

Closing the Gaps in Seniors' Care



A Guide To Public and Private Services For North Kootenay Lake Seniors September 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 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

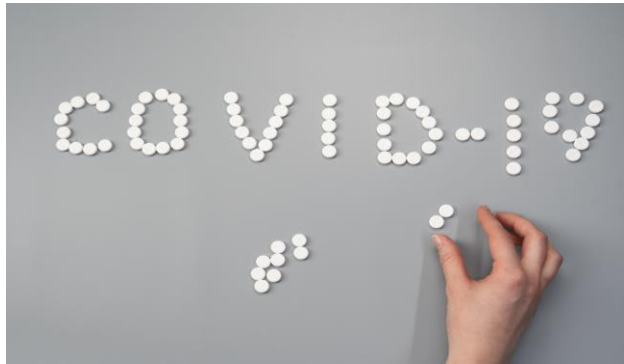
To SUGGEST additions, changes and corrections for future editions

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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:
 - **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: support in a crisis / concerns about safety of others <ul style="list-style-type: none"> • 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 to: <ul style="list-style-type: none"> • Adult Abuse & Neglect Report Line Mon-Fri: 8:30am–4:30pm • Kaslo Area RCMP (re a crime) 	1-844-870-4754 250-353-2225
Kaslo Community Victim Services Program www.kaslo.services <ul style="list-style-type: none"> • Kaslo Community Services Society 336 “B” Avenue, Kaslo • Provides victims of sexual assault, crime, family violence or historic abuse with crisis intervention, emotional support, practical assistance, information on the justice system, court orientation and referrals to community resources. VictimLink (24/7)	250-353-7691 1-800-563-0808
Kaslo Community Response Network (CRN) Elaine <ul style="list-style-type: none"> • Organizes prevention and education activities to help end abuse, neglect and self-neglect of adults in BC http://www.bccrns.ca 	250-353-7666
Nelson & Area Elder Abuse Prevention Program <ul style="list-style-type: none"> • Support from trained volunteers with the Nelson & District Seniors’ Coordinating Society Centre 719 Vernon St; Call for appointment • Elder Abuse Prevention Manual: www.nelsonelderabuseprevention.ca 	250-352-6008
For Women: <ul style="list-style-type: none"> • Kaslo Safe Home Kaslo Community Services www.kaslo.services <ul style="list-style-type: none"> ○ Crisis response, support & free short term shelter for women victims of violence and their children. Transportation to T-House in Nelson • Aimee Beaulieu Transition House, Nelson <ul style="list-style-type: none"> ○ 24/ 7 free confidential service, including safe shelter from domestic abuse, violence or threats. www.servicesfyi.ca 	250-353-7691 (office hours) or 250-354-4357 (call 24/7)

DRUG STORES / PHARMACIES

(Accepts phone-in renewals)

Kaslo Community Pharmacy 403 Front Street	250-353-2224
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FOOD / MEAL SERVICES

❖ **FOOD PROGRAMS**

<p>Kaslo Food Hub Kaslo Community Services Society www.kaslo.services</p> <ul style="list-style-type: none"> • St Andrew’s United Church Basement 4th St & B Ave • Open Tues 10am – 1pm & Thurs 5 – 7pm; Offers a variety of food related programs to improve local food security including: <ul style="list-style-type: none"> ○ The Food Cupboard – a non-barrier food provision program which may be accessed once per week/family ○ Farmers’ Market Nutrition Vouchers / Coupons worth \$27/week available to those living on a low income to purchase food items from Kaslo Saturday Farmers’ Market: 9am to 1pm. Front Street Park, 450 Front Street (June to October) 	250-353-7120
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❖ **DROP-IN / MEAL PROGRAMS**

<p>Kaslo Seniors Association Branch 81 Luncheon Seniors Centre</p> <ul style="list-style-type: none"> • Kaslo Seniors Hall; 304 4th Street; low cost annual membership fee • Lunch & Meeting: 1st Tuesday / month at 12 noon (Sept to June) • Drop-in & Coffee every Friday 9:30 – 11:30am (year round) 	250-353-7553
<p>Therapeutic Activation Program for Seniors (TAPS) Elizabeth</p> <ul style="list-style-type: none"> • Prepared meal delivered to seniors every Friday; Call to register • Program also includes a variety of activities for seniors such as walking, yoga, journaling, bowling etc. • Kaslo Community Services 336 “B” Ave www.kaslo.services 	250-353-7691

❖ **FROZEN MEALS**

<p>Dinners at Home Frozen Meals</p> <ul style="list-style-type: none"> • Variety of frozen meals available at a relatively low cost • Phone to order & for details re menus, costs, etc. 	Heidi	250-353-7111
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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
Foot Care by Stacey	Stacey McCarty	250-551-3338
Pampered Sole Foot Care	Miranda	250-870-1589

FRAUD & FINANCIAL

Banking		
<ul style="list-style-type: none"> Contact your Bank or Credit Union to set up services such as Automatic Deposit, Bill Paying, Internet, Telephone Banking. 		
Better Business Bureau of Mainland BC	www.bbb.org/mbc	
<ul style="list-style-type: none"> Services include business info, scam warnings & receiving complaints Open: Monday to Thursday: 9am - 3pm; 24 hour automated line 		1-888-803-1222
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	
<ul style="list-style-type: none"> Free credit & debt counselling & personal budgeting services 		1-888-527-8999
Police		
<ul style="list-style-type: none"> Kaslo Area RCMP 335 A Avenue, Kaslo Contact re any concerns regarding possible financial abuse 		250-353-2225

GOVERNMENT BENEFITS & SERVICES: CONTACTS & SUPPORT

<p>Advocacy Centre 205 Hall Street www.advocacycentre.org</p> <ul style="list-style-type: none"> • Help 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>250-352-5777</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>Income Assistance Service BC Office 413 4th St, Kaslo</p> <ul style="list-style-type: none"> • An income supplement or other support available to eligible seniors • Senior may have to go to the Ministry of Social Development office in Nelson (566 Stanley Street) to talk with someone re their situation. 	<p>1-866-866-0800</p>
<p>Community Volunteer Income Tax Program Lynda</p> <ul style="list-style-type: none"> • Free tax filing service from March 1 to mid-October to help those living on a low income to file for benefits they might not otherwise receive. 	<p>250-353-7725</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) 413 4th Street., Kaslo</p> <ul style="list-style-type: none"> • 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 • Monday to Friday: 10am –12 noon; 1 - 3pm 	<p>250-353-2219</p>
<p>Service Canada Centre https://www.servicecanada.gc.ca/</p> <ul style="list-style-type: none"> • Closest Centre; Chahko Mika Mall. 1125 Lakeside Drive, Nelson • 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 	<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 	
<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 information 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 Monitors and analyzes seniors’ services and makes recommendations to government and service providers to address systemic issues in five areas: health care, housing, income support, community support and transportation. See the website for a number of reports and studies re all these areas; Includes the online Seniors’ Guide & BC Long Term Care Directory 	1-877-952-3181

HEALTH CARE SERVICES: INTERIOR HEALTH (IHA)

❖ EMERGENCY / URGENT CARE

Victorian Community Health Centre of Kaslo 673 A Ave	9am-5pm	250-353-2211
Kootenay Lake Hospital 3 View Street, Nelson	24/7	1-866-352-3111

❖ KASLO PRIMARY HEALTH SERVICES: 250-353-2291

Victorian Community Health Centre of Kaslo, 673 A Avenue - Lower Level

<p>Home Health Services</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>Central Intake / Assessment Kaslo Home Health</p>	<p>1-800-707-8550 250-353-2744</p>
<p>Home Support Services</p> <ul style="list-style-type: none"> A scheduled, subsidized service (cost depends on income) 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 	<p>Central Intake / Assessment Kaslo Home Health</p> <p>7 days/week: 6:30am - 8pm</p>	<p>1-800-707-8550 250-353-2744</p> <p>1-800-707-8550</p>
<p>Medical Laboratory</p> <ul style="list-style-type: none"> Book online www.labonlinebooking.ca or by phone Open Wed & Thurs 7:40am to 1:30pm. Limited walk-in service available 8:50 to 10:50am 	<p>Lab #</p>	<p>1-844-870-4756</p> <p>250-353-2291</p>
<p>Mental Health & Substance Use (MHSU) Services</p> <ul style="list-style-type: none"> Counselling, support and referrals for those with substance use related problems or severe and persistent mental health problems For possible dementia or new mental health concerns associated with aging contact: Elderly Services, MHSU Nelson Office 333 Victoria St. 	<p>Counsellor</p>	<p>250-505-6929</p> <p>250-505-7248</p>

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

❖ KASLO PRIMARY HEALTH SERVICES: 250-353-2291 (continued)

Victorian Community Health Centre of Kaslo, 673 A Avenue - Lower Level

<p>Primary Care Clinic</p> <ul style="list-style-type: none"> • Offers a team approach to health & medical care • For those without a Primary Care provider contact HealthLink BC or https://www.healthlinkbc.ca/health-connect-registry/kootenay-boundary 	<p>250-353-2291</p> <p>811</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>250-353-2751</p>

❖ RESPITE / DAY PROGRAMS

<p>Adult Day Program</p> <ul style="list-style-type: none"> • Call the Central Intake number for an assessment & a referral 	<p>Central Intake/Assessment</p> <p>1-800-707-8550</p>
<p>Respite Services:</p> <ul style="list-style-type: none"> • Must be a Home Health client to access respite services. Call Central Intake # for an assessment. • Respite available at the Victorian Health Centre or in-home. 	<p>Central Intake/Assessment</p> <p>Kaslo Home Health</p> <p>1-800-707-8550</p> <p>250-353-2744</p>
<p>See Page 10 <i>Home Services</i> for a list of other possibilities</p>	

HEALTH CARE SERVICES: NON-IHA

❖ MOBILE

<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 North Kootenay Lake region. • Offers home visits, health assessments, referrals, basic care • Referral required from doctor, home health or community nurse 	
<p>Kootenay River Mobile Dental Hygiene Services</p> <ul style="list-style-type: none"> • Private in-home & care facility dental hygiene services https://krdh.ca/ 	<p>Noel</p> <p>250-304-5754</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 		
Kootenay Lake Hospital Social Work Department		1-866-352-3111 250-354-2394
<ul style="list-style-type: none"> Provides psychosocial care for hospital patients and their families, including adjustment counselling, support, practical assistance, advocacy and referrals to local and provincial resources. 		

❖ OTHER (NON-IHA)

Aboriginal Health Services	https://www.coinations.net	
<ul style="list-style-type: none"> Aboriginal Patient Navigator Provides a range of culturally sensitive supports to hospitalized Aboriginal patients, caregivers & their families. 		Katie 250-399-0699 250-304-5621
<ul style="list-style-type: none"> Aboriginal Health Coordinator Supports Aboriginal patients' access to community services that enhance continuity of care and cultural safety. 		Sarah 250-399-0731
<ul style="list-style-type: none"> Circle of Indigenous Nations (COINS) Programs 		COINS Office 1-877-904-2634
KB Mental Health & Substance Use Consumer, Family & Peer Support		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		Kaslo Coordinator 778-205-0031
<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 10 or go to https://westkootenaynavcare.org/ 		
Office of the Seniors' Advocate		1-877-952-3181
<ul style="list-style-type: none"> Monday to Friday: 8:30am - 4:30pm Phone & website offers BC seniors information, resources and referrals to relevant services. See page 5 for more info 		
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

<p>Health Equipment Loan Program (HELP)</p> <ul style="list-style-type: none"> • 409 Cross Street, Kaslo Phone for an appointment • Offers a wide variety of medical equipment for up to 3 months • By donation. Needs a referral from a health care professional. • A Canadian Red Cross Program www.redcross.ca 	<p>250-353-2844</p>

❖ PRIVATE

<p>Drug Stores / Pharmacies:</p> <ul style="list-style-type: none"> • Several carry medical supplies & equipment. (See page 2) 	
<p>Hearing Tests / Hearing Aids <i>All offer free screening for seniors</i></p> <ul style="list-style-type: none"> • Connect Hearing 259 Baker Street www.connecthearing.ca • Dynamic Hearing Solutions 105 – 518 Lake Street www.dynamichearingsolutions.ca 	<p>250-354-4949 236-703-5426</p>
<p>Kootenay Columbia Home Medical Equipment</p> <ul style="list-style-type: none"> • 130-630 17th Street, Castlegar www.kchomemedical.ca • Rents, sells and repairs a wide range of medical equipment 	<p>1-866-515-7772 250-365-7772</p>
<p>Personal Emergency Response Systems/ Medical Alarms</p> <ul style="list-style-type: none"> • Lifeline available from Kaslo Community Services, 336 “B” Ave www.kaslo.services 	<p>250-353-7691</p>
<p>Respiratory Tests & Equipment</p> <ul style="list-style-type: none"> • Columbia Respiratory 806 Vernon Street (Nelson Medical Clinic) https://www.facebook.com/columbiarespiratory/ Appointment • Independent Respiratory Services www.irscanada.ca 806 Vernon Street (Nelson Medical Clinic) Appointment 	<p>250-364-0277 1-877-365-6952</p>

HOME SAFETY

Police <ul style="list-style-type: none"> • Kaslo RCMP community safety concerns, financial & other abuse. 	250-353-2225
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

Interior Health Home Support Services: (page 6)	
Kootenay Seniors Home Support Services Nelson CARES Society <ul style="list-style-type: none"> • Light housekeeping & laundry services: Monday to Friday: 9am to 4pm • https://kootenayseniors.ca/kootenay-seniors-home-support/ 	778-463-5248
Spectrum Home and Family Care www.spectrumcares.ca <ul style="list-style-type: none"> • Health & personal care, housekeeping, laundry, meal preparation, respite, shopping, transportation, yard care, etc 	250-265-3842

HOSPICE / GRIEF / CAREGIVING

Hospice Society of North Kootenay Lake 201-312 4 th St <ul style="list-style-type: none"> • For those who need end-of-life care. https://hsnkl.org/ • Offers trained volunteers for companionship, support & family respite 	250-353-2299
West Kootenay Nav-CARE Program Kaslo 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 engagement in what makes life feel meaningful. • https://westkootenaynavcare.org/ Program Manager 	778-205-0031 613-795-2460
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
West Kootenay Boundary Caregiver Support Coordinator <ul style="list-style-type: none"> • Education, resources, caregiver support http://wkbcaregiver.org/ 	1-888-212-2337

HOUSING /RESIDENTIAL ACCOMODATION**❖ INDEPENDENT (UNASSISTED) HOUSING; PRIVATE PAY***SAFER Rent subsidies may be available from BC Housing (see Page 5)*

Abbey Manor 208 A Avenue www.abbeymanorkaslo.com <ul style="list-style-type: none"> Apply to Kaslo Senior Citizens Shelter Society, PO Box 1005, Kaslo 	
Penny Lane Apartments 334 A Avenue; Apply to www.bchousing.org <ul style="list-style-type: none"> More info: Kaslo Housing Society http://kaslohousingociety.org/ 	

❖ LONG TERM CARE: SUBSIDIZED*For those needing 24/7 “complex care” Access thru Home Health 1-800-707-8550*

Victorian Community Health Centre of Kaslo 673 A Avenue, Kaslo	250-353-2211
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LIBRARIES / RECREATION / ADULT EDUCATION

Kaslo Public Library 413 4th Street https://kaslo.bc.libraries.coop <ul style="list-style-type: none"> Free access to computers, the internet; Homebound services 	250-353-2942
Columbia Basin Alliance for Literacy: www.cbal.org Barb <ul style="list-style-type: none"> Free computer / digital literacy classes , settlement & English language services & other programs in Kaslo and Balfour 	250-353-2289
Kaslo Parks & Recreation https://kaslo.ca/p/amenities <ul style="list-style-type: none"> Contact the Village of Kaslo re recreational facilities including those operated by various local organizations / clubs 	250-353-2311
Selkirk College Kaslo Learning Ctre 421 Front St www.selkirk.ca <ul style="list-style-type: none"> Community Education & Academic Upgrading programs 	250-353-2618

SENIORS SOCIAL GROUPS, ASSOCIATIONS & COORDINATION

Kaslo Senior Citizens Association Branch 81 Seniors Centre <ul style="list-style-type: none"> Kaslo Seniors Hall: 312 4th Street, Kaslo; low cost annual membership Lunch: 1st Tues / month; Coffee & socializing: Fridays 9:30 - 11:30am 	250-353-7553
Therapeutic Activation Program for Seniors (TAPS) Elizabeth <ul style="list-style-type: none"> Weekly meal & activities for seniors such as walking, yoga, bowling etc Register:Kaslo Community Services 336 “B” Ave www.kaslo.services 	250-353-7691

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 WK or see website https://aawestkootenays.org/ ○ Kaslo Meeting; Tues; 4:30pm; St. Mark's, 601 5th St (back door) • Al-Anon List of area meetings: www.bcyukon-al-anon.org • Kaslo Mental Health & Substance Use Services (page 6) • 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 250-505-6929</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 <ul style="list-style-type: none"> ○ Call or check the BC website for information re resources, local family caregiver support groups, workshops & other services 	<p>1-800-936-6033</p> <p>1-855-301-6742 or 778-774-2133</p>
<p>Arthritis</p> <ul style="list-style-type: none"> • Society Info Line https://arthritis.ca/ Mon to Fri: 9am-4pm • ArthritisBC & Me: Info & services https://arthritisbcandme.info/ 	<p>1-800-321-1433</p>
<p>Bereavement BC Helpline Mon - Fri: 9am - 5pm; Sat: 9am - 1pm</p> <ul style="list-style-type: none"> • Connects callers to grief support services within BC. www.bcbh.ca 	<p>1-877-779-2223</p>
<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 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 5)

Canadian National Institute for the Blind (CNIB) www.cnib.ca <ul style="list-style-type: none"> Support & services to help with vision loss 	1-800-563-2642 250-763-1191 Kelowna office
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 250-505-4272
Chronic Disease Management <ul style="list-style-type: none"> Chronic Disease Management & Prevention Program <ul style="list-style-type: none"> Victorian Community Health Centre offers comprehensive support & information programs for chronic diabetes & other 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. 	250-353-2291 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

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<p>Deaf & Hard of Hearing www.wavefrontcentre.ca</p> <ul style="list-style-type: none"> • Wavefront Centre for Communication Accessibility TTY 	<p>1-888-736-7391 1-604-736-2527</p>
<p>Dental: West Kootenay Community TEETH Clinic</p> <ul style="list-style-type: none"> • Lower cost dental clinic for those living on a low income • Applications available at Kaslo Community Services 336 “B” Ave • NOTE: Temporarily not accepting applications: please call for update • https://www.teethclinicwk.ca/ 	<p>778-463-2232</p> <p>250-353-7691 Ext 303</p>
<p>Diabetes</p> <ul style="list-style-type: none"> • See Chronic Disease Management Program (page 13) 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 	<p>1-800-226-8464 1-800-665-6526</p>
<p>End of Life / Palliative Care</p> <ul style="list-style-type: none"> • North Kootenay Lake Hospice Society See <i>Hospice</i>: page 10 for a full description of available services • Home Health Services (page 6) 	<p>250-353-2299</p>
<p>Fibromyalgia & Chronic Fatigue Syndrome</p> <ul style="list-style-type: none"> • ME/FM Society of BC www.mefm.bc.ca 	<p>1-888-353-6322</p>
<p>Heart</p> <ul style="list-style-type: none"> • See Chronic Disease Management (page 13) • Heart & Stroke Foundation www.heartandstroke.ca BC Office 	<p>250-353-2291 1-888-473-4636</p>
<p>Kidney (Renal) Disease</p> <ul style="list-style-type: none"> • Kiro Kidney Care & Clinic: Psychosocial support, referrals, info and resources for non-hospitalized patients. Intake Clinic • Kidney Foundation of Canada: www.kidney.ca See website for information, support, support, resources 	<p>1-800-707-8550 250-364-6270 1-800-567-8112</p>
<p>Lupus Society (BC) Offers an on-line support group www.bclupus.org</p>	<p>1-866-585-8787</p>
<p>Medication Concerns: HealthlinkBC Pharmacist: 7 days/ wk: 5pm-9am</p>	<p>811</p>

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<p>Mental Health</p> <ul style="list-style-type: none"> • BC Mental Health Support Line (24/7) • 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/ • Here To Help: www.heretohelp.bc.ca Comprehensive website with resources & links to information re specific mental health illnesses, substance use & eating disorders • Kaslo Mental Health & Substance Use Services (page 6) • Elderly Services, Nelson MHSU Office 333 Victoria St. For concerns about mental health issues associated with aging • Mental Health & Substance Use Regional Consumer & Family Support Trail FAIR Centre, 2079 Columbia Avenue • Alzheimer/Dementia Support Information (page 12) 	<p>1-800-555-8222</p> <p>1-866-639-0522</p> <p>250-505-6929</p> <p>250-505-7248</p> <p>1-877-364-2326 Ext 225</p>
<p>Multiple Sclerosis Society of Canada www.mssociety.ca Office <ul style="list-style-type: none"> • Phone or see website for support & info MS Navigator</p>	<p>1-800-268-7582</p> <p>1-844-859-6789</p>
<p>Nutrition: Call the HealthLinkBC Dietician Monday to Friday: 9am-5pm</p>	<p>811</p>
<p>Parkinson Society of BC www.parkinson.bc.ca</p> <ul style="list-style-type: none"> • Website has valuable information including education & supports • Trail - Castlegar Area support group contact: 	<p>1-800-668-3330</p> <p>250-367-9258 Patti</p>
<p>Respiratory (Lung) Disease</p> <ul style="list-style-type: none"> • See Chronic Disease Management (page 13) • Private Respiratory testing & equipment (page 9) • BC Lung Foundation https://bclung.ca/ 	<p>1-800-665-5864</p>
<p>Scleroderma Association of BC https://sclerodermabc.ca/</p> <ul style="list-style-type: none"> • For online toolkits & research info:: https://spinsclero.com/ 	<p>1-604-371-1005</p>
<p>Stroke Recovery Ass’n of BC https://strokerecoverybc.ca/</p> <ul style="list-style-type: none"> • Website offers many online groups and activities via zoom • Support Group for stroke survivors & caregivers in Nelson 	<p>1-888-313-3377</p> <p>250-354-4453 Marg</p>

TRANSPORTATION

❖ MEDICAL APPOINTMENTS

Health Connections www.bctransit.com/west-kootenay <ul style="list-style-type: none"> • Bus between Kaslo & Nelson & between Kaslo & Balfour • Medical appointments have priority but everyone is eligible to use this service if space is available. Book 24 hours in advance 		1-855-993-3100
Helping Hands Trust <ul style="list-style-type: none"> • Financial assistance for anyone from Kaslo or Area D who must travelling for medical appointments 	Elizabeth	250-353-2563
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 for those travelling to medical specialists 	Inquiries	1-800-663-7100

❖ 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
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 www.bctransit.com/west-kootenay <ul style="list-style-type: none"> • Local (Fri) Kaslo-Argenta (Thurs) & Health Connections (above) • handyDART: For those unable to use transit due to disability /health 		1-855-993-3100