

# ***Closing the Gaps in Seniors' Care***



## **A Guide To Public, Community & Private Services for Nelson and Area Seniors August 2024**

This Guide and many more services posted on-line:  
[www.kb.fetchbc.ca](http://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](http://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](http://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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**ABUSE / CRISIS / EMERGENCIES**

|   |   |
|---|---|
| <p><b>24 / 7 Emergency (Ambulance, Fire, Police)</b></p>  | <p><b>911</b></p>   |
| <p><b>24 / 7 Crisis Lines:</b></p> <ul style="list-style-type: none"> <li>• For support in a crisis, or concerns about the safety of another person</li> <li>• <b>BC Mental Health Support Line</b></li> <li>• <b>Interior Crisis Line Network</b></li> <li>• <b>Suicide Crisis Helpline (National)</b></li> <li>• <b>Suicide Prevention Crisis Line (BC)</b></li> </ul>  | <p><b>310-6789</b><br/> <b>1-888-353-2273</b><br/> <b>988</b><br/> <b>1-800-784-2433</b></p>  |
| <p><b>Seniors Abuse &amp; Information Line (SAIL)</b>     <a href="http://www.seniorsfirstbc.ca">www.seniorsfirstbc.ca</a></p> <ul style="list-style-type: none"> <li>• Phone: Mon – Fri: 8am – 8pm; Sat &amp; Sun: 10am – 5:30pm</li> <li>• Call re concerns about senior abuse or mistreatment</li> </ul>   | <p><b>1-866-437-1940</b><br/> <b>1-855-306-1443</b></p> <p style="text-align: right;"><b>TTY</b></p>                                      |
| <p><b>Report Concerns re Possible Elder Abuse or Neglect to:</b></p> <ul style="list-style-type: none"> <li>• <b>Report Adult Abuse &amp; Neglect (IHA)</b> Mon-Fri: 8:30am–4:30pm</li> <li>• <b>Nelson City Police (inside Nelson City boundaries)</b></li> <li>• <b>RCMP (outside Nelson City boundaries)</b></li> </ul>  | <p><b>1-844-870-4754</b><br/> <b>250-354-3919</b><br/> <b>250-352-2156</b></p>  |
| <p><b>Nelson Community Response Network (CRN)</b>     <b>Max</b></p> <ul style="list-style-type: none"> <li>• Organizes prevention and education activities to help end abuse, neglect and self-neglect of adults in BC</li> </ul>  | <p><b>250-777-1110</b></p> <p style="text-align: right;"><a href="http://www.bccrns.ca">http://www.bccrns.ca</a></p>                      |
| <p><b>Nelson Area Police Based Victim Services (VS) Unit</b></p> <ul style="list-style-type: none"> <li>• Provides victims of crime &amp; tragedy with crisis intervention, emotional support, practical assistance, information on the justice system, court orientation and referrals to community resources.</li> <li>• A joint service of:    Nelson Police VS Office, 606 Stanley Street<br/>                                        Nelson Area RCMP VS Office, 1010 2<sup>nd</sup> Street</li> </ul> | <p><b>250-505-5657</b><br/> <b>250-354-5196</b><br/> <b>1-800-563-0808</b></p> <p style="text-align: right;"><b>VictimLink (24/7)</b></p> |
| <p><b>Nelson Community Based Victim Services</b></p> <ul style="list-style-type: none"> <li>• Advocacy Centre, 100 - 205 Hall Street;     <a href="https://advocacycentre.org/">https://advocacycentre.org/</a></li> <li>• Provides victims of adult sexual assault, violence in relationships, criminal harassment, stalking or child abuse with crisis intervention, emotional and practical assistance, information on the justice system, court orientation &amp; referrals</li> </ul>                  | <p><b>250-352-5777</b></p>  |

**ABUSE / CRISIS / EMERGENCIES (continued)**

|  |                            |
|--|----------------------------|
| <p><b>Stepping Stones for Success Emergency Shelter</b></p> <ul style="list-style-type: none"> <li>• 816 Vernon Street; Safe shelter and support</li> </ul>  | <p><b>250-352-9876</b></p> |
| <p><b>Nelson Sexual Assault Response Services (SAS)</b></p> <ul style="list-style-type: none"> <li>• Trauma informed confidential support and services for victims of sexual assault who are 13 years of age or older. <b>24/7 Help Line</b></li> <li>• For immediate assistance (within 7 days of assault) go to Kootenay Lake Hospital Emergency Department, 3 View Street</li> <li>• <a href="https://www.servicesfyi.ca/sas/">https://www.servicesfyi.ca/sas/</a></li> </ul>   | <p><b>250-354-4357</b></p> |
| <p><b>For Women:</b></p> <ul style="list-style-type: none"> <li>• <b>Aimee Beaulieu Transition House</b> <ul style="list-style-type: none"> <li>○ 24/7 phone line and free confidential services for women (and their children) experiencing domestic abuse, violence &amp; threats</li> <li>○ Services including provision of safe shelter, support and referrals</li> </ul> </li> </ul> <p><a href="https://www.servicesfyi.ca/aimee-beaulieu-transition-house/">https://www.servicesfyi.ca/aimee-beaulieu-transition-house/</a></p> | <p><b>250-354-4357</b></p> |
|  |                            |

**DRUG STORES / PHARMACIES**

*All accept phone-in renewals; Any Free Delivery\* is within City Limits*

|   |                          |                            |
|---|--------------------------|----------------------------|
| <p><b>Nelson Clinic Pharmacy</b> 405 Hendryx Street</p>     | <p>(ask re delivery)</p> | <p><b>250-352-3121</b></p> |
| <p><b>Nelson Remedy'sRx</b> 737 Baker Street</p>            | <p>(*delivers M-F)</p>   | <p><b>250-352-0022</b></p> |
| <p><b>Nelson Pharmasave</b> 685 Baker Street</p>            | <p>(*delivers M-F)</p>   | <p><b>250-352-2316</b></p> |
| <p><b>Safeway Pharmacy</b> 211 Anderson Street</p>          | <p>(*delivers M-F)</p>   | <p><b>250-352-7765</b></p> |
| <p><b>Nelson Shoppers Drug Mart</b> 1116 Lakeside Drive</p> | <p>(*delivers M-F)</p>   | <p><b>250-352-7268</b></p> |
| <p><b>Walmart Pharmacy</b> 1000 Lakeside Drive</p>          | <p>(no delivery)</p>     | <p><b>250-352-7842</b></p> |
|   |                          |                            |

**FOOD / MEAL SERVICES****❖ FOOD BANKS**

|   |   |
|---|---|
| <b>Good Food Bank, Nelson Community Food Centre</b> 601 Silica Street<br><ul style="list-style-type: none"> <li>Barrier free; Pick up a hamper every 2 weeks; <a href="https://nelsoncfc.ca/">https://nelsoncfc.ca/</a></li> <li>Food bank is open alternate Wednesdays 1 to 4pm</li> </ul>   | <b>250-354-1633</b>   |
| <b>Nelson Women's Centre:</b> 420 Mill St <a href="http://www.nelsonwomenscentre.com">www.nelsonwomenscentre.com</a><br><ul style="list-style-type: none"> <li>Women can access free food at the drop-in; Tues - Thurs: 11am - 3pm</li> </ul>   | <b>250-352-9916</b>   |
| <b>Salvation Army Food Bank:</b> 601 Vernon Street<br><ul style="list-style-type: none"> <li>Monday to Thursday: 9am – 12 noon; Call first for an appointment</li> </ul>  | <b>250-352-9819</b>   |
| <b>St. Saviour's Food Pantry:</b> 701 Ward St; Drop-in: Fridays: 9am – 11am   | <b>250-352-5711</b>   |
| <b>Farmers' Market Nutrition Coupons</b> <a href="https://bcfarmersmarket.org">https://bcfarmersmarket.org</a><br><ul style="list-style-type: none"> <li>Coupons for those on low incomes &amp; seniors to purchase food items at the Nelson Farmers Market: Wed: 600 block Baker St (10am-2pm) &amp; Sat: Cottonwood Falls Park (9am-2pm); May to October, 2024 (approx)</li> <li>Register &amp; receive \$27 coupons/week; Contact: <b>Nelson Food Centre</b><br/><b>Nelson Seniors Coord Society</b><br/><b>Nelson Women's Centre</b></li> </ul> | <b>250-354-1633</b><br><b>250-352-6008</b><br><b>250-352-9916</b> |

**❖ DROP-IN / MEALS**

|  |                     |
|--|---------------------|
| <b>Community Social Meals</b> Lakeside Place 805 Nelson Ave<br><ul style="list-style-type: none"> <li>Free lunches for seniors every Friday; 12 – 2pm; registration required</li> <li>For details, phone or see <a href="#">Events Calendar</a> or <a href="http://www.kootenayseniors.ca">www.kootenayseniors.ca</a></li> </ul> | <b>250-352-2708</b> |
| <b>Drop-in for Women, Nelson Women's Centre:</b> 420 Mill Street<br><ul style="list-style-type: none"> <li>Coffee, tea, snacks &amp; free take-home food; Tuesdays: 11am - 3pm</li> <li>For info about other programs: <a href="http://www.nelsonwomenscentre.com/">http://www.nelsonwomenscentre.com/</a></li> </ul>            | <b>250-352-9916</b> |
| <b>Our Daily Bread Hot Lunches</b> Upper Floor, 520 Falls Street<br><ul style="list-style-type: none"> <li>Low cost lunch: Monday to Friday; 11:30 am – 12:50pm</li> <li>SHARE Nelson <a href="https://www.sharenelson.com/our-daily-bread">https://www.sharenelson.com/our-daily-bread</a></li> </ul>                           | <b>250-352-1722</b> |
| <b>Wait's On Nelson</b> 323 Nelson Avenue<br><ul style="list-style-type: none"> <li>A few free meals for those in need; Free monthly community dinners</li> </ul>  | <b>250-352-2555</b> |

## FOOD / MEAL SERVICES (continued)

### ❖ FROZEN / HOT MEALS *There is a charge for these meals*

|   |                            |
|---|----------------------------|
| <p><b>Dinners at Home Frozen Meals</b></p> <ul style="list-style-type: none"> <li>• Frozen meals ordered/ picked up: Jubilee Manor: 500 Beasley St W.</li> <li>• Need to order &amp; pay for a minimum of 8 meals at one time</li> <li>• Order by a Thursday to pick up in a couple of weeks on a Friday</li> </ul> | <p><b>250-352-7053</b></p> |
| <p><b>Meals on Wheels</b> Nelson Jubilee Manor</p> <ul style="list-style-type: none"> <li>• Low cost, hot meals delivered by volunteers Mondays, Wednesdays &amp; Fridays within the boundaries of the City of Nelson</li> <li>• See <a href="#">KB FETCH</a> for details and a sample menu</li> </ul>              | <p><b>250-352-7053</b></p> |

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

|   |                                      |
|---|--------------------------------------|
| <p><b>Kootenay Co-Op:</b> 777 Baker Street</p> <ul style="list-style-type: none"> <li>• Shop online available to Co-Op members only</li> <li>• Pick-up &amp; delivery available within Nelson City limits for a fee</li> <li>• If outside Nelson City limits, call for a possible special arrangement</li> <li>• <a href="https://shop.kootenay.coop/pages/local-delivery-providers">https://shop.kootenay.coop/pages/local-delivery-providers</a></li> </ul> | <p><b>250-354-4077<br/>ext 4</b></p> |
| <p><b>Expresslane Deliveries</b> <a href="http://www.expresslanedeliveries.com">www.expresslanedeliveries.com</a></p> <ul style="list-style-type: none"> <li>• Open: Mon-Fri: 10am to 6pm; Seniors discount available</li> <li>• Also offers concierge services such as grocery shopping, check-ins, coordination of home repair services, etc.</li> </ul>  | <p><b>250-505-9602</b></p>           |
| <p><b>Ellison's Market</b> 523 Front Street; Open Mon-Sat: 10am to 5:30pm</p> <ul style="list-style-type: none"> <li>• Pick-up &amp; delivery within city limits; <a href="https://ellisonsmarket.com/">https://ellisonsmarket.com/</a></li> </ul>  | <p><b>250-352-3181</b></p>           |
| <p><b>Safeway</b> 211 Anderson Street; Open 7days/week 8am-9pm</p> <ul style="list-style-type: none"> <li>• Pick up &amp; delivery Tuesdays only; phone order before 10am</li> </ul>  | <p><b>250-352-9710</b></p>           |
| <p><b>Save-On Foods</b> 1200 Lakeside Drive <a href="http://www.saveonfoods.com">www.saveonfoods.com</a></p> <ul style="list-style-type: none"> <li>• Open 7days/week: 8am - 9pm Online shopping via the website;</li> <li>• Pick-up and delivery services available 7 days/week</li> </ul>   | <p><b>250-352-7617</b></p>           |
| <p><b>See page 12: Home Support Services</b> for a list of additional services</p>  |                                      |



## FOOT CARE

FCN = Foot Care Nurse; LPN = Licensed Practical Nurse; RN = Registered Nurse

|  |   |                                    |
|--|---|------------------------------------|
| <b>Dr Alumbaugh Podiatrist</b>   | <a href="http://drdanapodiatry.com">http://drdanapodiatry.com</a>     |                                    |
| <ul style="list-style-type: none"> <li>Clinic location: 1686 2<sup>nd</sup> Ave, Trail: Mondays &amp; Thursdays</li> </ul> |   | <b>250-364-1516</b>                |
| <b>Foot Care by Janet</b>  |   | <b>Janet Bruce</b>                 |
|  |   | <b>250-777-1265</b>                |
| <b>Imelda Loimand, LPN,FCN</b>   | Serves Nelson to Balfour & Lakeview Village                           |                                    |
|  |   | <b>250-505-2385</b>                |
| <b>Nelson Foot Care</b>  | <a href="http://www.nelsonfootcare.ca">www.nelsonfootcare.ca</a>      | <b>Amy Veale, LPN,FCN</b>          |
|  |   | <b>250-352-9767</b>                |
| <b>Pampered Sole Foot Care</b>   |   | <b>Miranda Hildebrandt LPN,FCN</b> |
|  |   | <b>250-870-1589</b>                |
| <b>Pure Life Foot Care</b>   | <a href="https://purelifefootcare.ca">https://purelifefootcare.ca</a> | <b>Heather Griffiths LPN,FCN</b>   |
| <ul style="list-style-type: none"> <li>Home visits or attend clinic at 104b- 518 Lake Street, Nelson</li> </ul>            |   | <b>250-777-4337</b>                |
| <b>Vince DeVito Shoes, 415 Hall St, Nelson</b>   |   | <b>certified Pedorthist</b>        |
|  |   | <b>250-352-1384</b>                |
| <b>West Kootenay Foot Care</b>   |   | <b>Julie Spizawka RN,FCN</b>       |
|  |   | <b>306-227-2049</b>                |

## FRAUD / FINANCIAL

|  |  |  |
|--|--|--|
| <b>Banks and Credit Unions</b>   |  |  |
| <ul style="list-style-type: none"> <li>Includes Automatic deposit, Bill paying, Internet &amp; telephone banking</li> </ul>  |  |  |
| <b>Better Business Bureau of Mainland BC</b>   | <a href="http://www.bbb.org/mbc">www.bbb.org/mbc</a>         |  |
| <ul style="list-style-type: none"> <li>Services include business info, scam warnings &amp; receiving complaints</li> </ul>   |  | <b>1-888-803-1222</b><br><b>1-604-682-2711</b> |
| <b>Canadian Anti-Fraud Centre</b>  |  |  |
| <ul style="list-style-type: none"> <li>Report scams / suspected fraud.</li> </ul>  | Mon-Fri: 6am-1:45pm PST                                      | <b>1-888-495-8501</b>                          |
| <b>Credit Counselling Society</b>  | <a href="http://www.nomoredebts.org">www.nomoredebts.org</a> |  |
| <ul style="list-style-type: none"> <li>Free credit &amp; debt counselling &amp; personal budgeting services</li> </ul>   |  | <b>1-888-527-8999</b>                          |
| <b>Police:</b>   | Contact regarding concerns of possible financial abuse       |  |
| <ul style="list-style-type: none"> <li><b>Nelson City Police</b> 606 Stanley Street</li> <li><b>RCMP</b> (outside City boundary) 1010 Second St, Nelson</li> </ul> |  | <b>250-354-3919</b><br><b>250-352-2156</b>     |

**GOVERNMENT SERVICES / ADVOCACY / SUPPORT**

|   |                       |
|---|-----------------------|
| <p><b>Advocacy Centre</b> 205 Hall Street <a href="http://www.advocacycentre.org">www.advocacycentre.org</a></p> <ul style="list-style-type: none"> <li>Assists low income residents with issues related to tenancy, debt, social assistance (welfare), income supports, disability benefits, etc</li> </ul>  | <b>250-352-5777</b>   |
| <p><b>BC Housing Subsidy: Shelter Aid for Elderly Renters (SAFER)</b></p> <ul style="list-style-type: none"> <li>A rent subsidy for those over 60 paying over 30% of gross income</li> <li>See website re other qualifications for program <a href="http://www.bchousing.org">www.bchousing.org</a></li> </ul>  | <b>1-800-257-7756</b> |
| <p><b>Income Assistance</b> BC Employment &amp; Assistance Office 566 Stanley St</p> <ul style="list-style-type: none"> <li>An income supplement and other support available to eligible seniors</li> </ul>   | <b>1-866-866-0800</b> |
| <p><b>Kootenay Seniors</b> 805 Nelson Avenue <a href="http://www.kootenayseniors.ca">www.kootenayseniors.ca</a></p> <ul style="list-style-type: none"> <li>Offers a range of information, programs and coordinated services for area seniors including home support &amp; volunteer transportation</li> </ul>   | <b>250-352-2708</b>   |
| <p><b>Nelson &amp; District Seniors Coordinating Society</b> 201- 514 Vernon St</p> <ul style="list-style-type: none"> <li><a href="http://www.nelsonseniors.ca">www.nelsonseniors.ca</a> ; Tues &amp; Thurs: 9am-12noon; <b>Appointments</b></li> <li>Information, support &amp; advocacy including: <ul style="list-style-type: none"> <li><b>Community Volunteer Income Tax Program</b> providing free tax filing services in March &amp; April for those living on low incomes.</li> <li><b>Financial Advocacy Program</b> assists re info and applying to various government and other financial support services</li> </ul> </li> </ul> | <b>250-352-6008</b>   |
| <p><b>SeniorsBC</b> <a href="http://www.seniorsbc.ca">www.seniorsbc.ca</a></p> <ul style="list-style-type: none"> <li>Website offers a comprehensive summary of health care and other services for seniors &amp; includes the on-line Seniors' Guide</li> </ul>   |                       |
| <p><b>Service BC Centre (Government Agent/Access Centre)</b></p> <ul style="list-style-type: none"> <li>310 Ward Street; Monday to Friday: 9am – 4:30pm</li> <li><b>BC government</b> forms, information, services, licences &amp; assistance applying for a wide variety of programs such as MSP, Pharmacare, seniors' subsidies for housing &amp; transportation<br/><a href="https://www2.gov.bc.ca/gov/content/home/services-a-z">https://www2.gov.bc.ca/gov/content/home/services-a-z</a></li> </ul>   | <b>250-354-6104</b>   |
| <p><b>Service Canada Centre</b> Chahko Mika Mall, 1125 Lakeside Drive</p> <ul style="list-style-type: none"> <li>Monday to Friday: 8:30am – 4pm</li> <li><b>Federal Government</b> forms, information &amp; assistance re a variety of services &amp; programs including Social insurance, CPP, OAS &amp; GIS, passports, EI, Veterans Affairs <a href="https://www.servicecanada.gc.ca/">https://www.servicecanada.gc.ca/</a></li> </ul>   | <b>1-800-622-6232</b> |

**HEALTH CARE SERVICES: GENERAL INFORMATION**

|   |  |
|---|--|
| <p><b>Advance Care Planning</b></p> <ul style="list-style-type: none"> <li>• <b>BC Government Website</b> <a href="http://www.gov.bc.ca/advancecare">www.gov.bc.ca/advancecare</a> provides links to the planning document “My Voice” &amp; information on planning re future care, support and other needs</li> <li>• <b>Nidus Personal Planning Resource Centre &amp; Registry</b> <a href="https://www.nidus.ca/">https://www.nidus.ca/</a> provides comprehensive online information, forms &amp; support for all aspects of Personal Planning including:             <ul style="list-style-type: none"> <li>○ Legal and Financial planning including the creation of an Enduring Power of Attorney document</li> <li>○ Health and Personal Care planning including the creation of a Representation Agreement document</li> <li>○ Estate Planning including creating a Will</li> </ul> </li> </ul> |  |
| <p><b>Ambulance Billing Services Info Line</b> Monday to Friday: 9am - 4pm</p> <ul style="list-style-type: none"> <li>• For Billing information: <a href="http://www.bcehs.ca/about/billing">http://www.bcehs.ca/about/billing</a></li> </ul>   | <b>1-800-665-7199</b>  |
| <p><b>Health Insurance BC</b> <a href="http://www2.gov.bc.ca/gov/content/health">www2.gov.bc.ca/gov/content/health</a></p> <ul style="list-style-type: none"> <li>• Medical Services Plan, PharmaCare &amp; Fair PharmaCare</li> <li>• Forms and information available at the <b>Service BC Centre (page 6)</b></li> </ul>  | <b>1-800-663-7100</b>  |
| <p><b>HealthLinkBC</b> <span style="float: right;"><b>Toll-free</b></span></p> <ul style="list-style-type: none"> <li>• Navigator or Nurse: 24 hours / 7 days a week</li> <li>• Dietician or Exercise Professional: Monday to Friday: 9am-5pm</li> <li>• Pharmacist: 7 days a week: 5pm-9am</li> <li>• Information and links to services: <a href="http://www.healthlinkbc.ca">www.healthlinkbc.ca</a></li> <li>• Special Line for Hearing Impaired persons: <span style="float: right;"><b>Toll-free</b></span></li> </ul>   | <b>811</b><br><br><br><br><br><br><br><br><br><br><b>711</b> |
| <p><b>Office of the Seniors’ Advocate Information &amp; Referral Line</b></p> <ul style="list-style-type: none"> <li>• Monday to Friday: 8:30am - 4:30pm <a href="http://www.seniorsadvocatebc.ca">www.seniorsadvocatebc.ca</a></li> <li>• Offers BC Seniors information and referrals to relevant services</li> <li>• Monitors and analyzes seniors’ services; offers recommendations to government &amp; Service providers to address systemic issues in Health care, Housing, Income support, Community support &amp; Transportation.</li> <li>• See the website for information, the <b>BC Seniors Guide</b> and a number of reports &amp; studies including the <b>Long Term Care &amp; Assisted Living Directory</b> <a href="https://www.seniorsadvocatebc.ca/quickfacts/location/">https://www.seniorsadvocatebc.ca/quickfacts/location/</a></li> </ul>   | <b>1-877-952-3181</b>  |
|   |  |

## HEALTH CARE SERVICES: INTERIOR HEALTH (IHA)

### ❖ KOOTENAY LAKE HOSPITAL

- 3 View Street, Nelson      **250-352-3111; 1-866-352-3111**

|   |  |
|---|--|
| <b>Kootenay Lake Hospital Medical Laboratory</b> 3 View St., Nelson <ul style="list-style-type: none"> <li>• Preferable to Book online <a href="http://www.labonlinebooking.ca">www.labonlinebooking.ca</a> or by phone</li> <li>• Limited walk-in service available Mon – Fri: 8am to 4:30pm      Lab</li> </ul> | <b>1-844-870-4756</b><br><b>250-354-2325</b> |
|---|--|

### ❖ GORDON ROAD WELLNESS CENTRE 905 Gordon Rd      **250-352-1401**

|  |   |   |
|--|---|---|
| <b>Home Health Services</b> <ul style="list-style-type: none"> <li>• Provides nursing care and self-management teaching for chronic and acute conditions, Ambulatory Care Clinic visits (by appointment) and palliative care &amp; navigation with support for families</li> <li>• 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</li> <li>• <b>New clients must phone the Central Intake/Assessment line</b></li> </ul> | <b>Central Intake / Assessment</b><br><b>Nelson Home Health</b> | <b>1-800-707-8550</b><br><b>250-352-1401</b>                              |
| <b>Home Support Services</b> <ul style="list-style-type: none"> <li>• A scheduled, subsidized service (income dependent) providing simple meal preparation, help with managing personal health care needs, caregiver respite &amp; palliative home support. Does NOT include bulk meal prep, cooking, housekeeping, driving, shopping, etc</li> <li>• <b>Home Support Scheduling</b> 7 days/week: 6:30am - 8pm</li> </ul>  | <b>Central Intake /Assessment</b><br><b>Nelson Home Health</b>  | <b>1-800-707-8550</b><br><b>250-352-1401</b><br><br><b>1-800-707-8550</b> |
| <b>Broader Horizons Adult Day Centre</b> 905 Gordon Rd <ul style="list-style-type: none"> <li>• Call Home Health for an assessment &amp; referral</li> <li>• Centre offers social stimulation, exercise &amp; support</li> </ul>   | <b>Intake/Assessment</b><br><b>Centre phone</b>                 | <b>1-800-707-8550</b><br><b>250-352-1444</b>                              |
| <b>Respite Services</b> at home, or through short stays at a care facility <ul style="list-style-type: none"> <li>• Call for an assessment by Home Health staff.</li> </ul>  | <b>Intake/Assessment</b>  | <b>1-800-707-8550</b>   |
| <b>See page 12 Home Services and page 13 Hospice</b> for additional services   |   |   |

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

### ❖ NELSON HEALTH CENTRE 2<sup>nd</sup> Floor, 333 Victoria Street, Nelson

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

## HEALTH CARE SERVICES: NON-IHA

### ❖ MOBILE / IN-HOME (Private)

|  |             |                     |
|--|-------------|---------------------|
| <b>Kootenay River Mobile Dental Hygiene Services</b> <ul style="list-style-type: none"> <li>• Private in-home &amp; care facility dental hygiene services <a href="https://krdh.ca/">https://krdh.ca/</a></li> </ul> | <b>Noel</b> | <b>250-304-5754</b> |
|--|-------------|---------------------|

### ❖ PRIMARY CARE

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

|  |                      |            |
|--|----------------------|------------|
| <b>Kootenay Boundary Health Connect Registry</b> <ul style="list-style-type: none"> <li>• For KB residents looking for a physician or nurse practitioner</li> <li>• <a href="https://www.healthlinkbc.ca/health-connect-registry/kootenay-boundary">https://www.healthlinkbc.ca/health-connect-registry/kootenay-boundary</a></li> </ul> | <b>HealthLink BC</b> | <b>811</b> |
|--|----------------------|------------|

#### ➤ MEDICAL CLINICS

|   |                     |
|---|---------------------|
| <b>Ancron Medical Centre</b> 108-402 Baker St           | <b>250-352-9144</b> |
| <b>Kootenay Lake Medical Clinic</b> 1140 Lakeside Drive | <b>250-352-4666</b> |
| <b>Kootenay Medical Centre</b> 601 Kootenay Street      | <b>250-352-2230</b> |
| <b>Nelson Medical Clinic</b> 806 Vernon Street          | <b>250-352-6611</b> |

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

|   |  |
|---|--|
| <b>IHA Patient Care Quality Office</b> <b>Info &amp; Register a Complaint:</b><br><ul style="list-style-type: none"> <li>Assists patients through the complaint process with regard to care they have received from Interior Health services &amp; staff</li> </ul>                                       | <b>1-877-442-2001</b>                        |
| <b>Kootenay Lake Hospital Social Work Department</b><br><ul style="list-style-type: none"> <li>Provides psychosocial care for hospital patients and their families, including adjustment counselling, support, practical assistance, advocacy and referrals to local and provincial resources.</li> </ul> | <b>250-354-2394</b><br><b>1-866-352-3111</b> |

**❖ OTHER (NON-IHA)**

|  |   |
|--|---|
| <b>Aboriginal Health</b> Circle of Indigenous Nations (COINS) <a href="https://coinations.net">https://coinations.net</a><br><ul style="list-style-type: none"> <li><b>Aboriginal Patient Navigator</b>      <b>Katie</b><br/>Provides a range of culturally sensitive supports to hospitalized Aboriginal patients, caregivers &amp; their families</li> <li><b>Aboriginal Health Coordinator</b>      <b>Sage</b><br/>Supports Aboriginal patients' access to community services that enhance continuity of care and cultural safety in the West Kootenay</li> </ul> | <b>1-877-904-2634</b><br><b>250-399-0699</b><br><b>250-551-4395</b><br><br><b>250-399-0731</b><br><b>250-608-4552</b> |
| <b>KB Mental Health &amp; Substance Use Consumer, Family &amp; Peer Support</b> Trail FAIR Society <a href="http://www.trailfair.ca">www.trailfair.ca</a> <b>Lisa</b><br><ul style="list-style-type: none"> <li>A regional program providing support, education &amp; resources to those with long term mental health &amp; substance use (addiction) concerns</li> </ul>  | <b>1-877-364-2326</b><br><b>ext 225</b>   |
| <b>West Kootenay Nav-CARE Program</b> <b>Nelson Coordinator</b><br><ul style="list-style-type: none"> <li>Trained volunteers support adults living with chronic illness to help navigate services, find resources, and anticipate future needs.</li> <li>For more info see <b>page 13</b> or go to <a href="https://westkootenaynavcare.org/">https://westkootenaynavcare.org/</a></li> </ul>  | <b>778-689-6832</b>   |
| <b>Office of the Seniors' Advocate</b> Monday to Friday: 8:30am - 4:30pm<br><ul style="list-style-type: none"> <li>Phone &amp; website offers BC seniors information, resources and referrals to relevant services. See <b>page 7</b> for more info</li> </ul>   | <b>1-877-952-3181</b>   |
| <b>West Kootenay Boundary Caregiver Support</b> <b>Rachelle</b><br><ul style="list-style-type: none"> <li>Education, resources, 1:1 support and groups for caregivers</li> <li>See <b>page 13</b> or website for details <a href="http://wkbcaregiver.org/">http://wkbcaregiver.org/</a></li> </ul>  | <b>778-671-1015</b><br><b>1-888-212-2337</b>  |

## HEALTH / MEDICAL EQUIPMENT & SUPPLIES

### ❖ NON-PROFIT

|   |                            |
|---|----------------------------|
| <p><b>Health Equipment Loan Program (HELP)</b> 614 Front Street</p> <ul style="list-style-type: none"> <li>• Weekdays except Wednesdays 10 am - 1pm; phone to confirm hours</li> <li>• Requires a referral from a health care professional</li> <li>• Offers a wide variety of medical equipment for up to 3 months</li> <li>• No fees; Donations welcome; A Canadian Red Cross Program</li> <li>• <a href="https://www.redcross.ca/in-your-community">https://www.redcross.ca/in-your-community</a></li> </ul> | <p><b>250-354-4456</b></p> |
|---|----------------------------|

### ❖ PRIVATE

|  |  |
|--|--|
| <p><b>Drug Stores / Pharmacies:</b></p> <ul style="list-style-type: none"> <li>• Several carry medical supplies &amp; equipment. <b>(page 2)</b></li> </ul>  |  |
| <p><b>Hearing Tests / Hearing Aids</b> <i>All offer free screening for seniors</i></p> <ul style="list-style-type: none"> <li>• <b>Connect Hearing</b> 259 Baker Street <a href="http://www.connecthearing.ca">www.connecthearing.ca</a></li> <li>• <b>Dynamic Hearing Solutions</b> 105 – 518 Lake Street<br/><a href="http://www.dynamichearingsolutions.ca">www.dynamichearingsolutions.ca</a></li> </ul>   | <p><b>250-354-4949</b><br/><b>236-703-5036</b></p>   |
| <p><b>Kootenay Columbia Home Medical Equipment</b></p> <ul style="list-style-type: none"> <li>• 130 - <a href="https://www.dynamichearingsolutions.ca/630">https://www.dynamichearingsolutions.ca/630</a> 17<sup>th</sup> Street, Castlegar <a href="http://www.kchomemedical.ca">www.kchomemedical.ca</a></li> <li>• Rents, sells and repairs a wide range of medical equipment</li> </ul>  | <p><b>1-866-515-7772</b><br/><b>250-365-7772</b></p> |
| <p><b>Personal Emergency Response Systems/ Medical Alarms</b></p> <ul style="list-style-type: none"> <li>• <b>Lifeline</b> <a href="http://www.lifeline.ca">www.lifeline.ca</a> Kootenay contact: <b>Rhandean Lacktin</b></li> </ul>   | <p><b>1-888-832-6071</b><br/><b>250-364 2524</b></p> |
| <p><b>Respiratory Tests &amp; Equipment</b></p> <ul style="list-style-type: none"> <li>• <b>Columbia Respiratory</b> 806 Vernon Street (Nelson Medical Clinic)<br/><a href="https://www.facebook.com/columbiarespiratory/">https://www.facebook.com/columbiarespiratory/</a> <b>Appointment</b></li> <li>• <b>Independent Respiratory Services</b> <a href="https://irscanada.ca">https://irscanada.ca</a><br/>806 Vernon Street (Nelson Medical Clinic) <b>Appointment</b></li> </ul> | <p><b>250-364-0277</b><br/><b>1-877-365-6952</b></p> |
| <p><b>See pages 17 - 20 for additional services for specific conditions</b></p>  |  |
|  |  |

**HOME SAFETY**

|  |  |
|--|--|
| <b>Police:</b> <ul style="list-style-type: none"> <li>• Responds to community safety concerns, financial &amp; other abuse <ul style="list-style-type: none"> <li>○ <b>Nelson (City) Police</b></li> <li>○ <b>RCMP</b> (outside City Limits)</li> </ul> </li> </ul>  | <b>250-352-3919</b><br><b>250-352-2156</b> |
| <b>BC Rebate for Accessible Home Adaptation (BC RAHA)</b> <ul style="list-style-type: none"> <li>• 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 <a href="https://www.bchousing.org/housing-assistance/BC-RAHA">https://www.bchousing.org/housing-assistance/BC-RAHA</a></li> </ul> | <b>1-800-257-7756</b>                      |

**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**

|  |                     |
|--|---------------------|
| <b>Kootenay Seniors Home Support</b> <a href="https://kootenayseniors.ca/programs/">https://kootenayseniors.ca/programs/</a> <ul style="list-style-type: none"> <li>• Light housekeeping &amp; laundry services; fees according to income</li> </ul> | <b>778-463-5248</b> |
| <b>Interior Health Home Support Services: page 8</b>   |                     |

**❖ PRIVATE**

|   |                     |
|---|---------------------|
| <b>Confluence Cleaning</b> <a href="https://confluencecleaning.ca/">https://confluencecleaning.ca/</a>                                    | <b>250-304-5420</b> |
| <b>Dreamgarden Home Help Services</b> Marina (Liz)  | <b>250-359-2275</b> |
| <b>Greener Clean Nelson</b> <a href="https://www.facebook.com/kootenaygreenecoclean/">https://www.facebook.com/kootenaygreenecoclean/</a> | <b>250-354-3392</b> |
| <b>Grey Owl Moving &amp; Removals</b> <a href="http://www.greyowlmoving.com/">http://www.greyowlmoving.com/</a>                           | <b>778-256-1201</b> |
| <b>Janet Williamson</b>   | <b>250-777-3584</b> |
| <b>Mona McKilligan</b>  | <b>250-505-9545</b> |
| <b>(re)Fresh Cleaning Services</b> <a href="https://refreshcleaning.ca/">https://refreshcleaning.ca/</a> Amanda                           | <b>250-509-0215</b> |
| <b>Spectrum Home &amp; Family Care</b> <a href="https://spectrumcares.ca/">https://spectrumcares.ca/</a>                                  | <b>250-265-3842</b> |
| <b>Tiziana's Home Care</b>  | <b>250-226-0050</b> |
| <b>Trixie's Cleaning &amp; Junk Removal</b> <a href="https://www.trixiecleaners.ca/services">https://www.trixiecleaners.ca/services</a>   | <b>250-365-9313</b> |



**HOSPICE / GRIEF / CAREGIVING**

|  |   |
|--|---|
| <p><b>Bereavement BC Helpline</b> <a href="https://bcbh.ca/grief-support/">https://bcbh.ca/grief-support/</a></p> <ul style="list-style-type: none"> <li>Connects callers to BC grief support services</li> </ul> <p>Mon- Fri: 9am- 5pm</p>  | <p><b>1-877-779-2223</b></p>                            |
| <p><b>Nelson &amp; District Hospice Society</b> 102B 518 Lake Street</p> <ul style="list-style-type: none"> <li>For those who need end-of-life care or with a life-limiting illness:             <ul style="list-style-type: none"> <li>Assessment of needs for support or education</li> <li>Trained bedside volunteers for companionship &amp; family respite</li> <li>Integration and coordination of care services.</li> </ul> </li> <li>For caregivers or professionals: a resource library; education in the community; a grief support group <a href="http://www.nelsonhospice.org">www.nelsonhospice.org</a></li> </ul>  | <p><b>250-352-2337</b></p>                              |
| <p><b>West Kootenay Nav-CARE Program</b> Nelson Coordinator</p> <ul style="list-style-type: none"> <li>Support for adults living with chronic illness, increased frailty and social isolation living in the Nelson Area from Balfour to Playmor Junction.</li> <li>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.</li> <li>WK Program also serves Kaslo, Salmo &amp; the Slocan Valley to Nakusp</li> <li><a href="https://westkootenaynavcare.org/">https://westkootenaynavcare.org/</a></li> </ul> <p>WK Program Manager</p> | <p><b>778-689-6832</b></p> <p><b>613-795-2460</b></p>   |
| <p><b>West Kootenay Boundary Caregiver Support</b> Rachelle</p> <ul style="list-style-type: none"> <li>Free service for unpaid caregivers(19+) who care for someone 55+</li> <li>Offers emotional 1:1 support, peer support groups, healthcare navigation &amp; information and/or referrals to local community resources</li> <li>Phone or see website for more details <a href="http://wkbcaregiver.org/">http://wkbcaregiver.org/</a></li> </ul>  | <p><b>778-671-1015</b></p> <p><b>1-888-212-2337</b></p> |
|  |   |
|  |   |

## HOUSING / RESIDENTIAL ACCOMODATION

### ❖ INDEPENDENT (UNASSISTED) RENTAL HOUSING; PRIVATE PAY

*SAFER Rent subsidies may be available from BC Housing (page 6)*

|   |   |
|---|---|
| <p><b>Cedar Grove Estates</b> 521 Houston Street West<br/> <b>Hall Street Place</b> 205 Hall Street (Hall &amp; Front Streets)<br/> <b>Lakeside Place</b> 805 Nelson Avenue<br/> <b>For All Units:</b></p> <ul style="list-style-type: none"> <li>• <b>Apply Only</b> through BC Housing <a href="http://www.bchousing.org">www.bchousing.org</a></li> <li>• Housing managed by <b>Nelson CARES Society</b> <a href="https://nelsoncares.ca/">https://nelsoncares.ca/</a><br/>                     The Nelson CARES website includes info re application process</li> </ul> | <p><b>1-800-257-7756</b><br/> <b>250-352-6011</b></p> |
| <p><b>Kiwanis Villa 1</b> Gordon Rd &amp; 3<sup>rd</sup> St<br/> <b>Kiwanis Villa 2</b> 824 6<sup>th</sup> Street<br/> <b>Kiwanis Villa 3</b> 701 Gordon Road<br/> <b>For All Units:</b></p> <ul style="list-style-type: none"> <li>• <b>Apply to Nelson Kiwanis Projects Society Office</b> 700 Gordon Road</li> <li>• Details re this housing on BC Housing website <a href="http://www.bchousing.org">www.bchousing.org</a></li> </ul>   | <p><b>250-354-4041</b></p>                            |
| <p><b>The Links Housing Co-op Office</b> 402 B Tower Road</p> <ul style="list-style-type: none"> <li>• Apply to Office. More information online <a href="http://www.linkshousingcoop.com">www.linkshousingcoop.com</a></li> </ul>   | <p><b>250-352-6652</b></p>                            |

### ❖ HOUSING with SUPPORTS: PRIVATE PAY

*Independent living for seniors with support; may include meal(s), housekeeping, etc*

*SAFER Rent subsidies may be available from BC Housing (page 6)*

|   |                            |
|---|----------------------------|
| <p><b>Anderson Gardens</b> 302 Anderson Street</p> <ul style="list-style-type: none"> <li>• For low income seniors; Apply to BC Housing <a href="http://www.bchousing.org">www.bchousing.org</a></li> <li>• Managed by the Canadian Mental Health Association (CMHA)</li> </ul> | <p><b>250-354-1236</b></p> |
| <p><b>Lake View Village</b> 1020 7<sup>th</sup> Street <a href="http://www.goldenlifemanagement.ca">www.goldenlifemanagement.ca</a></p>   | <p><b>250-352-0051</b></p> |

### ❖ ASSISTED LIVING: SUBSIDIZED

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

|   |                            |
|---|----------------------------|
| <p><b>Mountain Lake Seniors' Community</b> 908 11<sup>th</sup> St</p> <ul style="list-style-type: none"> <li>• 29 publicly subsidized units <a href="http://www.parkplaceseniorsliving.com">www.parkplaceseniorsliving.com</a></li> </ul> | <p><b>250-352-2600</b></p> |
|---|----------------------------|

**HOUSING / RESIDENTIAL ACCOMODATION (continued)****❖ ASSISTED LIVING: UNSUBSIDIZED***Independent living with a higher level of personal care- contact residence office directly*

|  |  |                     |
|--|--|---------------------|
| <b>Lake View Village</b> 1020 7 <sup>th</sup> Street                 | <a href="http://www.goldenlifemanagement.ca">www.goldenlifemanagement.ca</a>       | <b>250-352-0051</b> |
| <b>Mountain Lake Seniors' Community</b> 908 11 <sup>th</sup> Street  |  | <b>250-352-2600</b> |
| <ul style="list-style-type: none"> <li>• 11 private units</li> </ul> | <a href="http://www.parkplaceseniorsliving.com">www.parkplaceseniorsliving.com</a> |                     |

**❖ LONG TERM CARE: SUBSIDIZED***For 24/7 "complex care" Access only thru IHA Home Health 1-800-707-8550*

|  |  |                     |
|--|--|---------------------|
| <b>Nelson Jubilee Manor</b> 500 Beasley Street, Nelson   |  | <b>250-352-7011</b> |
| <ul style="list-style-type: none"> <li>• 39 publicly subsidized beds</li> <li>• <a href="https://www.interiorhealth.ca/locations/nelson-jubilee-manor">https://www.interiorhealth.ca/locations/nelson-jubilee-manor</a></li> </ul> |  |                     |
| <b>Mountain Lake Seniors' Community</b> 908 11 <sup>th</sup> Street  |  | <b>250-352-2600</b> |
| <ul style="list-style-type: none"> <li>• 85 publicly subsidized beds</li> </ul>  | <a href="http://www.parkplaceseniorsliving.com">www.parkplaceseniorsliving.com</a> |                     |

**❖ LONG TERM CARE: UNSUBSIDIZED***For those needing 24/7 "complex care" – contact residence office directly*

|   |  |                     |
|---|--|---------------------|
| <b>Mountain Lake Seniors' Community</b> 908 11 <sup>th</sup> Street |  | <b>250-352-2600</b> |
| <ul style="list-style-type: none"> <li>• 7 private units</li> </ul> | <a href="http://www.parkplaceseniorsliving.com">www.parkplaceseniorsliving.com</a> |                     |

**LIBRARIES**

|   |   |                     |
|---|---|---------------------|
| <b>Nelson Public Library</b> 602 Stanley St   | <a href="https://nelson.bc.libraries.coop/">https://nelson.bc.libraries.coop/</a> | <b>250-352-6333</b> |
| <ul style="list-style-type: none"> <li>• Offers book and video loans, educational programs, computer and internet access &amp; many other services.</li> <li>• <b>Senior's Outreach:</b> on 1<sup>st</sup> Tuesday/month a Librarian visits Mountain Lake Seniors Community (12:30pm) &amp; Lake View Village (2:30pm)</li> </ul> |   |                     |

**RECREATION & ADULT EDUCATION**

|  |                     |
|--|---------------------|
| <b>Columbia Basin Alliance for Literacy</b> 608 Lake Street <b>Joan</b> <ul style="list-style-type: none"> <li>Free adult, family and early literacy programs including helping seniors with computers, ipads &amp; other technology      <a href="https://cbal.org/nelson/">https://cbal.org/nelson/</a></li> <li>Also offers Settlement Services to newcomers to Canada</li> </ul> | <b>250-505-2361</b> |
| <b>Learning in Retirement</b> <a href="https://learninginretirementnelson.ca/">https://learninginretirementnelson.ca/</a> <ul style="list-style-type: none"> <li>Offers those aged <b>50+</b> (not employed full-time) a diverse program of speakers, courses and other activities for members.</li> </ul>   | <b>250-354-3220</b> |
| <b>Nelson &amp; District Recreation</b> <a href="http://www.rdck.bc.ca">www.rdck.bc.ca</a> <ul style="list-style-type: none"> <li>Phone or see website for Nelson's Leisure Guide's seniors programs</li> <li><b>Leisure Access Program</b> offers reduced fees to those on low incomes</li> </ul>   | <b>250-354-4386</b> |
| <b>Seniors Health &amp; Wellness Institute Workshops</b> <ul style="list-style-type: none"> <li>Free workshops on various topics and concerns of interest to seniors.</li> <li>For info: <a href="http://www.seniorshelpingseniors.ca">www.seniorshelpingseniors.ca</a>      or contact <b>Theresa</b></li> </ul>  | <b>250-367-9791</b> |

**SENIORS SOCIAL GROUPS, ASSOCIATIONS & COORDINATION**

|   |  |
|---|--|
| <b>Kootenay Seniors</b> Lakeside Place, 805 Nelson Avenue <ul style="list-style-type: none"> <li>Offers a number of free weekly activities for seniors including Coffee time, Chair Yoga, Qi Gong, Music making and more</li> <li>For details, phone or see <a href="#">Events Calendar</a> or <a href="http://www.kootenayseniors.ca">www.kootenayseniors.ca</a></li> </ul>  | <b>250-352-2708</b>                        |
| <b>Nelson and District Seniors Coordinating Society</b> <ul style="list-style-type: none"> <li>201- 514 Vernon St; Tues &amp; Thurs: 9am – 12noon;      <b>Appointments</b></li> <li>Provides support, advocacy &amp; opportunities to volunteer as well as information re seniors' programs &amp; activities      <a href="http://www.nelsonseniors.ca">www.nelsonseniors.ca</a></li> </ul>  | <b>250-352-6008</b>                        |
| <b>Nelson Seniors Centre</b> 717 Vernon Street <ul style="list-style-type: none"> <li>Offers a variety of weekly activities (for a small yearly membership fee)</li> <li>Activity schedule: <a href="https://nelsonseniors.ca/services/other-resources">https://nelsonseniors.ca/services/other-resources</a></li> <li>Drop-in or contact via email <a href="mailto:nelsonseniorscentre@gmail.com">nelsonseniorscentre@gmail.com</a></li> </ul> | <b>No phone</b>                            |
| <b>Procter-Harrop Senior Citizens Ass'n Branch 118</b> <b>Sharon</b> <ul style="list-style-type: none"> <li>Seniors Hall 7906 Woodside Rd, Procter      <b>Don</b></li> </ul>   | <b>250-229-5741</b><br><b>250-229-4450</b> |
| <b>Balfour Senior Citizens Association Branch 120</b> <ul style="list-style-type: none"> <li>Balfour Seniors Hall 8435 Busk Road; email <a href="mailto:balfourseniors120@gmail.com">balfourseniors120@gmail.com</a></li> </ul>   | <b>No phone listing</b>                    |

## SUPPORT / INFO LINES / CONTACTS for SPECIFIC CONDITIONS

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

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| <p><b>Addictions / Substance Use</b></p> <ul style="list-style-type: none"> <li>• <b>Alcohol &amp; Drug Information &amp; Referral Line (24/7)</b> <b>1-800-663-1441</b></li> <li>• <b>Alcoholics Anonymous (AA)</b> <a href="http://www.bcyukonaa.org">www.bcyukonaa.org</a><br/>Phone for help &amp; detailed info about AA meetings in Nelson &amp; West Kootenay or see website <a href="https://aawestkootenays.org/">https://aawestkootenays.org/</a> <b>1-250-800-4125</b></li> <li>• <b>Al-Anon</b> List of area meetings: <a href="http://www.bcyukon-al-anon.org">www.bcyukon-al-anon.org</a></li> <li>• <b>Mental Health &amp; Substance Use Services (IHA)</b> (page 9) <b>250-505-7248</b></li> <li>• <b>Narcotics Anonymous (NA)</b> List of area meetings <a href="http://www.bcrna.ca">www.bcrna.ca</a> <ul style="list-style-type: none"> <li>○ Nelson Mtng: Thurs 5:30pm Salvation Army Centre 601 Vernon St</li> </ul> </li> <li>• <b>Nar Anon Family Group</b> <a href="http://www.naranonbc.com">www.naranonbc.com</a></li> <li>• <b>Quit Now:</b> smoking cessation program &amp; info <a href="http://www.quitnow.ca">www.quitnow.ca</a> <b>1-877-455-2233</b></li> <li>• <b>Smoking Cessation Program:</b> Free Nicotine Replacement Therapy (NRT) products or medications. Talk to a local pharmacist</li> </ul> |                              |
| <p><b>ALS (Amyotrophic Lateral Sclerosis) Society</b> <a href="http://www.alsbc.ca">www.alsbc.ca</a></p> <ul style="list-style-type: none"> <li>• Info, clinics &amp; support groups; Phone: Monday to Friday: 8am to 4pm</li> </ul>  | <p><b>1-800-708-3228</b></p> |
| <p><b>Alzheimer &amp; Dementia</b> Helpline: Monday to Friday: 9am - 8pm</p> <ul style="list-style-type: none"> <li>• <b>Alzheimer Society of BC</b> <a href="http://www.alzheimer.ca/bc">www.alzheimer.ca/bc</a></li> <li>• <b>West Kootenay Alzheimer Resource Centre</b> Toll free <b>1-855-301-6742</b><br/>Call or check the website for information re resources, local family caregiver support groups, workshops &amp; other services <b>or 778-774-2133</b></li> </ul>   |                              |
| <p><b>Arthritis</b></p> <ul style="list-style-type: none"> <li>• <b>ArthritisBC &amp; Me:</b> Info &amp; services <a href="https://arthritisbcandme.info/">https://arthritisbcandme.info/</a></li> <li>• <b>Arthritis Society Canada</b> <a href="https://arthritis.ca/">https://arthritis.ca/</a></li> </ul>   | <p><b>1-800-321-1433</b></p> |
| <p><b>Bereavement BC Helpline</b> Mon - Fri: 9am - 5pm</p> <ul style="list-style-type: none"> <li>• Connects callers to grief support services within BC. <a href="http://www.bcbh.ca">www.bcbh.ca</a></li> </ul>   | <p><b>1-877-779-2223</b></p> |
| <p><b>Brain Injury</b></p> <ul style="list-style-type: none"> <li>• <b>Kootenay Brain Injury Ass'n</b> Room 3 – 1250 26<sup>th</sup> St, Castlegar <ul style="list-style-type: none"> <li>○ Offers outreach support &amp; activities <a href="http://www.kootenaybia.ca">www.kootenaybia.ca</a> <b>778-460-4500</b></li> <li>○ Participants need to provide documents re injury or a referral</li> </ul> </li> <li>• <b>Acquired Brain Injury Services (Interior Health)</b> Intake <b>1-800-707-8550</b><br/>Office: Castlegar Health Centre M-Th:8:30am - 4pm Coord <b>250-365-9547</b></li> </ul>  |                              |

## SUPPORT / INFO LINES / CONTACTS for SPECIFIC CONDITIONS

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

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| <p><b>Cancer</b></p> <ul style="list-style-type: none"> <li>• <b>BC Cancer Agency: Cancer Care for the Southern Interior</b><br/> <a href="http://www.bccancer.bc.ca/our-services/centres-clinics/">http://www.bccancer.bc.ca/our-services/centres-clinics/</a> <ul style="list-style-type: none"> <li>○ 399 Royal Avenue, Kelowna</li> <li>○ Prevention, screening &amp; early detection, diagnosis &amp; treatment services, pain &amp; symptom management clinic, support, etc</li> </ul> </li> <li>• <b>Southern Interior Rotary Lodge</b> 330 Strathcona Ave, Kelowna <ul style="list-style-type: none"> <li>○ Offers a safe, supportive, reasonably priced lodge for cancer patients while accessing treatment at the Cancer Centre</li> </ul> </li> <li>• <b>Canadian Cancer Society</b> <a href="http://www.cancer.ca">www.cancer.ca</a> <ul style="list-style-type: none"> <li>○ Information Helpline and many supports, including travel assistance</li> </ul> </li> </ul> | <p><b>1-888-563-7773</b></p> <p><b>1-877-712-2203</b></p> <p><b>1-888-939-3333</b></p> |
| <p><b>Caregiver Support</b></p> <ul style="list-style-type: none"> <li>• <b>Mental Health Caregiver Support Group</b> <span style="float: right;">Darren</span> <ul style="list-style-type: none"> <li>○ Elderly Services, Nelson Mental Health &amp; Substance Use</li> </ul> </li> <li>• <b>West Kootenay Boundary Caregiver Support</b> <ul style="list-style-type: none"> <li>○ Education, resources, 1:1 support and groups for caregivers</li> <li>○ For details see page 13 or website <a href="http://wkbcaregiver.org/">http://wkbcaregiver.org/</a></li> </ul> </li> </ul>   | <p><b>250-505-7265</b></p> <p><b>1-888-212-2337</b><br/><b>778-671-1015</b></p>        |
| <p><b>Chronic Disease Management</b></p> <ul style="list-style-type: none"> <li>• <b>Chronic Disease Management &amp; Prevention Program</b><br/> Support and information programs for various chronic diseases such as diabetes and heart conditions at Kootenay Lake Hospital</li> <li>• <b>Self-Management Program</b> <a href="http://www.selfmanagementbc.ca">www.selfmanagementbc.ca</a><br/> A free, 6 week program (on-line &amp; in communities) offering info &amp; skills to manage various chronic health problems, pain, cancer &amp; diabetes</li> </ul>   | <p><b>250-352-3111</b></p> <p><b>1-866-902-3767</b></p>                                |
| <p><b>Chronic Pain Management &amp; Local Resources</b></p> <ul style="list-style-type: none"> <li>• <b>Pain BC Support:</b> Mon – Fri: 9am – 4pm <a href="https://painbc.ca/">https://painbc.ca/</a></li> <li>• <b>KBRH Pain Medicine Clinic, Trail</b> - Referral required</li> <li>• <b>Regional Resources &amp; Information</b><br/> <a href="https://divisionsbc.ca/kootenay-boundary/chronic-pain-tools">https://divisionsbc.ca/kootenay-boundary/chronic-pain-tools</a></li> </ul>  | <p><b>1-844-880-7246</b><br/><b>250-368-3311</b><br/>ext 2479</p>                      |
| <p><b>Crohn's &amp; Colitis Canada</b> <a href="http://www.crohnsandcolitis.ca">www.crohnsandcolitis.ca</a></p> <ul style="list-style-type: none"> <li>• Call or see website for information &amp; resources</li> </ul>  | <p><b>1-800-513-8202</b></p>   |

**SUPPORT / INFO LINES / CONTACTS for SPECIFIC CONDITIONS**

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

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| <b>Deaf &amp; Hard of Hearing</b><br><ul style="list-style-type: none"> <li>• <b>Wavefront Centre for Communication Accessibility</b> TTY</li> </ul>   | <a href="http://www.wavefrontcentre.ca">www.wavefrontcentre.ca</a><br><b>1-888-736-7391</b><br><b>1-604-736-2527</b> |
| <b>Dental: West Kootenay Community TEETH Clinic</b><br><ul style="list-style-type: none"> <li>• 632 Front Street (in the West Arm Plaza); <a href="https://www.teethclinicwk.ca">https://www.teethclinicwk.ca</a></li> <li>• Lower cost dental care for those living on a low income</li> <li>• Applications &amp; Registration available at the <b>Community First Health Co-op Society</b> 518 Lake Street; Drop-in Tuesdays 1 to 3pm</li> <li>• For details re applications: <a href="https://www.teethclinicwk.ca/applications/">https://www.teethclinicwk.ca/applications/</a></li> </ul> | <b>778-463-2232</b>  |
| <b>Diabetes</b><br><ul style="list-style-type: none"> <li>• <b>See Chronic Disease Management Program (page 18)</b> for local access to support and information</li> <li>• <b>Diabetes Canada Info &amp; Support Line</b> <a href="https://www.diabetes.ca/">https://www.diabetes.ca/</a></li> </ul>   | <b>250-352-3111</b><br><b>1-800-226-8464</b>   |
| <b>End of Life / Palliative Care</b><br><ul style="list-style-type: none"> <li>• <b>Nelson Hospice Society</b> <a href="http://www.nelsonhospice.org">www.nelsonhospice.org</a><br/>See <b>Hospice: (page 13)</b> for a full description of available services</li> <li>• <b>Home Health Services (IHA) page 8</b> <b>Central Intake</b></li> </ul>  | <b>250-352-2337</b><br><b>1-800-707-8550</b>   |
| <b>Fibromyalgia &amp; Chronic Fatigue Syndrome</b><br><ul style="list-style-type: none"> <li>• <b>ME/FM Society of BC</b> <a href="http://www.mefm.bc.ca">www.mefm.bc.ca</a></li> </ul>  | <b>1-888-353-6322</b>  |
| <b>Heart</b><br><ul style="list-style-type: none"> <li>• See <b>Chronic Disease Management (page 18)</b></li> <li>• <b>Heart &amp; Stroke Foundation</b> <a href="http://www.heartandstroke.ca">www.heartandstroke.ca</a> <b>BC Office</b></li> </ul>  | <b>250-352-3111</b><br><b>1-888-473-4636</b>   |
| <b>Kidney (Renal) Disease</b><br><ul style="list-style-type: none"> <li>• <b>Kiro Kidney Care &amp; Clinic:</b> Psychosocial support, referrals, info and resources for non-hospitalized patients. <b>Intake Clinic</b></li> <li>• <b>BC Renal:</b> information, support, resources <a href="http://www.bcrenal.ca/">http://www.bcrenal.ca/</a></li> </ul>   | <b>1-800-707-8550</b><br><b>250-364-6270</b><br><b>1-604-875-7340</b>  |
| <b>Lupus Society (BC)</b> Offers an on-line support group <a href="http://www.bclupus.org">www.bclupus.org</a>   | <b>1-866-585-8787</b>  |
| <b>Medication Concerns: HealthlinkBC Pharmacist:</b> 7 days/ wk: 5pm-9am   | <b>811</b>   |
|  |  |

**SUPPORT / INFO LINES / CONTACTS for SPECIFIC CONDITIONS**

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

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| <p><b>Mental Health</b></p> <ul style="list-style-type: none"> <li>• <b>BC Mental Health Support Line (24/7)</b> <span style="float: right;"><b>310-6789</b></span></li> <li>• <b>Canadian Mental Health Ass'n (CMHA)</b> <a href="http://www.cmha.bc.ca">www.cmha.bc.ca</a> <span style="float: right;"><b>1-800-555-8222</b></span><br/> <b>CMHA "Bounce Back"</b>: Free online, video or phone programs help manage low mood, stress &amp; anxiety. <a href="https://bouncebackbc.ca/">https://bouncebackbc.ca/</a> <span style="float: right;"><b>1-866-639-0522</b></span></li> <li>• <b>Here To Help:</b> <a href="http://www.heretohelp.bc.ca">www.heretohelp.bc.ca</a><br/>Info re mental health illnesses, substance use &amp; eating disorders</li> <li>• <b>Mental Health &amp; Substance Use Services (IHA)</b> (page 9) <span style="float: right;"><b>250-505-7248</b></span></li> <li>• <b>Mental Health &amp; Substance Use Regional Consumer &amp; Family Support</b> (page 10) <span style="float: right;"><b>1-877-364-2326</b><br/>ext 225</span></li> <li>• <b>Alzheimer/Dementia Support Information</b> (page 17) <span style="float: right;"><b>1-855-301-6742</b></span></li> </ul> |  |
| <p><b>Multiple Sclerosis Society of Canada</b> <a href="http://www.mssociety.ca">www.mssociety.ca</a> Office <span style="float: right;"><b>1-800-268-7582</b></span></p> <ul style="list-style-type: none"> <li>• Phone or see website for support &amp; info <span style="float: right;"><b>MS Navigator</b></span> <span style="float: right;"><b>1-844-859-6789</b></span></li> </ul>  |  |
| <p><b>Nutrition:</b> Call the <b>HealthLinkBC Dietician</b> Monday to Friday: 9am-5pm</p>  | <b>811</b>                                   |
| <p><b>Parkinson Society of BC</b> <a href="http://www.parkinson.bc.ca">www.parkinson.bc.ca</a></p> <ul style="list-style-type: none"> <li>• Trail - Castlegar Area support group contact: <span style="float: right;"><b>Sheila</b></span></li> </ul>  | <b>1-800-668-3330</b><br><b>250-231-7705</b> |
| <p><b>Respiratory (Lung) Disease</b></p> <ul style="list-style-type: none"> <li>• <b>See Chronic Disease Management</b> (page 18)</li> <li>• <b>Private Respiratory</b> testing &amp; equipment (page 11)</li> <li>• <b>BC Lung Foundation</b> <a href="https://bclung.ca/">https://bclung.ca/</a></li> </ul>  | <b>1-800-665-5864</b>                        |
| <p><b>Scleroderma Association of BC</b> <a href="https://sclerodermabc.ca/">https://sclerodermabc.ca/</a></p> <ul style="list-style-type: none"> <li>• For online toolkits &amp; research info:: <a href="https://spinsclero.com/">https://spinsclero.com/</a></li> </ul>  | <b>1-604-371-1005</b>                        |
| <p><b>Stroke Recovery Assn BC</b> <a href="https://strokerecoverybc.ca/">https://strokerecoverybc.ca/</a></p> <ul style="list-style-type: none"> <li>• Website offers many online groups and activities via zoom</li> <li>• <b>Support Group</b> for stroke survivors and caregivers in Nelson <span style="float: right;"><b>Marg</b></span><br/>Meets on Friday mornings. Call for more information <span style="float: right;"><b>250-354-4453</b></span></li> </ul>  | <b>1-888-313-3377</b>                        |
| <p><b>Vision Loss</b></p> <ul style="list-style-type: none"> <li>• <b>Cndn National Institute for the Blind (CNIB)</b> <a href="http://www.cnib.ca">www.cnib.ca</a> <span style="float: right;"><b>1-800-563-2642</b></span></li> <li>• Support &amp; services re vision loss: online &amp; in-person <span style="float: right;"><b>Kelowna office</b></span> <span style="float: right;"><b>250-763-1191</b></span></li> </ul>   |  |



**TRANSPORTATION****❖ MEDICAL APPOINTMENTS**

|  |                       |
|--|-----------------------|
| <b>Hope Air</b> <a href="http://www.hopeair.ca">www.hopeair.ca</a><br><ul style="list-style-type: none"> <li>Free for those on low incomes to obtain specialist medical care</li> </ul>  | <b>1-877-346-4673</b> |
| <b>Interior Medical Transport (IMT)</b> <a href="https://www.bcimt.ca/">https://www.bcimt.ca/</a><br><ul style="list-style-type: none"> <li>Private service offering a variety of patient transport services options</li> </ul>  | <b>250-368-7978</b>   |
| <b>Travel Assistance Program (TAP)</b> <b>Inquiries</b><br><ul style="list-style-type: none"> <li>Reductions on some carriers (eg Pacific Coastal, BC Ferries) for eligible BC residents travelling to non-emergency medical specialists</li> </ul>  | <b>1-800-663-7100</b> |
| <b>Travel Treatment Fund / Wheels of Hope</b> <a href="https://cancer.ca">https://cancer.ca</a><br><ul style="list-style-type: none"> <li>Canadian Cancer Society program helps with cancer treatment travel expenses &amp; offers cancer appointment transportation <b>Info &amp; Register</b></li> </ul> | <b>1-888-939-3333</b> |

**❖ REGULAR / DISABILITIES**

|   |   |
|---|---|
| <b>BC Bus Pass Program</b> Low cost annual pass for low income seniors  | <b>1-866-866-0800</b>                                   |
| <b>Glacier Cabs Taxi Service</b> 593 Baker St <a href="https://www.glaciercabs.ca/">https://www.glaciercabs.ca/</a>   | <b>250-354-1111</b>                                     |
| <b>Kootenay Carshare Cooperative</b> <a href="http://www.carsharecoop.ca">www.carsharecoop.ca</a><br><ul style="list-style-type: none"> <li>Vehicles include a wheelchair accessible van for community use</li> </ul>   | <b>250-352-2033</b>                                     |
| <b>Kootenay Seniors Transportation Program</b> Office: M-F: 9am-4pm<br><ul style="list-style-type: none"> <li>Medical &amp; non-medical rides; Cost /distance <a href="https://kootenayseniors.ca">https://kootenayseniors.ca</a></li> </ul>  | <b>778-463-5247</b>                                     |
| <b>Mountain Man Mike's Bus Service</b> <a href="http://www.mountainmanmikes.ca">www.mountainmanmikes.ca</a><br><ul style="list-style-type: none"> <li>Travel WK- Vancouver return (2 days/wk) &amp; to/from Calgary (1 day/wk)</li> </ul>   | <b>778-382-7729</b>                                     |
| <b>Silver City Stagelines</b> Info & book online <a href="https://fritztravels.com">https://fritztravels.com</a><br><ul style="list-style-type: none"> <li>Travel several days a week between Nelson and Kelowna</li> </ul>   | <b>(778) 760-1891</b><br>(text only)                    |
| <b>West Kootenay Volunteer Driver Program</b> <b>Michelle</b><br><ul style="list-style-type: none"> <li>Transportation for medical, social or recreational purposes available to those unable to access other travel assistance; Cost /distance</li> </ul>  | <b>250-365-2104</b><br>ext 225<br><b>1-877-304-2990</b> |
| <b>West Kootenay Transit</b> <a href="https://www.bctransit.com/west-kootenay">https://www.bctransit.com/west-kootenay</a><br><ul style="list-style-type: none"> <li><b>handyDART:</b> Register &amp; Book: Monday to Friday: 7:30am -4pm<br/>For those unable to use regular local transit due to disability/health</li> </ul> | <b>1-855-993-3100</b>                                   |