th St. 7 days/wk: 8am–8pm	250-365-7111
Kootenay Lake Hospital 3 View Street, Nelson 24/7	1-866-352-3111
Slocan Community Health Centre , 401 Galena, N. Denver: 8am–8pm <ul style="list-style-type: none"> • Call ahead: hours may vary and/or urgent care may be closed. 	250-358-7911

❖ COMMUNITY HEALTH CENTRES

- **Nelson: Gordon Road Wellness Centre** 905 Gordon Road **250-352-1401**
 (serves Slocan Valley from Playmor Junction to Winlaw)
- **New Denver: Slocan Community Health Centre** 401 Galena **250-358-7911**
 (serves Slocan Valley north of Winlaw)

Home Health Services	Central Intake / Assessment Nelson Home Health New Denver Home Health	1-800-707-8550 250-352-1401 250-358-7804
<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 		
Home Support Services	Central Intake /Assessment	1-800-707-8550
<ul style="list-style-type: none"> • A scheduled, income tested subsidized service 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, etc • Home Support Scheduling 7 days/week: 6:30am - 8pm 		1-800-707-8550
Respite Services at home, or through short stays at a care facility		
<ul style="list-style-type: none"> • Call for an assessment by Home Health staff. Intake/Assessment 		1-800-707-8550
See page 12 Home Services and page 13 Hospice for additional services		

HEALTH CARE SERVICES: INTERIOR HEALTH (continued)**❖ NELSON HEALTH UNIT: 2nd Floor, 333 Victoria Street, Nelson**

Mental Health & Substance Use (MH&SU) Services Office <ul style="list-style-type: none"> • Offers assessment, counselling, support groups & related services • Elder Services offers various services specifically for seniors (and caregivers) with concerns related to aging Darren • Optional to contact office via easy-to-remember single access 310# 	250-505-7248 250-505-7265 310-MHSU (6478)
Public Health / Promotion & Prevention Services <ul style="list-style-type: none"> • Provides a wide range of public health services for infants, children & youth, adults & families 	250-505-7200

❖ MEDICAL LABORATORY

Kootenay Lake Hospital Laboratory 3 View St., Nelson <ul style="list-style-type: none"> • Preferable to Book online www.labonlinebooking.ca or by phone • Limited walk-in service available Mon – Fri: 8am to 4:30pm Lab 	1-844-870-4756 250-354-2325
Slocan Community Health Services Laboratory <ul style="list-style-type: none"> • 401 Galena Avenue, New Denver • Book online www.labonlinebooking.ca or book by phone • Appointments preferable but limited walk-in services available: • Lab Hours: Mon & Wed, 8am – 12 noon Lab 	1-877-740-7747 250-358-7911
Castlegar Health Centre Medical Laboratory 709 10 th Avenue <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 	1-844-870-4756 250-365-7111

HEALTH CARE SERVICES: NON-IHA**❖ Health & Wellness Centre**

Village of Slocan Health & Wellness Centre 710 Harold Street <ul style="list-style-type: none"> • Currently houses the community library (pg 14), fitness centre (pg 14) and Raven Acupuncture https://www.facebook.com/ravenacupunk/ 	250-551-2581
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HEALTH CARE SERVICES: NON-IHA (continued)**❖ MOBILE**

Community Paramedic Program: www.bcehs.ca/our-services <ul style="list-style-type: none"> • A free BC Emergency Health Services program serving isolated seniors in the Slocan Valley • 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 <p style="text-align: right;">Noel</p>	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 KB residents looking for a physician or nurse practitioner • https://www.healthlinkbc.ca/health-connect-registry/kootenay-boundary 	811
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➤ MEDICAL CLINICS

New Denver Medical Clinic <ul style="list-style-type: none"> • Located in the Slocan Community Health Centre 401 Galena Ave 	250-358-7911
Nelson Medical Clinics: <ul style="list-style-type: none"> • Ancron Medical Centre 108-402 Baker St, Nelson • Kootenay Lake Medical Clinic 1140 Lakeside Drive • Kootenay Medical Centre 601 Kootenay Street, Nelson • Nelson Medical Centre 806 Vernon Street, Nelson 	250-352-9144 250-352-4666 250-352-2230 250-352-6611
Castlegar Medical Clinics: <ul style="list-style-type: none"> • Castlegar Medical Associates 1008 Columbia Avenue • Castlegar Medical Clinic Uptown (Kinnaird) 1840 8th Ave • Castlegar Urgent & Primary Care 709 10th Street (page 7) 	250-365-2161 250-365-7255 250-365-7111

HEALTH CARE: SUPPORT / NAVIGATION / 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
Kootenay Lake Hospital Social Work Department <ul style="list-style-type: none"> Provides psychosocial care for hospital patients and their families, including counselling, practical assistance, advocacy & referrals 	250-354-2394 1-866-352-3111

❖ 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 	1-877-904-2634 250-399-0699 250-304-5621 250-399-0731
Mental Health & Substance Use Consumer, Family & Peer Support Trail FAIR Society www.trailfair.ca Lisa <ul style="list-style-type: none"> A Kootenay Boundary wide regional program providing support, education & resources to individuals (and their families) with long term mental health & substance use (addiction) concerns. 	1-877-364-2326 Ext 225
West Kootenay Nav-CARE Program Slocan Valley Coordinator <ul style="list-style-type: none"> Trained volunteers support adults living with chronic illness to help navigate services, find resources, and anticipate future needs. For more info see page 13 or go to https://westkootenaynavcare.org/ 	250-551-6190
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 6 for more info 	1-877-952-3181
West Kootenay Boundary Caregiver Support Coordinator <ul style="list-style-type: none"> Education, resources, groups for caregivers http://wkbccaregiver.org/ 	1-888-212-2337

HEALTH / MEDICAL EQUIPMENT & SUPPLIES**❖ NON-PROFIT**

Health Equipment Loan Program (HELP) <ul style="list-style-type: none"> • Nelson 614 Front Street. (Mon, Tues, Thu, Fri) 10am - 1pm • Castlegar 1250 A 26th St. (Mon to Thu) 11am - 2pm • In both locations: A wide variety of medical equipment for up to 3 months <u>Call</u> to confirm times and open days • No Fees, by donation: Needs a referral from a health care professional 	250-354-4456 250-365-3911
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❖ PRIVATE

Drug Stores / Pharmacies: <ul style="list-style-type: none"> • Several carry medical supplies & equipment. (page 2) 	
Hearing Tests / Hearing Aids <i>All offer free screening for seniors</i> <ul style="list-style-type: none"> • Connect Hearing 259 Baker St, Nelson www.connecthearing.ca • Dynamic Hearing Solutions 105 – 518 Lake Street, Nelson www.dynamichearingsolutions.ca • Kootenay Hearing & Audiology 4-425 Columbia Ave, Castlegar (now merged with Dynamic hearing) www.dynamichearingsolutions.ca 	250-354-4949 236-302-2624 778-901-9038
Kootenay Columbia Home Medical Equipment <ul style="list-style-type: none"> • 130-630 17th Street, Castlegar www.kchomemedical.ca • Rents and sells a range of medical equipment 	1-866-515-7772 250-365-7772
Personal Emergency Response Systems/ Medical Alarms <ul style="list-style-type: none"> • Lifeline www.lifeline.ca Kootenay contact: Rhandean Lacktin 	1-888-832-6071 250-364 2524
Respiratory Services: Testing & equipment <ul style="list-style-type: none"> • Columbia Respiratory 806 Vernon Street (Nelson Medical Clinic) https://www.facebook.com/columbiarespiratory/ Appointment • Independent Respiratory Services Call for an appointment www.irscanada.ca 806 Vernon Street Nelson 875 Columbia Avenue Castlegar 	250-364-0277 1-877-365-6952

HOME SAFETY

Police <ul style="list-style-type: none"> Responds to seniors' safety concerns, financial & other abuse Slocan Lake (New Denver) RCMP: Winlaw to Summit Lake Nelson RCMP Playmor Junction to just before Winlaw	250-358-2222 250-352-2156
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

Interior Health Home Support Services: page 8	
Slocan Valley Better at Home https://wegcss.org/ <ul style="list-style-type: none"> WE Graham Community Services Society, 1001 Harold Street, Slocan Non-medical services for seniors (65+) to help seniors remain independently living at home. Includes a twice monthly delivery of frozen dinners Services free or available on a sliding scale depending on income 	250-777-8339

❖ PRIVATE

Confluence Home and Family Services		250-304-5420
Dreamgarden Home Help Services (serves lower Valley)	Liz	250-359-2275
Express Lane Deliveries	www.expresslanedeliveries.com	250-505-9602
ReFRESH Cleaning		250-509-0215
Spectrum Home & Family Care	www.spectrumcares.ca	250-265-3842
Tiziana's Home Care		250-226-0050
Trixie's Cleaning & Junk Removal	www.trixiecleaners.ca	250-365-9313

HOSPICE, GRIEF, CAREGIVING

Bereavement BC Helpline Mon to Fri: 9am to 5pm; Sat: 9am to 1pm <ul style="list-style-type: none"> Connects callers to grief support services within BC. www.bcbh.ca 	1-877-779-2223
Hospice Services <ul style="list-style-type: none"> For those who need end-of-life care or with a life-limiting illness. Offers resources & trained volunteers for support & respite Nelson & District Hospice Society www.nelsonhospice.org Serves the Slocan Valley including Winlaw New Denver Hospice Society www.newdenverhospice.com May include the Village of Slocan if volunteer available 	250-352-2337 250-358-7298
West Kootenay Nav-CARE Program Slocan Valley Coordinator <ul style="list-style-type: none"> Support for adults living with chronic illness, frailty and social isolation Trained volunteers matched with the person & family for regular visits to navigate through changes & challenges, find appropriate resources & information & build social connections https://westkootenaynavcare.org/ 	250-551-6190
West Kootenay Boundary Caregiver Support Coordinator <ul style="list-style-type: none"> Education, resources, groups, support http://wkbcaregiver.org/ 	1-888-212-2337

HOUSING / RESIDENTIAL ACCOMODATION**❖ INDEPENDENT (UNASSISTED) RENTAL HOUSING; PRIVATE PAY**

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

Slocan Valley Seniors Housing Society www.svhousing.ca <ul style="list-style-type: none"> Passmore Lodge, 3650 Old Passmore Road Slocan City Suites 709 Hume St, Village of Slocan 	250-226-7136 250-226-7115
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❖ SUPPORTIVE /ASSISTED LIVING: PRIVATE PAY

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

Valley Care Home 5909 Sesame Road, Winlaw <ul style="list-style-type: none"> Assists with personal care & meds, 3 meals and snacks 	250-226-6724
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❖ FOR ADDITIONAL HOUSING, ASSISTED LIVING & LONG TERM CARE

See <u>Seniors Directories</u> for nearby communities www.kb.fetchbc.ca	
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LIBRARIES

Book and video loans, educational programs, computer & internet access & other services

Slocan Community Library 710 Harold St www.slocanlibrary.ca <ul style="list-style-type: none"> • Will deliver books to homebound residents within the Village • Open Thursday to Sunday. Check website or call for hours 	250-355-2355
Castlegar Public Library 1005 3 rd St https://castlegar.bc.libraries.coop	250-365-6611
Nelson Public Library 602 Stanley St https://nelson.bc.libraries.coop/	250-352-6333

RECREATION / ADULT EDUCATION

Columbia Basin Alliance for Literacy: www.cbal.org Sayre <ul style="list-style-type: none"> • Free computer literacy classes for adults & other programs 	250-226-6949
Learning Centre W.E. Graham Community Services https://wegcss.org/ <ul style="list-style-type: none"> • 1001 Harold St, Slocan Village; Free access to computers 	250-355-2484
Passmore Lodge Outreach 3650 Passmore Old Rd, Winlaw Joyce <ul style="list-style-type: none"> • Free activities (fall to spring) for residents and local seniors including a seniors' fitness exercise program & yoga. Call for info & to register 	250-226-7136
Slocan Valley Recreation Office: 3036 Highway 6, Slocan Park <ul style="list-style-type: none"> • Go to www.rdck.bc.ca & click on "Recreation" to view the Slocan Valley Leisure Guide which includes activities, groups and services 	250-226-0008
Slocan Community Fitness Centre Unit 2 - 710 Harold Street <ul style="list-style-type: none"> • Open 7 days/week: 5am to 10pm. Monthly passes for individuals or families purchased from the Village of Slocan office 	250-355-2277

SENIORS' SOCIAL GROUPS & ASSOCIATIONS

Seniors Coffee Time Bonnie <ul style="list-style-type: none"> • Slocan Park Community Hall, 3036 Hwy 6: Tuesdays 10am – 12 noon • Coffee, snacks & conversation 	250-359-6679
Slocan Seniors' Lunch Slocan Legion Hall, 502 Harold S, Slocan <ul style="list-style-type: none"> • Lunch not regularly scheduled; Free & all welcome • Call WEG Community Services for dates & details www.wegcss.org 	250-355-2484

SUPPORT / INFO LINES / CONTACTS for SPECIFIC CONDITIONS

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

<p>Addictions / Substance Use</p> <ul style="list-style-type: none"> • Alcohol & Drug Information & Referral Line (24/7) • Alcoholics Anonymous www.bcyukonaa.org • Phone for help & detailed info about AA meetings in West Kootenay or see https://aawestkootenays.org/ • Al-Anon List of area meetings: www.bcyukon-al-anon.org • Nelson Mental Health & Substance Use Services (pg 8) • WK Narcotics Anonymous Meetings in Nelson www.bcrna.ca • Nar Anon Family Group www.naranonbc.com for mtng info • Quit Now: smoking cessation program & info www.quitnow.ca • Smoking Cessation Program: Talk to a local pharmacist 	<p>1-800-663-1441</p> <p>1-250-800-4125</p> <p>1-888-425-2666 250-505-7248</p> <p>1-604-878-8844</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 <p>Call or check the BC website for information re resources, local family caregiver support groups, workshops & other services</p>	<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>
<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) Intake ○ Office: Castlegar Health Centre M-Th:8:30am - 4pm Coord 	<p>778-460-4500</p> <p>1-800-707-8550 250-365-9547</p>

SUPPORT / INFO LINES / CONTACTS for SPECIFIC CONDITIONS

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

Canadian National Institute for the Blind (CNIB) <ul style="list-style-type: none"> Support & services to help with vision loss 	www.cnib.ca Kelowna office	1-800-563-2642 250-763-1191
Cancer <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 		1-888-563-7773 1-877-712-2203 1-888-939-3333
Caregiver Support <ul style="list-style-type: none"> Caregiver Support Group Darren <ul style="list-style-type: none"> Elderly Services, Nelson Mental Health & Substance Use West Kootenay Boundary Caregiver Support <ul style="list-style-type: none"> Provides education, resources, information, groups & other supports for caregivers. http://wkbcaregiver.org/ 		250-505-7265 1-888-212-2337
Chronic Disease Management <ul style="list-style-type: none"> Chronic Disease Management & Prevention Program <ul style="list-style-type: none"> Kootenay Lake Hospital offers comprehensive support and information programs for various chronic diseases Self-Management Program www.selfmanagementbc.ca <ul style="list-style-type: none"> A free 6 week program (on-line & in communities) offering info & teaches skills to manage various chronic health problems. 		250-352-3111 Ext 7441 1-866-902-3767
Chronic Pain Management & Local Resources <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 		1-844-880-PAIN (7246)
Crohn's & Colitis Canada www.crohnsandcolitis.ca <ul style="list-style-type: none"> Call or see website for information & resources 		1-800-513-8202

SUPPORT / INFO LINES / CONTACTS for SPECIFIC CONDITIONS

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

Deaf & Hard of Hearing <ul style="list-style-type: none"> • Wavefront Centre for Communication Accessibility TTY 	www.wavefrontcentre.ca 1-888-736-7391 1-604-736-2527
Dental: West Kootenay Community TEETH Clinic <ul style="list-style-type: none"> • 632 Front Street (in the West Arm Plaza); https://www.teethclinicwk.ca • Lower cost dental care for those living on a low income • Applications & Registration also available at the Seniors Coordinating Society, 719 Vernon St. every Thursday 10am-12 noon • NOTE: Temporarily not accepting applications: please call for update 	778-463-2232 250-352-6008
Diabetes <ul style="list-style-type: none"> • See Chronic Disease Management Program (page 18) for local access to support and information • Diabetes Canada Info & Support 10:30am – 9:30pm <ul style="list-style-type: none"> ○ BC Regional Office www.diabetes.ca 	250-352-3111 1-800-226-8464 1-800-665-6526
End of Life / Palliative Care <ul style="list-style-type: none"> • See Hospice: page 13 for more details about available services • Nelson & District Hospice Society www.nelsonhospice.org Serves the Slocan Valley to Winlaw • New Denver Hospice Society www.newdenverhospice.com • Home Health Services (IHA) (page 7) 	250-352-2337 250-358-7298 250-352-1433
Fibromyalgia & Chronic Fatigue Syndrome <ul style="list-style-type: none"> • ME/FM Society of BC www.mefm.bc.ca 	1-888-353-6322
Heart <ul style="list-style-type: none"> • See Chronic Disease Management (page 16) • Heart & Stroke Foundation www.heartandstroke.ca BC Office 	1-888-473-4636
Kidney (Renal) Disease <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 https://kidney.ca/ See website for information, support & resources 	1-800-707-8550 250-364-6270 1-800-567-8112

SUPPORT / INFO LINES / CONTACTS for SPECIFIC CONDITIONS

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

Lupus Society (BC): 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 • Mental Health & Substance Use Services (IHA) (page 9) 250-505-7248 • Mental Health & Substance Use Regional Consumer & Family Support (page 10) 1-877-364-2326 ext 225 • Alzheimer/Dementia Support Information (page 17) 1-855-301-6742 	
Multiple Sclerosis Society of Canada www.mssociety.ca Office <ul style="list-style-type: none"> • Phone or see website for support & info MS Navigator 	1-800-268-7582 1-844-859-6789
Nutrition: Call the HealthLinkBC Dietician Monday to Friday: 9am-5pm	811
Parkinson Society of BC www.parkinson.bc.ca <ul style="list-style-type: none"> • Website has valuable information including education & supports • Trail - Castlegar Area support group contact: Patti 	1-800-668-3330 250-367-9258
Respiratory (Lung) Disease <ul style="list-style-type: none"> • See Chronic Disease Management (page 16) • Private Respiratory testing & equipment (page 11) • BC Lung Foundation https://bclung.ca/ 	1-800-665-5864
Scleroderma Association of BC https://sclerodermaabc.ca/ <ul style="list-style-type: none"> • For online toolkits & research info:: https://spinsclero.com/ 	1-604-371-1005
Stroke Recovery Ass'n of BC https://strokerecoverybc.ca/ <ul style="list-style-type: none"> • Website offers many online groups and activities via zoom • Support Group for stroke survivors & caregivers in Nelson Marg 	1-888-313-3377 250-354-4453

TRANSPORTATION**❖ MEDICAL APPOINTMENTS**

Health Connections schedules www.bctransit.com/west-kootenay <ul style="list-style-type: none"> Provides accessible transportation to medical appointments in Nelson 	1-855-993-3100
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 Michelle <ul style="list-style-type: none"> For medical appointments <u>only</u>. Cost by distance 	1-877-304-2990 Call Mon-Thurs

❖ REGULAR / DISABILITIES

BC Bus Pass Program www.buspass.gov.bc.ca <ul style="list-style-type: none"> For low income seniors & persons with disabilities 	1-866-866-0800
Glacier Cabs Taxi Service	250-354-1111
Kootenay Seniors Transportation Program <ul style="list-style-type: none"> Medical & non-medical rides; cost /distance https://kootenayseniors.ca 	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: 7:30am -4pm For those unable to use regular local transit due to disability/health 	1-855-993-3100