

Closing the Gaps in Seniors' Care



A Guide

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

Arrow & Slovan Lakes Seniors

**Covers Area from Silverton & New Denver to
communities on the Arrow Lakes including Nakusp**

September 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

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

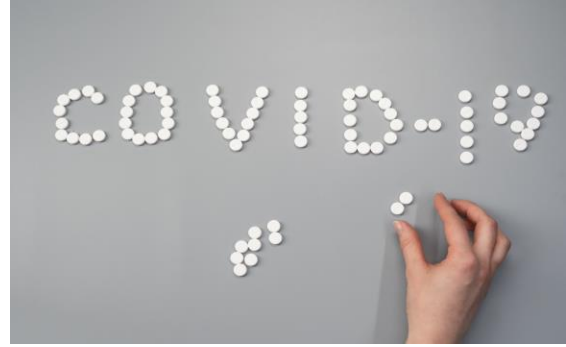
To SUGGEST additions, changes and corrections for future editions

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Contents:

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



September 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

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
Report Concerns re Possible Elder Abuse or Neglect <ul style="list-style-type: none"> • Adult Abuse & Neglect Report Line Mon-Fri: 8:30am–4:30pm • RCMP (re a crime) Nakusp New Denver 	1-844-870-4754 250-265-3677 250-358-2222
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
RCMP Victim / Witness Assistance Program <ul style="list-style-type: none"> • Office in RCMP Detachment 925 Hwy 23, Nakusp • Provides 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) 	250-505-5657 1-800-563-0808
Nakusp Safe Home Program Call: 24 hours/day; 7 days/week <ul style="list-style-type: none"> • Crisis response for women victims of violence and their children. • Provides emergency temporary housing, support, referrals, information and transportation to a Transition House. • Arrow & Slocan Lakes Community Services program https://aslcs.com 	250-265-1843
Women's Transition Houses Nelson Trail <ul style="list-style-type: none"> • 24-hour / 7 days a week confidential service • For women & their children: Includes outreach support and safe shelter from domestic abuse, violence or the threat of abuse or violence 	250-354-4357 250-364-1543

DRUG STORES / PHARMACIES

All accept phone-in renewals

<p>New Denver Community Pharmacy 309 6th Avenue, New Denver</p> <ul style="list-style-type: none"> • Prescription delivery to Slocan can be arranged 	250-358-2500
<p>Nakusp PharmaChoice 88 Broadway Street, Nakusp</p> <ul style="list-style-type: none"> • Free prescription delivery one day/week including to Edgewood 	250-265-2228

FOOD / MEAL SERVICES

❖ FOOD BANKS

<p>Nakusp Area Food Bank ASL Community Services 205 – 6th Ave NW</p> <ul style="list-style-type: none"> • Monday – Friday: 8:30am – 4:30pm https://aslcs.com/ Anne • Serves Nakusp, Trout Lake, Edgewood, Fauquier, Burton, Summit Lake 	250-265-3674 Ext 213
<p>New Denver Food Hamper Society 803 Kildare Street Sylvia</p> <ul style="list-style-type: none"> • Open 2nd and 4th Tuesday / month from 2:30 to 4:30pm Sue 	250-358-2676 250-358-7787
<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; Food & refreshments available. 	250-355-2484
<p>Farmers' Market Nutrition Coupons</p> <ul style="list-style-type: none"> • Available to those living on a low income to purchase food items: • Nakusp: \$27 coupons/week from ASL Community Services for Nakusp Famers' Market: 608 Broadway St: 9am – 1pm: July to Oct • New Denver: \$27 coupons: Healthy Community for Friday Market: 317 6th Ave: 9:30am-1:30pm, June to Sept: hcnorthslocanvalley@gmail.com 	250-265-3674 Ext 213

❖ DROP-IN / MEALS

<p>Nakusp Seniors Society Seniors' Hall 210 8th Ave, NW Hall</p> <ul style="list-style-type: none"> • Includes bridge on Mon: 1pm & coffee drop-in Wed: 10am • Seniors dinner or brunch last Friday/month except July & August • Small membership fee; Call for info & to reserve for meal Doreen 	250-265-4646 250-265-4102
<p>Slocan Valley Food Cupboard (see above)</p>	

FOOD / MEAL SERVICES (continued)**❖ FROZEN / HOT MEALS**

Dinners at Home Frozen Meals		
<ul style="list-style-type: none"> • Slocan Valley Better at Home Food Services 1001 Harold St., Slocan; Serves Slocan Valley to Hills Delivered to seniors twice a month; cost based on income (page 11) • Slocan Community Health Centre 401 Galena Ave N. Denver Pre-order; pay & pick up • Arrow & Slovan Lakes Community Services Anne Order & pre-pay; meals delivered; Serves Nakusp only 		250-777-8339 250-358-7911 Ext 0 250-265-3674 Ext 213
Meals on Wheels ASL Community Services 205 – 6th Ave NW		
<ul style="list-style-type: none"> • Order & pre-pay; Serves Nakusp <u>only</u> • Meals delivered from 12 noon to 1pm Mon, Wed & Fri 	Anne	250-265-3674 Ext 213

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

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	1-888-803-1222
<ul style="list-style-type: none"> • Services include information about a business, scam warnings and receiving complaints. Open: Mon - Thurs 9am to 3pm 		
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	1-888-527-8999
<ul style="list-style-type: none"> • Free credit & debt counselling & personal budgeting services 		
Police		
<ul style="list-style-type: none"> • Contact re possible financial abuse 	Nakusp RCMP New Denver RCMP	250-265-3677 250-358-2222

GOVERNMENT SERVICES / ADVOCACY / SUPPORT

<p>Advocacy Centre 205 Hall Street, Nelson www.advocacycentre.org</p> <ul style="list-style-type: none"> Helps with disability benefits, tenants' rights, welfare appeals, etc. Offers remote services by phone, email, etc to Salmo residents who cannot travel to Nelson <p style="text-align: right;">Advocate</p>	<p>1-877-352-5777</p> <p>250-352-5723</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 Heather</p> <ul style="list-style-type: none"> A <u>free</u> tax return completion service for those living on a low income; Phone for info & meet at the Nakusp Senior Citizens Hall, 692 8th Ave. 	<p>250-265-3372</p>
<p>Income Assistance Service BC Office 204 6th Avenue NW, Nakusp</p> <ul style="list-style-type: none"> An income supplement or other support available to eligible seniors 	<p>1-866-866-0800</p>
<p>Nakusp Seniors Navigation Support Creative Connections Murray</p> <ul style="list-style-type: none"> Free drop-in service every Friday; provides information, help with forms & paperwork and referrals for older adults who need support to access services, programs and government benefits. Drop-in locations and times vary: For information phone, or see Facebook page or Creative Connections Calendar 	<p>250-265-8020</p>
<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"> 204 6th Avenue, Nakusp, Mon to Fri: 9am-12 noon; 1 - 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 	<p>250-265-4865</p>
<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/ 	<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. • The BC Centre for Palliative Care https://www.bc-cpc.ca/acp/ also provides excellent 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 and other info available at the Service BC Centre (page 4) 	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: <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 & 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)**❖ HOSPITALS / EMERGENCY or URGENT CARE:**

Arrow Lakes Hospital 97 1 st Avenue, NE, Nakusp (24/7)	250-265-3622
Edgewood Health Centre 322 Monashee Ave; (M:8pm to Fri: 4pm)	250-269-7313
Slocan Com. Health Centre 401 Galena Ave N Denver (8am-8pm/day)	250-358-7911

❖ COMMUNITY HEALTH CENTRES:

- **Edgewood:** 322 Monashee Ave (Edgewood Health Centre) **250-269-7313**
- **Nakusp:** 97 1st Avenue NE (located in Arrow Lakes Hospital) **250-265-3608**
- **New Denver:** 401 Galena (Slocan Community Health Centre) **250-358-7911**

Home Health Services	Central Intake / Assessment	1-800-707-8550
<ul style="list-style-type: none"> • Nursing care and self-management teaching for chronic and acute conditions. • Ambulatory Care Clinic visits by appointment. Palliative care and navigation with support for families. • 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 	Nakusp Home Health New Denver Home Health	250-265-5256 250-358-7804
Home Support	Central Intake / Assessment	1-800-707-8550
<ul style="list-style-type: none"> • A scheduled, subsidized service (cost depends on income) that provides 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 & Services Provided by ASL Community Services after intake (see page 11) 	Anne	250-265-3674 Ext 213
Mental Health & Substance Use (MHSU) Services		250-265-5253
<ul style="list-style-type: none"> • Offers assessment, counselling, support groups & related services • Assists seniors (& caregivers) with mental health issues associated with aging 		or 310-MHSU (6478)
Public Health / Promotion & Prevention Services		250-265-3608
<ul style="list-style-type: none"> • Provides services for infants, children & youth, adults & families 		

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

❖ MEDICAL LABORATORY

<p>Arrow Lakes Hospital Laboratory 97 1st Ave, NE, Nakusp</p> <ul style="list-style-type: none"> • Book online www.labonlinebooking.ca or book by phone • Appointments preferable but limited walk-in services available • Lab hours: Monday to Friday: 8am to 12:30pm <p style="text-align: right;">Lab #</p>	<p>1-844-870-4756</p> <p>250-265-3622</p>
<p>Edgewood Health Centre Laboratory 322 Monashee Ave</p> <ul style="list-style-type: none"> • No drop-ins; Call to make an appointment 	<p>250-269-7313</p>
<p>Slocan Community Health Services Laboratory</p> <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 <p style="text-align: right;">Lab #</p>	<p>1-877-740-7747</p> <p>250-358-7911</p>

❖ RESPITE

<p>Respite Services</p> <ul style="list-style-type: none"> • Respite support can be arranged through Home Health after an initial assessment • Call the Home Health Central Intake / Assessment line for details 	<p style="text-align: center;">Central Intake / Assessment</p> <p>1-800-707-8550</p>
<p>See Page 11: <i>Home Support Services</i> for other options</p>	

HEALTH CARE SERVICES: NON-IHA

❖ INTEGRATED HEALTH CLINIC

<p>Nakusp Integrated Health Clinic 87 3rd Ave SW, Nakusp</p> <ul style="list-style-type: none"> • Clinic includes physiotherapist, clinical counsellor, massage therapist, chiropractor, naturopath, osteopath, foot care nurse, optometrist, acupuncturist, fitness & nutrition counsellor, etc. • https://www.nakuspihi.ca/ 	<p>250-265-2503</p>
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❖ MOBILE SERVICES

<p>Community Paramedic Program: www.bcehs.ca/our-services</p> <ul style="list-style-type: none"> • A free BC Emergency Health Services program serving isolated seniors in the entire Arrow & Slocan Lakes Area • Offers home visits, health assessments, referrals, basic care • Referral required from doctor, home health or community nurse 	
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❖ PRIMARY CARE

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

<p>Kootenay Boundary Health Connect Registry HealthLink BC</p> <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 	<p>811</p>
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➤ **MEDICAL CLINICS**

<p>New Denver Medical Clinic</p> <ul style="list-style-type: none"> • Located in the Slocan Community Health Centre 401 Galena Ave 	<p>250-358-7211</p>
<p>Saddle Mountain Medical Clinic 106 Broadway Street, Nakusp</p> <ul style="list-style-type: none"> • https://saddlemountain.clinic/ 	<p>250-265-3694</p>

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

IHA Patient Care Quality Office	Info & Register a Complaint:	1-877-442-2001
<ul style="list-style-type: none"> Assists patients through the complaint process with regard to care they have received from Interior Health services & staff 		
In-Patient Support Services	Arrow Lakes Hospital Slocan Community Health Centre	250-265-3622 250-358-7911
<ul style="list-style-type: none"> Offers psychosocial care for patients and families, including adjustment counselling, support, practical assistance, advocacy and referrals to community resources. 		

❖ OTHER (NON-IHA)

Aboriginal Health Services	https://www.coinations.net	
<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. Circle of Indigenous Nations (COINS) Programs COINS Office 	250-399-0699 250-304-5621 250-399-0731 1-877-904-2634	
KB Mental Health & Substance Use Consumer, Family & Peer Support	Trail FAIR Society www.trailfair.ca	1-877-364-2326 ext 225
<ul style="list-style-type: none"> A regional program providing support, education & resources to those with long term mental health & substance use (addiction) concerns 		
West Kootenay Nav-CARE Program	Nakusp Area Coordinator Slocan Valley: (Krestova to New Denver & Hills) Coordinator	250-551-1414 250-551-6190
<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 12 or go to https://westkootenaynavcare.org/ 		
Office of the Seniors' Advocate	Monday to Friday: 8:30am - 4:30pm	1-877-952-3181
<ul style="list-style-type: none"> Offers BC seniors information, resources and support (page 5) 		
West Kootenay Boundary Caregiver Support	Coordinator	1-888-212-2337
<ul style="list-style-type: none"> Education, resources, groups for caregivers http://wkbcaregiver.org/ 		

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

Medical Loan Program Serves the Arrow & Slocan Lakes area <ul style="list-style-type: none"> Nakusp Legion 404 1st St ; Mon, Wed, & Fri 11am-1pm Tracy Loans out a variety of medical equipment; small refundable deposit 	250-265-3033
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❖ PRIVATE

Drug Stores / Pharmacies: <ul style="list-style-type: none"> Several carry medical supplies & equipment. (See Page 2) 	
Hearing Tests / Hearing Aids <i>All offer free screening for seniors</i> <ul style="list-style-type: none"> Connect Hearing 259 Baker Street www.connecthearing.ca 250-354-4949 Dynamic Hearing Solutions 105 - 518 Lake St, Nelson 236-703-5426 www.dynamichearingsolutions.ca 105 - 1444 Columbia Ave Castlegar 708-901-9083 Kootenay Hearing Aid and Audiology Clinic 4-425 Columbia Ave, Castlegar www.kootenayhearingclinic.com 778-901-9038 	
Independent Respiratory Services www.irscanada.ca <ul style="list-style-type: none"> Clinic at Arrow Lakes Hospital, 97 1 Ave N.E. By appointment only: 	1-877-365-6952
Kootenay Columbia Home Medical Equipment <ul style="list-style-type: none"> 130-630 17th Street, Castlegar www.kchomemedical.ca Rents, sells and repairs a wide range of medical equipment 	1-866-515-7772
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

HOME SAFETY

Police <ul style="list-style-type: none"> Responds to seniors' safety/abuse concerns 	Nakusp RCMP New Denver RCMP	250-265-3677 250-358-2222
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: Hair Care, Health/Personal Care, Housekeeping, Laundry, Meal Preparation, Respite, Shopping, Transportation, Yard Care, etc

<p>Arrow Lakes Better at Home www.aslcs.com/betterathome Louella</p> <ul style="list-style-type: none"> • Non-medical services for seniors (65+) such as grocery shopping, housekeeping, yard care, snow removal, minor home repair & friendly visiting to help seniors remain independently living at home. • All seniors over 65+ are welcome to services which are available on a sliding scale dependent on income. Some services are free • Serves Nakusp, Burton, Fauquier & Edgewood & areas • Arrow & Slocan Lakes Community Services, 205 – 6th Ave NW 	<p>250-265-8747</p>
<p>Slocan Valley Better at Home https://wegcss.org/</p> <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 • All seniors over 65+ are welcome to services which are available on a sliding scale depending on income. Some services are free • Serves Silverton, New Denver and Hills as well as the area from Playmor Junction through the Slocan Valley to Slocan Village 	<p>250-777-8339</p>
<p>Home Support Services https://aslcs.com/homesupport</p> <ul style="list-style-type: none"> • Arrow & Slocan Lakes Community Services provides various fee-for-service home support services either through IHA Home Health Services (page 6) or via a direct private arrangement with the person needing the assistance 	<p>250-265-3674 ext 213</p>
<p>Spectrum Home & Family Care www.spectrumcares.ca</p> <ul style="list-style-type: none"> • Provides a wide variety of private, fee-for-service home support services including light housekeeping, meals, shopping, personal care, yard maintenance, etc. 	<p>250-265-3842</p>

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
Nakusp Hospice Society https://nakusphospice.com/ New Denver Hospice Society www.newdenverhospice.com Christa <ul style="list-style-type: none"> 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 and grief support. 	250-265-1414 250-358-7828
West Kootenay Nav-CARE Program Nakusp Area Coordinator Slocan Valley to New Denver / Hills Coordinator <ul style="list-style-type: none"> Support for adults living with chronic illness, frailty and social isolation Trained volunteers are matched with the person and their family for regular friendly visits to navigate through changes and challenges, find appropriate resources and information, build social connections and encourage meaningful engagement. https://westkootenaynavcare.org/ 	250-551-1414 250-551-6190
West Kootenay Boundary Caregiver Support Coordinator <ul style="list-style-type: none"> Education, resources, caregiver support http://wkbcaregiver.org/ Call for more information about program & local support groups 	1-888-212-2337

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

SAFER Rent subsidies may be available from BC Housing (see page 4)

Arrowtarian Rotary Villas (5 sites, 42 units) www.arrowtarian.com <ul style="list-style-type: none"> Apply: Arrowtarian Senior Citizens Society 212 7th Ave, Nakusp 	250-265-2020
Arrow Heights Affordable Housing 101-107 1 st Ave Nakusp <ul style="list-style-type: none"> Apply: Arrow & Slocan Lakes Community Services 205 – 6th Ave NW 	250-265-3674
Dr Brouse Lodge: 824 Kildare Street, New Denver <ul style="list-style-type: none"> Apply: The Halcyon Assisted Living Society, 205 6th Ave NW, Nakusp 	250-265-3674
The Osprey Residence 602 Slocan Avenue, New Denver <ul style="list-style-type: none"> Administered by the New Denver Housing Society Apply to BC Housing: https://www.bchousing.org/ 	1-800-257-7756

HOUSING / RESIDENTIAL ACCOMODATION (continued)**❖ ASSISTED LIVING: SUBSIDIZED**

*Supported Living with a higher level of personal care: eligibility based on care needs not financial need: **Accessed only thru Home Health: 1-800-707-8550***

Halcyon House 83 8 th Avenue, NW, Nakusp <ul style="list-style-type: none"> • 10 subsidized units; Admin: The Halcyon Assisted Living Society • Apply through Home Health (IHA) only 	250-265-3692

❖ ASSISTED LIVING: UNSUBSIDIZED

Supported Living with a higher level of personal care – contact directly

Halcyon House 83 8 th Avenue, NW, Nakusp <ul style="list-style-type: none"> • 7 unsubsidized (private) units • Contact: The Halcyon Assisted Living Society 205 6th Ave, Nakusp 	250-265-3692

❖ LONG TERM CARE; SUBSIDIZED

*For those needing 24/7 “complex care”; **Accessed thru Home Health: 1-800-707-8550***

Minto House Arrow Lakes Hospital Building, 97 1 st Avenue, NE, Nakusp	250-265-5233
The Pavilion Slocan Community Health Centre 401 Galena Ave N. Denver	250-358-7911

LIBRARIES

Nakusp Public Library 92 6th Ave NW https://nakusplibrary.ca/ <ul style="list-style-type: none"> • Book and video loans, educational programs, computer and internet access & other services. Also offers <i>Homebound</i> services 	250-265-3363
New Denver Reading Centre , Lower level, Knox Hall, 521 6th Avenue <ul style="list-style-type: none"> • Books & recordings; also includes a technology / computer centre 	250-358-2221

RECREATION / ADULT EDUCATION

Columbia Basin Alliance for Literacy 98 6 th Ave, Nakusp Lisa	250-265-3736
<ul style="list-style-type: none"> Free technology classes, adult literacy, language & settlement services https://cbal.org/arrow-and-slocan-lakes/ 	
Nakusp Recreation www.nakusp.com Village Office	250-265-3689
<ul style="list-style-type: none"> Sports / Recreation Complex: 200 8th Avenue NW 	250-265-4500
New Denver Community Gym 401 Galena Ave Village Office	250-358-2316
<ul style="list-style-type: none"> Annual membership fee paid to Village; Open: 5:30 am – 10pm 	
Nakusp Learning Centre, Selkirk College 311 Broadway St W	250-265-4077
<ul style="list-style-type: none"> Continuing Education & Academic Upgrading programs https://selkirk.ca/why-selkirk/our-campuses/nakusp-learning-centre 	250-265-3640

SENIORS SOCIAL GROUPS / ASSOCIATIONS / COORDINATION

Nakusp Seniors Activities Program https://aslcs.com/adultday	
<ul style="list-style-type: none"> Organizes & coordinates local activities for seniors in several locations Phone or see website page for details 	250-265-8852
Nakusp Seniors Society Hall	250-265-4646
<ul style="list-style-type: none"> Seniors' Hall 210 8th Ave, NW, Nakusp; small membership fee Activities include bridge on Mon: 1pm & coffee drop-in Wed: 10am Seniors dinner or brunch last Friday/month except July & August Call for info & to reserve 	250-265-4102
Senior Citizens Association Branch 124 (Burton) Gale	250-265-3191
<ul style="list-style-type: none"> Activities in Seniors Hall 163 Burton Frontage Rd; membership fee 	
Senior Citizens Association Branch 150 (Edgewood)	
<ul style="list-style-type: none"> For information about activities: Esther: edgewoodseniors@gmail.com 	

SUPPORT / INFO LINES / CONTACTS for SPECIFIC CONDITIONS

Call for information and / or for a local support group OR call 811 (HealthLinkBC page 5)

<p>Addictions / Substance Use</p> <ul style="list-style-type: none"> • Alcohol & Drug Information & Referral Line (24/7) • Alcoholics Anonymous www.bcyukonaa.org <ul style="list-style-type: none"> ○ Phone for help & detailed info about AA meetings in West Kootenay or see https://aawestkootenays.org/ ○ Nakusp Mtngs: Sun, 5pm & Wed, 7pm: 317 Broadway St (back) ○ New Denver: Fri, 7pm, 710 Bellevue St • Al-Anon List of area meetings: www.bcyukon-al-anon.org • ASL Mental Health & Substance Use Services (page 6) • WK Narcotics Anonymous Meet:Nelson or Cast. 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</p> <p>250-265-5253</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 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>

SUPPORT / INFO LINES / CONTACTS for SPECIFIC CONDITIONS

Call for information and / or for a local support group OR call 811 (HealthLinkBC page 5)

<p>Brain Injury</p> <ul style="list-style-type: none"> • Kootenay Brain Injury Ass'n Room 3 – 1250 26th St, Castlegar 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 Coordinator 	<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 Kelowna office 	<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 <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>Caregiver Support</p> <ul style="list-style-type: none"> • West Kootenay Boundary Caregivers <ul style="list-style-type: none"> ○ Provides education, resources, information, groups & other support for caregivers. http://wkbcaregiver.org/ 	<p>1-888-212-2337</p> <p>250-505-4272</p>
<p>Chronic Disease Management</p> <ul style="list-style-type: none"> • Self-Management Program: A free 6 week program (on-line & in communities) that offers information & teaches skills to manage various chronic health problems. 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 5)

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 	1-888-736-7391 1-604-736-2527
Dental: West Kootenay Community TEETH Clinic <ul style="list-style-type: none"> • Lower cost dental clinic program for those living on low incomes • For info re application forms and registration for clinic services contact Nelson Seniors Coordinating Society • NOTE: Temporarily not accepting applications: please call for update • https://www.teethclinicwk.ca/ 	778-463-2232 250-352-6008
Diabetes <ul style="list-style-type: none"> • Diabetes Canada Info & Support 10:30am – 9:30pm ○ BC Regional Office www.diabetes.ca 	1-800-226-8464 1-800-665-6526
End of Life Care <ul style="list-style-type: none"> • Nakusp Hospice Society www.nakusphospice.wordpress.com • New Denver Hospice Society www.newdenverhospice.com See Hospice (page 12) for description of available services • Home Health Services (IHA) (page 6) Central Intake 	250-265-1414 250-358-7828 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"> • Heart & Stroke Foundation www.heartandstroke.ca BC Office 	1-888-473-4636
Kidney (Renal) Disease <ul style="list-style-type: none"> • Kidney Foundation of Canada https://kidney.ca/ See website for information, support, support, resources 	1-800-567-8112
Lupus Society (BC) <ul style="list-style-type: none"> • Offers an on-line support group www.bclupus.org 	1-866-585-8787

SUPPORT / INFO LINES / CONTACTS for SPECIFIC CONDITIONS

Call for information and / or for a local support group OR call 811 (HealthLinkBC page 5)

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 CMHA "Bounce Back": Free online, video or phone programs help manage low mood, stress & anxiety. https://bouncebackbc.ca/ 1-800-555-8222 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 • ASL Mental Health & Substance Use Services (page 6) 250-265-5253 • Mental Health & Substance Use Consumer & Family Support (page 9) 1-877-364-2326 Ext 225 • Alzheimer/Dementia Support Information (page 15) 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 & exercise programs 	1-800-668-3330
Respiratory (Lung) Disease <ul style="list-style-type: none"> • BC Lung Foundation https://bclung.ca/ 1-800-665-5864 • Private Respiratory testing & equipment (page 10) 	
Scleroderma Association of BC https://sclerodermabc.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 250-354-4453 	1-888-313-3377

TRANSPORTATION**❖ MEDICAL APPOINTMENTS**

ASLCS Health Connections Medical Bus https://aslcs.com/medical-bus <ul style="list-style-type: none"> • Travels 2nd and 4th Wednesday from Nakusp to Vernon & Kelowna • Call to book seat by noon Tuesday before trip • Medical trips have priority but otherwise all welcome 	250-265-3674 ext 200
BC Transit Health Connections www.bctransit.com/west-kootenay <ul style="list-style-type: none"> • Nakusp to Nelson: Tues & Thurs; Book 24 hours in advance • Medical trips have priority but otherwise all welcome 	1-855-993-3100
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
Hope Air www.hopeair.ca <ul style="list-style-type: none"> • Free air travel for low income Canadians who must travel to obtain non-emergency specialist medical care. 	1-877-346-4673
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 250-365-2104 ext 225 Toll-free 1-877-304-2990

❖ 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
Kootenay Seniors Transportation Program <ul style="list-style-type: none"> • Medical & non-medical rides; cost /distance https://kootenayseniors.ca 	778-463-5247
West Kootenay Transit Services & handyDART <ul style="list-style-type: none"> • WK Area bus services info https://www.bctransit.com/west-kootenay • Book 24 hours in advance: Mon: Hot Springs; Tues & Thurs: Nelson; Wed: Slocan; Fri: Edgewood • handyDART: Register & Book: Monday to Friday: 7:30am to 4pm For those unable to use regular local transit due to disability/health 	1-855-993-3100