

Closing the Gaps in Seniors' Care



A Guide

**To Public, Community & Private
Services for**

**Lower Columbia Seniors
(Trail & Area)**

October 2023

This Guide and many more services posted on-line:

www.kb.fetchbc.ca

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

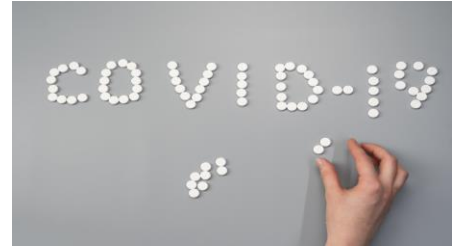
To SUGGEST additions, changes and corrections for future editions

Contact:

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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 Prevention 	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 Possible Elder Abuse or Neglect to: <ul style="list-style-type: none"> Report Adult Abuse & Neglect (IHA) Mon-Fri: 8:30am-4:30pm Mental Health & Substance Use (MHSU) Services Trail Area RCMP (re a crime) 	1-844-870-4754 310-MHSU(6478) 250-364-2566
Police Based (RCMP) Victim Services 3601 Laburnum Street <ul style="list-style-type: none"> Offers victims of crime & tragedy crisis intervention, emotional support, justice system information, court orientation and referrals; On call 24/7 	250-368-2184 250-364-2566 (after office hours)
Community Based Victim Services Program, <ul style="list-style-type: none"> Offers victims of elder abuse, sexual assault & family violence crisis intervention, support, assistance, justice system & legal aid information, court orientation & referrals 	250-364-2326 Nadia ext 227 Katie ext 234
WINS Transition House, Trail FAIR Society <ul style="list-style-type: none"> 24/7 free confidential services for women. Includes provision of safe shelter, support and referrals for women (their children & pets) experiencing domestic abuse, violence & threats 	250-364-1543 Phone 24/7
La Nina Homeless Shelter Back door, Inclusion Centre 1458 Bay Ave <ul style="list-style-type: none"> Drop-in, food & support from 8am to 10pm. Open 10pm- 8am for those needing a bed overnight 	250-368-3476 CDS Office 250-364-1104
Beaver Valley Community Response Network (CRN) Jayme <ul style="list-style-type: none"> Organizes prevention and education activities to help end abuse, neglect and self-neglect of adults in BC 	250-367-7428 250-512-1231 http://www.bccrns.ca

DRUG STORES / PHARMACIES *There may be a delivery charge*

Alpine Drug Mart-IDA 2060 Columbia Ave, Rossland	250-362-5622
Fruitvale IDA Pharmacy 1942 Main Street, Fruitvale (Friday deliveries)	250-367-9331
Loblaws Pharmacy Waneta Plaza, Trail (delivers to RoseWood)	250-368-8544
Pharmasave 1280 Cedar Avenue, Trail (delivers)	250-368-3364
Safeway Pharmacy 1599 2 nd Avenue, Trail (delivers)	250-368-3790
Trail Apothocary Pharmachoice 1101 Dewdney, Trail	250-364-1993
Shoppers Drug Mart 1305 Cedar, Avenue, Trail (delivers)	250-368-3341
Wal-Mart Pharmacy 1601 Marcolin Drive, Trail	250-364-2707

FOOD / MEAL SERVICES

❖ **FOOD BANKS**

<p>Beaver Valley: 1846 1st Street, Fruitvale</p> <ul style="list-style-type: none"> BV residents only; One hamper per month Phone by Wednesday for appointment to pickup hamper on Thursday: <p>1st week/mo Theresa 250-367-9791 2nd week/mo Marcella 250-231-8009 3rd week/mo Elaine 250-231-2503 4th week/mo George 250-367-9983</p>	
<p>Rossland: Arena back entrance: 1860 Second Avenue Dolf 250-897-6622</p> <ul style="list-style-type: none"> Rossland residents only: Tuesdays:10am to noon; 5 to 7pm Barb 250-609-0747 Jana 250-231-8720 	
<p>Trail Salvation Army Community Services: 730 Rossland Ave 250-364-0445</p> <ul style="list-style-type: none"> Food hampers every 45 days; Call for appointment to register & pickup Note: By late October services will be moved to 1460 Cedar Avenue 	
<p>Trail United Church: Basement ; 1300 Pine Avenue Marylynn 250-231-7884</p> <ul style="list-style-type: none"> Tuesdays (except 2nd Tuesday/month): 9:30 – 11:30am; All welcome 	
<p>Farmers' Market Nutrition Coupons https://bcfarmersmarket.org</p> <ul style="list-style-type: none"> \$27 coupons/market for those on low incomes & seniors to buy food at local markets: Trail Esplanade (Sat/bi-weekly), Pole Yard Lane, Fruitvale (Tues/bi-weekly) or Queen St/Columbia Ave, Rossland (Thu) Contact a local food bank for more info; Markets: May to October, 	

FOOD / MEAL SERVICES (continued)

❖ DROP-IN / MEALS

<p>Beaver Valley Seniors' Lunch, Fruitvale Hall, 1968 Main Street</p> <ul style="list-style-type: none"> • Monthly lunches provided by Beaver Valley Recreation • Call for dates, details & to book a \$10 ticket Jayme • For more info: https://rdkb.com/Recreation-Culture/Beaver-Valley 	250-231-7260
<p>Columbia Seniors Wellness Wednesdays Jayme</p> <ul style="list-style-type: none"> • Beaver Valley Manor 24 Laurier Ave, Fruitvale; 10am – 1pm • Drop-in, socializing, resources, wellness checks, lunch and coffee. 	250-512-1231
<p>Kate's Kitchen Salv. Army Community Services, 730 Rossland Ave, Trail</p> <ul style="list-style-type: none"> • Free pick-up lunches: Monday to Friday: 11:30am – 2pm • Note: By late October services will be moved to 1460 Cedar Avenue 	250-364-0445
<p>La Nina Homeless Shelter Back door, Inclusion Centre 1458 Bay Ave</p> <ul style="list-style-type: none"> • Drop-in, food & support from 8am to 10pm. • Open 10pm- 8am for those needing a bed overnight CDS Office 	250-368-3476 250-364-1104
<p>Silver City Seniors Circle Stephanie</p> <ul style="list-style-type: none"> • Food, activities, socializing for seniors every other Tuesday: 11am-1pm • Trail Legion Hall, 2141 Columbia Ave • Organized by Lower Columbia Better at Home (a Trail FAIR program) 	250-364-2326 ext 233
<p>Downtown Trail Sunday Dinners Trail United Church 1300 Pine Ave</p> <ul style="list-style-type: none"> • Free dinners 5pm in church hall, 3rd Sun/ month (except Dec, July, Aug) 	250-368-3225

❖ FROZEN MEALS

<p>Dinners at Home Frozen Meals :</p> <ul style="list-style-type: none"> • Columbia View Lodge 2920 Laburnum Drive, Trail Dawne • Pre-order; pick up at Columbia View Lodge • Gift Shop KB Regional Hospital, Trail (no pre-order required) 	250-364-5365 250-368-3311 ext 46530
<p>Other Frozen Meals Suppliers (in addition to Grocery Stores)</p> <ul style="list-style-type: none"> • Legion Auxiliary (Frozen Meat Pies) 2141 Columbia Ave, Trail • Marino Wholesale 1883 Fifth Avenue, Trail: Mon-Fri: 8am to 1pm • Serendipity Support Services Meals frozen fresh & delivered 	250-364-1422 250-368-6955 250-368-1313

FOOD / MEAL SERVICES (continued)

❖ SHOPPING / DELIVERY SERVICES *There may be a service charge*

<p>Rossland Ferraro Foods 2029 Columbia Avenue www.ferrarofoods.ca</p> <ul style="list-style-type: none"> Members of Rossland Rotary and Lions Clubs continue to volunteer to pick up and deliver groceries for Rossland seniors unable to shop in person <p style="text-align: right;">John Bill</p>	<p>250-362-5206</p> <p>250-362-5278</p> <p>250-512-7671</p>
<p>Trail Ferraro Foods 850 Farwell Street www.ferrarofoods.ca</p> <ul style="list-style-type: none"> Members of Trail Kiwanis Club continue to volunteer to pick up and deliver groceries for seniors unable to shop in person <p style="text-align: right;">Wayne Chris</p>	<p>250-368-5558</p> <p>250-368-8543</p> <p>250-368-5342</p>
<p>Liberty Foods 1950 Main Street, Fruitvale www.libertyfoods.ca</p> <ul style="list-style-type: none"> Online shopping available with groceries packed for pickup. Fruitvale Seniors Delivery every Wed: order Tues by 6pm; Flat rate fee Delivers online orders of \$50 or more to residents of Fruitvale, Beaver Falls, Montrose, Waneta, Trail & Salmo on Tues, Thurs and Sat; Fee varies with distance (see website for details). 	<p>250-367-9911</p>
<p>Safeway 1599 2nd Avenue, Trail</p> <ul style="list-style-type: none"> Shops & packs groceries for pickup & delivers for a fee on Tuesdays and Fridays 	<p>250-368-8710</p>
<p>See page 13: Home Support Services for other possible help re shopping</p>	

FOOT CARE

Dr Alumbaugh Podiatrist http://drdanapodiatry.com • Clinic location: 1686 2 nd Ave, Trail: Mondays & Thursdays		250-364-1516
Dee's Home Foot Care: City of Trail (& Castlegar)		250-365-0244
Feet First Mobile Foot Care	Donna	250-367-7263
Judi's Foot Care (Rossland & City of Trail)		250-362-5627
Neighborhood Nursing www.neighborhoodnursing.ca	Tara	250-693-2299
Pampered Sole Mobile Foot Care	Miranda	250-870-1589
Step Forward Foot Care (not Rossland)	Renee	250-231-7618
Ten Digit Foot Care	Joan	250-365-1857

FRAUD / FINANCIAL

Banking • 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 • 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 • Report scams / suspected fraud. Mon-Fri: 6am-1:45pm PST		1-888-495-8501
Credit Counselling Society www.nomoredebts.org • Free credit & debt counselling & personal budgeting services		1-888-527-8999
Trail Area RCMP • Contact re concerns regarding possible financial abuse		250-364-2566

GOVERNMENT SERVICES / ADVOCACY / SUPPORT

<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 Preparation</p> <ul style="list-style-type: none"> • Program offers free tax filing services in several locations in March & April for those living on a low income. Call FAIR Office for schedule 	<p>250-364-2326</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 and other support available to eligible seniors 	<p>1-866-866-0800</p>
<p>Poverty Advocate Trail FAIR Centre, 2079 Columbia Ave Naomi</p> <ul style="list-style-type: none"> • Help with issues connected with income supports, OAS, GIS, disability benefits, tenancy, debt, other gov't programs. Call for an appointment 	<p>250-364-2326 ext 235</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 - 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 	<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 • 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/ 	<p>1-800-622-6232</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 • Trail & District Hospice also offers information & workshops (page 14) 	
<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 info also available at the Service BC Centre (page 6) 	1-800-663-7100
<p>HealthLinkBC Toll free</p> <ul style="list-style-type: none"> • Navigator or Nurse: 24 hours / 7 days a week • Dietitian and 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: <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 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)

❖ KOOTENAY BOUNDARY REGIONAL HOSPITAL

- 1200 Hospital Bench Road, Trail **250-368-3311; 1-866-368-3314**

❖ KIRO WELLNESS CENTRE: 1500 Columbia Avenue, Trail **250-364-6200**

<p>Home Health Services</p> <p>Central Intake / Assessment Trail 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 250-364-6230</p>
<p>Home Support Services</p> <p>Central Intake /Assessment Trail Home Health</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, etc • Home Support Scheduling 7 days/week: 6:30am - 8pm 	<p>1-800-707-8550 250-364-6230</p> <p>1-800-707-8550</p>
<p>Mental Health & Substance Use (MH&SU) Services</p> <ul style="list-style-type: none"> • Provides services for adults with moderate MHSU concerns • Senior Services Manager assists seniors (& caregivers) Mike Basham with mental health issues associated with aging • Optional to use easy-to-remember single access phone number 	<p>250-364-6262</p> <p>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 infants, children & youth, adults & families 	<p>250-364-6226</p>
<p>Chronic Disease Management</p> <ul style="list-style-type: none"> • Clinics & supports: Diabetes, Heart function, etc <p>Kiro Health Centre Kidney Care Clinic</p>	<p>250-364-6200 250-364-6270</p>
<p>See page 13 <i>Home Support</i> & page 14 <i>Hospice</i> for other possibilities</p>	

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

❖ MEDICAL LABORATORIES

Associate Medical Clinic Lab 1973 Columbia Ave. Rossland Lab <ul style="list-style-type: none"> Book online https://www.labonlinebooking.ca/ or Book by phone 	250-364-3401 1-844-870-4756
Beaver Valley Medical Clinic 1957 Columbia Gardens Rd, Fruitvale <ul style="list-style-type: none"> Available to B. V. Medical Clinic patients <u>only</u>. Phone to book app't 	250-367-9211
Trail Health Centre Laboratory #308 – 1101 Dewdney Ave Lab <ul style="list-style-type: none"> Book online https://www.labonlinebooking.ca/ or Book by phone 	250-368-8141 1-844-870-4756

❖ MOBILE

Community Paramedic Program: www.bcehs.ca/our-services <ul style="list-style-type: none"> A free BC Emergency Health Services program for isolated Beaver Valley & Rossland seniors Offers home visits, health assessments, referrals, basic care Referral required from Physician, Home Health or Community Nurse 	
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❖ RESPITE/ DAY PROGRAMS

Bridges Day Program Home Health Intake /Assessment <ul style="list-style-type: none"> Offers personal, social and recreational opportunities for adults still living at home, but requiring care & support 	1-800-707-8550
Respite Services Home Health Intake /Assessment <ul style="list-style-type: none"> Short-term, temporary relief for those caring for a family member Provided either in-home or in a long term care facility 	1-800-707-8550
See page 13 <i>Home Support</i> & page 14 <i>Hospice</i> for other possibilities	

HEALTH CARE SERVICES: NON IHA**❖ MOBILE / IN-HOME (Private)**

Kootenay River Mobile Dental Hygiene Services	Noel	250-304-5754
<ul style="list-style-type: none"> • Private in-home or in a care facility dental hygiene services • https://krdh.ca/ 		
Mobile Physiotherapist	Amanda MacNally	250-921-6160
<ul style="list-style-type: none"> • Private in-home & aquatic physiotherapy services • https://amandamacnallypt.noterro.com 		
See page 13 <i>Home Support</i> & page 14 <i>Hospice</i> for other possibilities		

❖ PRIMARY CARE**➤ FOR THOSE WITHOUT A PRIMARY CARE PROVIDER**

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

➤ MEDICAL CLINICS

Associate Medical Clinic 1973 Columbia Avenue, Rossland	250-362-7307
Beaver Valley Medical Clinic 1957 Columbia Gardens Road, Fruitvale	250-367-9211
Columbia Primary Care Clinic 302 - 1101 Dewdney Avenue, Trail	250-368-9394
Monashee Medical Clinic 2067 Columbia Avenue, Rossland	250-362-9040
Riverside Family Medicine 304 - 1101 Dewdney Avenue	250-368-5656
Waneta Primary Care Clinic 242 - 8100 Highway 3B, Trail	250-368-0053

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
KBRH 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 250-368-3311

❖ 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
KB Mental Health & Substance Use Consumer, Family & Peer Support Trail FAIR Society, 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 Trail Hospice Society www.trailhospice.org Ali <ul style="list-style-type: none"> Trained volunteers support those diagnosed with life-limiting illness, help navigate services, find resources, and anticipate future needs 	250-368-7347
Office of the Seniors' Advocate Monday to Friday: 8:30am - 4:30pm <ul style="list-style-type: none"> BC seniors information, resources and referrals; see page 6 for details 	1-877-952-3181
Society for the Protection & Care of Seniors (SPCS) Carol <ul style="list-style-type: none"> Advocates for safe continuing care & health services for Trail seniors Phone for info or go to https://spcstrail.weebly.com/about-us.html/ 	250-362-5767
West Kootenay Boundary Caregiver Support Ali <ul style="list-style-type: none"> Education, resources, groups for caregivers http://wkbcaregiver.org/ Trail support group: 1st & 3rd Thurs/month: 1 to 2:30pm; Call for info 	1-888-212-2337 ext 5

HEALTH / MEDICAL EQUIPMENT & SUPPLIES

❖ NON-PROFIT

<p>Health Equipment Loan Program (HELP) 104-1199 Bay Ave, Trail</p> <ul style="list-style-type: none"> Monday, Tuesday & Wednesday: 10:30am to 3pm 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>250-368-9129</p>
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❖ 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 www.connecthearing.ca Kootenay Hearing & Audiology Clinic 1184 Bay Ave Merged with Dynamic Hearing www.dynamichearingsolutions.ca 	<p>250-368-5105</p> <p>778-901-5894</p>
<p>Kootenay Columbia Home Medical Equipment</p> <ul style="list-style-type: none"> 130-630 17th Street, Castlegar www.kchomemedical.ca Sells, rents and repairs a wide range of medical equipment 	<p>1-866-515-7772</p> <p>250-365-7772</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"> Columbia Respiratory 255 - Waneta Plaza Hwy 3B, Trail https://www.facebook.com/columbiarespiratory/ Appointment Independent Respiratory Services www.irscanada.ca 865 Columbia Avenue, Castlegar Appointment 	<p>250-364-0277</p> <p>1-877-365-6952</p>

HOME SAFETY

Trail RCMP	<ul style="list-style-type: none"> Responds to seniors' safety concerns, financial & other abuse 	250-364-2566
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 Prep, Respite, Shopping, Transportation, Yard Care, etc. Also see **page 4**: Shopping / Delivery

❖ NON-PROFIT / PUBLIC

Lower Columbia Better at Home www.trailfair.ca	Stephanie	250-364-2326 Ext 233
<ul style="list-style-type: none"> A variety of non-medical supports for seniors 65+ living at home Some services free & fees for some on sliding scale based on income 		
Interior Health Home Support Services: See page 8		

❖ PRIVATE

April's Caregiving		250-231-5033
Confluence Home & Family Services		250-304-5420
Hair at Home by Angela		250-304-5734
Lou's Helping Hands	Lynda Bouthillier	250-231-6057
Margaret Doherty (housekeeping only)		250-512-9548
Neighborhood Nursing https://neighborhoodnursing.ca/	Tara	250-693-2299
PAL Housekeeping Services	Patty	250-368-1370
Serendipity Support Services www.serendipitysupportservices.ca		250-368-1313
Spectrum Home & Family Care	www.spectrumcares.ca	250-265-3842
Trixie's Cleaning & Junk Removal	www.trixiecleaners.ca	250-365-9313

HOSPICE / GRIEF / CAREGIVING

<p>Greater Trail Hospice Society www.trailhospice.org</p> <ul style="list-style-type: none"> • Kiro Wellness Centre, 1500 Columbia Ave, Trail • Offers support & services for those with life-limiting illness or in need of end-of-life care as well as for those journeying through grief & loss • Hospice staff and trained volunteers provide confidential resources and support in homes, hospital, long term care or residential facilities • Nav-CARE services provides trained volunteers to support those diagnosed with life-limiting illness, help navigate various services, find resources, and anticipate future needs. Call Coordinator for info Ali 	<p>250-364-6204</p> <p>250-368-7347</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 Trail Coordinator</p> <ul style="list-style-type: none"> • Education, resources, groups for caregivers http://wkbcaregiver.org/ • Trail support group: 1st & 3rd Thurs/month: 1 to 2:30pm • For more information, phone or email trail@wkbcaregiver.org 	<p>1-888-212-2337 ext 5</p>

HOUSING / RESIDENTIAL ACCOMODATION

❖ INDEPENDENT (UNASSISTED) RENTAL HOUSING; PRIVATE PAY

In some cases, SAFER Rent subsidies may be available from BC Housing (see page 5)

<p>Affordable Housing Directory</p> <ul style="list-style-type: none"> • https://skillscentre.ca/how-we-help/affordable-housing • Includes contact & other info for non-profit affordable housing in area 	
<p>Beaver Valley Manor 24 Laurier, Fruitvale Morley</p> <ul style="list-style-type: none"> • For low income seniors 	<p>250-367-7612</p>
<p>Columbia Park 1232 Columbia Avenue, Trail Violet</p> <ul style="list-style-type: none"> • For low income seniors, families & persons with disabilities able to live independently 	<p>250-368-7803</p>
<p>Golden City Manor Maureen</p> <ul style="list-style-type: none"> • For low income seniors; 2112 2nd Ave, Rossland 	<p>250-362-5030</p>

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

Jubilee Place 1651 Bay Ave Trail <ul style="list-style-type: none"> For low income seniors https://sites.google.com/view/trailjubilee/home 		250-364-0331
Lower Columbia Affordable Housing Society <ul style="list-style-type: none"> Offers over 50 lower cost rental units in various locations in the Greater Trail Area For details & application information see the website or phone https://www.lowercolumbiahousing.ca/our-properties 	Violet	250-368-7803
Rossland Yards Housing 2350 Spokane St, Rossland <ul style="list-style-type: none"> Primarily available to low to moderate income working individuals & families, but seniors with a Rossland connection also considered 	Violet	250-368-7803
Silver City Gardens 1939 Columbia Avenue, Trail <ul style="list-style-type: none"> For low income seniors 55+ Managed by the Canadian Mental Health Association 		250-368-5223
Trail Seniors Villa 1955 7 th Avenue, Trail <ul style="list-style-type: none"> For low income seniors 	Gord Violet	250-364-1474 250-368-7803

❖ SUPPORTIVE HOUSING; PRIVATE PAY (SAFER rent subsidies may apply)
Independent living for seniors with support; may include meal(s), housekeeping, etc

Chateau Manor 1717 Columbia Avenue, Trail https://chateaumanor.ca <ul style="list-style-type: none"> A 20 unit complex with supports for seniors including meals, weekly housekeeping and an on-site manager. 		250-364-0033
Mountain Side Village 135 Mountain Side Drive, Fruitvale <ul style="list-style-type: none"> https://goldenlife.ca/villages/mountain-side-village/ 		250-367-9870
Rose Wood Village 8125 Devito Drive, Trail <ul style="list-style-type: none"> https://goldenlife.ca/villages/rose-wood-village/ 		250-364-3150

HOUSING / RESIDENTIAL ACCOMODATION (continued)

❖ 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***

Rose Wood Village 8125 Devito Dr, Trail <ul style="list-style-type: none"> • https://goldenlife.ca/villages/rose-wood-village/ 	250-364-3150
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❖ ASSISTED LIVING: UNSUBSIDIZED

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

Rose Wood Village 8125 Devito Dr, Trail <ul style="list-style-type: none"> • https://goldenlife.ca/villages/rose-wood-village/ 	250-364-3150
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❖ LONG TERM CARE: SUBSIDIZED

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

Columbia View Lodge 2920 Laburnum Drive, Trail <ul style="list-style-type: none"> • https://www.interiorhealth.ca/locations/columbia-view-lodge 	250-364-1271
Poplar Ridge Pavilion 1200 Hospital Bench Road, Trail	250-364-3488
Rose Wood Village 8125 Devito Dr, Trail <ul style="list-style-type: none"> • https://goldenlife.ca/villages/rose-wood-village/ 	250-364-3150

❖ LONG TERM CARE; UNSUBSIDIZED

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

Castleview Care Centre , 2300 14 th Avenue, Castlegar <ul style="list-style-type: none"> • Has 16 private pay units • https://www.chantellegroup.com/castleview.htm 	1-250-365-7277
Rose Wood Village 8125 Devito Dr, Trail <ul style="list-style-type: none"> • Has one private pay unit • https://goldenlife.ca/villages/rose-wood-village/ 	250-364-3150

LIBRARIES

Book & video loans, educational programs, computer and internet access & other services. See websites or phone for library hours and schedules. **“Homebound”** Service offers free delivery and pick up of books for those who lack transport or because of illness or disability

Beaver Valley Public Library https://beavervalley.bc.libraries.coop/ <ul style="list-style-type: none"> • 1847 1ST Street, Fruitvale 	250-367-7114
Rossland Public Library https://rossland.bc.libraries.coop <ul style="list-style-type: none"> • 2180 Columbia Avenue, Rossland 	250-362-7611
Trail & District Public Library www.traillibrary.com <ul style="list-style-type: none"> • Riverfront Centre, 1505 Bay Ave, Trail 	250-364-1731

RECREATION / ADULT & COMMUNITY EDUCATION

Community Recreation <i>May offer swimming, fitness & seniors programs. Phone or check websites for leisure guides and for info about the Leisure Access Program offering fee reductions for low income residents.</i> <ul style="list-style-type: none"> • Beaver Valley Recreation https://rdkb.com/ Kelly 250-231-5172 • Genelle Recreation Society Genelle Community Hall 250-693-2216 • Rossland Recreation www.rossland.ca/recreation 250-362-2327 • Trail Parks and Recreation Program www.trail.ca/en/ 250-364-0858 Offers many seniors' fitness programs for a wide range of abilities • Warfield Recreation https://warfield.ca/warfield-recreation/ 250-368-8202 	
Beaver Valley Gym 1968 Main St (Memorial Hall bsmt) <ul style="list-style-type: none"> • Register & pay monthly fee at Fruitvale Village Office 1947 Beaver St • Hours for Seniors (50+): 5am to 10pm 	250-367-7551
Columbia Basin Alliance for Literacy (CBAL) <ul style="list-style-type: none"> • 1160 Cedar Ave, Trail https://cbal.org/trail-area/ • Monday to Thursday: 9am – 2pm; Friday: 9am-noon • Free programs to help adults with basic math, computer & ipad use and other literacy skills as well as family literacy & children's programs • Also offers settlement & citizenship services, language & cultural programs for immigrants, refugees and temporary foreign workers 	250-368-6770

SUPPORT / INFO LINES / CONTACTS for SPECIFIC CONDITIONS

Call for information and / or for a local support group OR call 811 (HealthLinkBC page 7)

<p>Addictions / Substance Use</p> <ul style="list-style-type: none"> • Alcohol & Drug Information & Referral Line (24/7) • Alcoholics Anonymous (AA) - Trail Area, District 75 Phone for help & detailed info about AA meetings in the Trail Area & West Kootenay or see website https://aawestkootenays.org/ <ul style="list-style-type: none"> ○ Fruitvale Meeting: Sun 7:30pm; 1878 Columbia Gardens Rd ○ Rossland Meeting: Tues 8pm; Seniors Centre 1916 1st Ave ○ Trail Meetings: Mon,Wed,Fri: 8pm United Church 1300 Pine Ave • Al-Anon: <ul style="list-style-type: none"> ○ Trail Mtng:Thurs 7pm Presbyterian Church 1139 Pine Ave Jenny ○ Other meetings & info: http://bcyukon-al-anon.org • Mental Health & Substance Use Services (IH) (page 8) • WK Narcotics Anonymous Info re Meetings in Castlegar & Nelson see www.bcrna.ca • Nar-Anon Family Group: www.naranonbc.com <ul style="list-style-type: none"> ○ Trail United Church 1300 Pine Avenue, Fridays: 7-8pm 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>250-362-9507</p> <p>250-364-6262</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 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 page 7)

<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 1-800-707-8550 Coord 250-365-9547 <ul style="list-style-type: none"> ○ Office: Castlegar Health Centre M-Th:8:30am - 4pm 	<p>778-460-4500</p> <p>1-800-707-8550</p> <p>250-365-9547</p>
<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</p> <p>250-763-1191</p>
<p>Cancer</p> <ul style="list-style-type: none"> • BC Cancer Agency: Cancer Care for the Southern Interior 1-888-563-7773 <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 1-877-712-2203 <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 1-888-939-3333 <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>West Kootenay Boundary Caregiver Support Ali</p> <ul style="list-style-type: none"> • Education, resources, groups for caregivers http://wkbcaregiver.org/ • Trail support group: 1st & 3rd Thurs/month: 1 to 2:30pm; Call for info 	<p>1-888-212-2337 ext 5</p>
<p>Chronic Disease Management</p> <ul style="list-style-type: none"> • Support and clinics for chronic disease management at the Kiro Wellness Centre . (page 8) • 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>1-866-902-3767</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 page 7)

Crohn's & Colitis Canada www.crohnsandcolitis.ca <ul style="list-style-type: none"> • Call or see website for information & resources 	1-800-513-8202
Deaf & Hard of Hearing www.wavefrontcentre.ca <ul style="list-style-type: none"> • Wavefront Centre for Communication Accessibility TTY 	1-604-736-7391 1-604-736-2527
Dental: West Kootenay Community TEETH Clinic Esther <ul style="list-style-type: none"> • Lower cost dental care for those living on a low income • In the Trail Area, phone to make an appointment to complete an application form and register for assistance • Appointments on Fridays at First Presbyterian Church 1139 Pine Ave • NOTE: Temporarily not accepting applications: please call for update 	250-921-5484
Diabetes <ul style="list-style-type: none"> • See Chronic Disease Management (page 20 & page 8) • Diabetes Canada Info & Support 10:30am – 9:30pm <ul style="list-style-type: none"> ○ BC Regional Office www.diabetes.ca 	1-800-226-8464 1-800-665-6526
End of Life / Palliative Care <ul style="list-style-type: none"> • Greater Trail Hospice Society www.trailhospice.org See Hospice (page 14) for full description of available services • Home Health Services (IHA) (page 8) Central intake 	250-364-6204 1-800-707-8550
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 8) • 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, 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 7)

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 • Trail Mental Health & Substance Use Services (IH) (pg 8) 250-364-6262 • Mental Health & Substance Use Regional Consumer & Family Support Trail FAIR Centre, 2079 Columbia Ave (page 11) 250-364-2326 ext 225 • Alzheimer / Dementia Support Information: (page 19) 1-855-301-6742 	
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"> • Support group 3rd Tues/mo 11:30am-1:30pm @ Colander Patti 250-367-9258 	
Respiratory (Lung) Disease <ul style="list-style-type: none"> • See Chronic Disease Management (page 20 & page 8) • Private Respiratory testing & equipment (page 12) • 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 Meets on Friday mornings. Call for more information 	

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) <ul style="list-style-type: none"> Reductions on some carriers (eg Pacific Coastal, BC Ferries) for eligible BC residents travelling to non-emergency medical specialists 	Inquiries	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"> Low cost for low income seniors & free for Persons with Disabilities 		1-866-866-0800
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)
Trail Taxi www.trailtaxi.ca		250-921-6921
West Kootenay (WK) Transit Services & HandyDART <ul style="list-style-type: none"> WK 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