

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



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## **A Guide**

**To Public, Community & Private Services  
for  
Arrow & Slocan Lakes Seniors**

**Covers Area from Silverton & New Denver to  
Upper Arrow Lakes Area including Nakusp**

**(Note: See the Slocan Valley Seniors Directory for seniors' services  
from Playmor Junction to the Village of Slocan )**

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This Guide & many more services posted on [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**

<b>24 / 7 Emergency (Ambulance, Fire, Police)</b>	<b>911</b>
<p><b>24 / 7 Crisis Lines:</b> Support in a crisis / concerns re another’s safety</p> <ul style="list-style-type: none"> <li>• <b>BC Mental Health Support Line</b> <b>310-6789</b></li> <li>• <b>Interior Crisis Line Network</b> <b>1-888-353-2273</b></li> <li>• <b>Suicide Crisis Helpline (National)</b> <b>988</b></li> <li>• <b>Suicide Prevention Crisis Line (BC)</b> <b>1-800-784-2433</b></li> </ul>	
<p><b>Seniors Abuse &amp; Information Line (SAIL)</b> <a href="https://seniorsfirstbc.ca/">https://seniorsfirstbc.ca/</a></p> <ul style="list-style-type: none"> <li>• Phone: Monday to Friday: 8am – 8pm</li> <li>• Call re concerns about senior abuse or mistreatment <b>TTY</b></li> </ul>	<p><b>1-866-437-1940</b></p> <p><b>1-855-306-1443</b></p>
<p><b>Report Concerns re Possible Elder Abuse or Neglect</b></p> <ul style="list-style-type: none"> <li>• <b>Adult Abuse &amp; Neglect (IHA)</b> Mon-Fri: 8:30am–4:30pm <b>1-844-870-4754</b></li> <li>• <b>RCMP (re a crime)</b> <b>Nakusp</b> <b>250-265-3677</b> <b>New Denver (Slocan Lake)</b> <b>250-358-2222</b></li> </ul>	
<p><b>RCMP Victim / Witness Assistance Program</b></p> <ul style="list-style-type: none"> <li>• 925 Hwy 23, Nakusp; Mon-Wed: 9am-4:30pm or by appointment</li> <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. <b>VictimLink (24/7)</b></li> </ul>	<p><b>778-206-0045</b></p> <p><b>1-800-563-0808</b></p>
<p><b>Nakusp Safe Home Program</b> <b>Call: 24 hours/day; 7 days/week</b></p> <ul style="list-style-type: none"> <li>• Crisis response for women victims of violence and their children.</li> <li>• Provides temporary shelter support, referrals and transportation to a Transition House; ASL Community Services program <a href="https://aslcs.com">https://aslcs.com</a></li> </ul>	<b>250-265-1843</b>
<p><b>Nakusp Sexual Assault Response Services</b> <b>24/7 Help Line</b></p> <ul style="list-style-type: none"> <li>• Trauma informed confidential support and services for victims (over 13 years of age) of sexual assault; <a href="https://www.servicesfyi.ca/sas/">https://www.servicesfyi.ca/sas/</a></li> <li>• Immediate help: Arrow Lakes Hospital Emergency Dept, 97 1 Ave NE</li> </ul>	<p><b>250-354-4357</b></p> <p><b>250-265-3622</b></p>
<p><b>Women’s Transition Houses</b> <b>Nelson</b></p> <ul style="list-style-type: none"> <li>• 24-hour / 7 days a week confidential service <b>Trail</b></li> <li>• For women &amp; their children: Includes outreach support and safe shelter from domestic abuse, violence or the threat of abuse or violence</li> </ul>	<p><b>250-354-4357</b></p> <p><b>250-364-1543</b></p>

## DRUG STORES / PHARMACIES

All accept phone-in renewals

<p><b>Nakusp PharmaChoice</b> 88 Broadway Street W, Nakusp</p> <ul style="list-style-type: none"> <li>Free prescription delivery in the Nakusp area on Fridays and for pick-up at the Health Centre in Edgewood on Tuesdays and Thursdays.</li> </ul>	<b>250-265-2228</b>
<p><b>New Denver Community Pharmacy</b> 309 6<sup>th</sup> Avenue, New Denver</p> <ul style="list-style-type: none"> <li>Free Prescription delivery including to Slocan</li> </ul>	<b>250-358-2500</b>

## FOOD / MEAL SERVICES

### ❖ FOOD BANKS

<p><b>Nakusp Area Food Bank "Annabelle's Bin"</b> ASLCS 205 – 6th Ave NW</p> <ul style="list-style-type: none"> <li>Thursdays &amp; Fridays: 9am-12noon;1-4pm <a href="https://aslcs.com/foodbank">https://aslcs.com/foodbank</a></li> <li>Serves Nakusp, Trout Lake, Edgewood, Fauquier, Burton, Summit Lake</li> </ul>	<b>250-265-3674</b> Ext 213
<p><b>New Denver Community Food Hamper Society</b> 803 Kildare Street</p> <ul style="list-style-type: none"> <li>Open 2<sup>nd</sup> and 4<sup>th</sup> Tuesday / month from 2:30 to 4:30pm <b>Sue</b></li> </ul>	<b>250-358-7787</b>
<p><b>Farmers' Market Nutrition Coupons</b></p> <ul style="list-style-type: none"> <li>\$27 coupons/wk for those living on low income to purchase food items:</li> <li><b>Nakusp Famers' Market:</b> Saturdays: 9am – 1pm May to October. For coupons contact ASL Community Services</li> <li><b>New Denver Friday Market:</b> 317 6<sup>th</sup> Ave: 9:30am-1:30pm, June- Sept: For coupons contact <a href="#">Healthy Community Society of N Slocan Valley</a></li> </ul>	<b>250-265-3674</b> Ext 213

### ❖ MEALS

<p><b>Nakusp Seniors Society</b> Seniors' Hall 210 8<sup>th</sup> Ave, NW <b>Hall</b></p> <ul style="list-style-type: none"> <li>Includes bridge on Mon at 1pm &amp; coffee drop-in Wed at 10am</li> <li>Seniors dinner or brunch last Friday/month except July &amp; August</li> <li>Small membership fee; Call for info &amp; to reserve for meal <b>Doreen</b></li> </ul>	<b>250-265-4646</b>  <b>250-265-4102</b>
<p><b>New Denver TAPS (Therapeutic Activation Program for seniors)</b></p> <ul style="list-style-type: none"> <li>Lunch, recreational &amp; social activities for vulnerable seniors</li> <li>Tuesdays, Knox Hall Info &amp; register <b>Danielle</b></li> <li>For more information: <a href="https://wegcss.org/seniors/slocan-valley-taps/">https://wegcss.org/seniors/slocan-valley-taps/</a></li> </ul>	<b>250-505-4717</b>

**FOOD / MEAL SERVICES (continued)**

**❖ MEALS (continued)**

<p><b>Meals on Wheels</b> ASL Community Services 205 – 6th Ave NW</p> <ul style="list-style-type: none"> <li>• Order &amp; pre-pay; Serves Nakusp <u>only</u>; <a href="https://aslcs.com/mealsonwheels">https://aslcs.com/mealsonwheels</a></li> <li>• Meals delivered Mon, Wed &amp; Fri from 12 noon to 1pm</li> </ul>	<p><b>250-265-3674</b> <b>Ext 213</b></p>

**FOOT CARE**

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

<p><b>Sole Focus Nursing Foot Health Services</b> Jen Darling RN, FCN Amanda Ormiston RN, FCN</p> <ul style="list-style-type: none"> <li>• Clinic located in Nakusp Integrated Health Centre, 409 Broadway St W</li> <li>• Also in Edgewood bimonthly <a href="https://www.nakuspfeet.com/about-us">https://www.nakuspfeet.com/about-us</a></li> </ul>	<p><b>250-265-2503</b></p>

**FRAUD / FINANCIAL**

<p><b>Banks and Credit Unions</b></p> <ul style="list-style-type: none"> <li>• Includes Automatic deposit, Bill paying, Internet &amp; telephone banking</li> </ul>	
<p><b>Better Business Bureau of Mainland BC</b> <a href="http://www.bbb.org/mbc">www.bbb.org/mbc</a></p> <ul style="list-style-type: none"> <li>• Services include business info, scam warnings &amp; receiving complaints</li> </ul>	<p><b>1-888-803-1222</b> <b>1-604-682-2711</b></p>
<p><b>Canadian Anti-Fraud Centre</b></p> <ul style="list-style-type: none"> <li>• Report scams / suspected fraud. Mon-Fri: 6am-1:45pm PST</li> </ul>	<p><b>1-888-495-8501</b></p>
<p><b>Credit Counselling Society</b> <a href="http://www.nomoredebts.org">www.nomoredebts.org</a></p> <ul style="list-style-type: none"> <li>• Free credit &amp; debt counselling &amp; personal budgeting services</li> </ul>	<p><b>1-888-527-8999</b></p>
<p><b>Police</b></p> <ul style="list-style-type: none"> <li>• Contact re possible financial abuse</li> </ul>	<p><b>Nakusp RCMP 250-265-3677</b> <b>New Denver RCMP 250-358-2222</b></p>

**GOVERNMENT SERVICES / ADVOCACY / SUPPORT**

<p><b>Advocacy Centre</b> 205 Hall Street, Nelson <a href="http://www.advocacycentre.org">www.advocacycentre.org</a></p> <ul style="list-style-type: none"> <li>• Helps with disability benefits, tenants' rights, welfare appeals, etc.</li> <li>• Offers remote services by phone or email upon request.</li> </ul>	<p><b>1-877-352-5777</b></p>
<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>	<p><b>1-800-257-7756</b></p>
<p><b>Community Volunteer Income Tax Program</b> Heather</p> <ul style="list-style-type: none"> <li>• A free, year-round tax return completion service for those living on a low income; Phone for info and assistance.</li> <li>• March &amp; April: free clinics in the Nakusp Seniors Hall, 210 8<sup>th</sup> Ave NW</li> </ul>	<p><b>250-265-3372</b></p>
<p><b>Income Assistance Service BC Office</b> 204 6<sup>th</sup> Avenue NW, Nakusp</p> <ul style="list-style-type: none"> <li>• An income supplement or other support available to eligible seniors</li> </ul>	<p><b>1-866-866-0800</b></p>
<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; agencies to address systemic issues in Health care, Housing, Income support, Community support &amp; Transportation.</li> <li>• For reports, studies &amp; the <b>Long Term Care &amp; Assisted Living Directory</b> see <a href="https://www.seniorsadvocatebc.ca/quickfacts/location">https://www.seniorsadvocatebc.ca/quickfacts/location</a></li> </ul>	<p><b>1-877-952-3181</b></p>
<p><b>SeniorsBC</b> <a href="http://www.seniorsbc.ca">www.seniorsbc.ca</a></p> <ul style="list-style-type: none"> <li>• Info re health care and other seniors services</li> </ul>	
<p><b>Service BC Centre (Government Agent/Access Centre)</b></p> <ul style="list-style-type: none"> <li>• 204 6<sup>th</sup> Avenue, Nakusp, Mon to Fri: 9am-12 noon; 1 - 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</li> <li>• <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>	<p><b>250-265-4865</b></p>

**GOVERNMENT SERVICES / ADVOCACY / SUPPORT (continued)**

<p><b>Service Canada Centre</b> Chahko Mika Mall, 1125 Lakeside Dr, Nelson</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, etc, <a href="https://www.servicecanada.gc.ca/">https://www.servicecanada.gc.ca/</a></li> </ul>	<p><b>1-800-622-6232</b></p>
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**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> <li>The <b>BC Centre for Palliative Care</b> <a href="https://www.bc-cpc.ca/acp/">https://www.bc-cpc.ca/acp/</a> also provides excellent Advance Care Planning guidance</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>	<p><b>1-800-665-7199</b></p>
<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 other info available at the <b>Service BC Centre (page 4)</b></li> </ul>	<p><b>1-800-663-7100</b></p>
<p><b>HealthLinkBC</b></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:</li> </ul>	<p><b>Toll-free</b> <b>811</b></p> <p><b>Toll-free</b> <b>711</b></p>

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

**❖ HOSPITALS / EMERGENCY and/or URGENT CARE:**

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

**❖ COMMUNITY HEALTH CENTRES:**

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

<p><b>Home Health Services</b></p> <ul style="list-style-type: none"> <li>• Nursing care and self-management teaching for chronic and acute conditions. <b>New Denver (Slocan) Home Health</b></li> <li>• Ambulatory Care Clinic visits by appointment. Palliative care and navigation with support for families.</li> <li>• 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>	<p><b>Central Intake / Assessment</b></p> <p><b>Nakusp Home Health</b></p> <p><b>New Denver (Slocan) Home Health</b></p>	<p><b>1-800-707-8550</b></p> <p><b>250-265-5256</b></p> <p><b>250-358-7804</b></p>
<p><b>Home Support</b></p> <ul style="list-style-type: none"> <li>• A scheduled, subsidized service (cost depends on income) that provides 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 &amp; Services</b> Provided by ASL Community Services <b>after intake</b> (see page 11)</li> </ul>	<p><b>Central Intake / Assessment</b></p> <p><b>Linda</b></p>	<p><b>1-800-707-8550</b></p> <p><b>250-265-3674</b> <b>Ext 204</b></p>
<p><b>Mental Health &amp; Substance Use (MHSU) Services</b></p> <ul style="list-style-type: none"> <li>• Offers assessment, counselling, support groups &amp; related services</li> <li>• Assists seniors (&amp; caregivers) with mental health issues associated with aging;</li> </ul>		<p><b>250-265-5253</b> or <b>310-MHSU (6478)</b></p>
<p><b>Public Health / Promotion &amp; Prevention Services</b></p> <ul style="list-style-type: none"> <li>• Provides services for infants, children &amp; youth, adults &amp; families</li> </ul>		<p><b>250-265-3608</b></p>

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

**❖ MEDICAL LABORATORY**

<p><b>Arrow Lakes Hospital Laboratory</b> 97 1<sup>st</sup> Ave, NE, Nakusp</p> <ul style="list-style-type: none"> <li>• Book online <a href="http://www.labonlinebooking.ca">www.labonlinebooking.ca</a> or book by phone</li> <li>• Appointments preferable but limited walk-in services available</li> <li>• Lab hours: Monday to Friday: 8am to 12 noon</li> </ul>	<p><b>1-844-870-4756</b></p> <p><b>250-265-3622</b></p>
<p><b>Edgewood Health Centre Laboratory</b> 322 Monashee Ave</p> <ul style="list-style-type: none"> <li>• Hours: Tues &amp; Thurs: 9 – 9:30am No walk-ins; Call for an appointment</li> </ul>	<p><b>250-269-7313</b></p>
<p><b>Slocan Community Health Services Laboratory</b></p> <ul style="list-style-type: none"> <li>• 401 Galena Avenue, New Denver</li> <li>• Book online <a href="http://www.labonlinebooking.ca">www.labonlinebooking.ca</a> or book by phone</li> <li>• Appointments preferable but limited walk-in services available</li> <li>• Lab Hours: Mon, Tues, Wed: 8 – 11:30am; Walk-in: 8-10am</li> </ul>	<p><b>1-877-740-7747</b></p> <p><b>250-358-7911</b></p>

**❖ MOBILE SERVICES**

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

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

**HEALTH CARE SERVICES: NON-IHA****❖ DENTAL**

<b>Canadian Dental Care Plan</b> (for those not already covered by a plan) <ul style="list-style-type: none"> <li>See <a href="#">website</a> or phone for eligibility requirements and application form</li> </ul>	<b>1-833-537-4342</b>
<b>The Travelling Hygienist</b> <a href="https://www.thetravellinghygienist.com/">https://www.thetravellinghygienist.com/</a> <ul style="list-style-type: none"> <li>Private in-home &amp; care facility dental hygiene services</li> </ul>	<b>778-231-0475</b>
<b>West Kootenay Community TEETH Clinic</b> <ul style="list-style-type: none"> <li>Lower cost dental care for those living on a low income</li> <li>For application process see <a href="https://www.teethclinicwk.ca/applications/">https://www.teethclinicwk.ca/applications/</a></li> <li>WK TEETH Clinic: 632 Front Street, Nelson</li> </ul>	<b>778-463-2232</b>

**❖ INTEGRATED HEALTH CLINIC**

<b>Nakusp Integrated Health Clinic</b> 409 Broadway Street, Nakusp <ul style="list-style-type: none"> <li>Private clinic includes counsellors, chiropractor, fitness &amp; nutrition counsellor, massage therapists, naturopaths, osteopath, foot care nurses, optometrist, physiotherapists, etc. <a href="https://www.nakuspihi.ca/">https://www.nakuspihi.ca/</a></li> </ul>	<b>250-265-2503</b>
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**❖ PRIMARY CARE****➤ FOR THOSE WITHOUT A PRIMARY CARE PROVIDER**

<b>Kootenay Boundary Health Connect Registry</b> HealthLink BC <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>811</b>
<b>KB Access Clinic</b> <a href="https://kbaccess.ca/">https://kbaccess.ca/</a> <ul style="list-style-type: none"> <li>For those who don't have a family doctor or nurse practitioner</li> <li>Offers virtual visits to patients in all the Kootenay Boundary region</li> </ul>	<b>778-508-3112</b>

**➤ MEDICAL CLINICS**

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

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

<b>IHA Patient Care Quality Office</b>	<b>Info &amp; Register a Complaint:</b>	<b>1-877-442-2001</b>
<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>In-Patient Support Services</b>	<b>Arrow Lakes Hospital</b>	<b>250-265-3622</b>
<ul style="list-style-type: none"> <li>Offers psychosocial care for patients and families, including adjustment counselling, support, practical assistance, advocacy and referrals to community resources.</li> </ul>		<b>250-358-7911</b>
	<b>Slocan Health Centre</b>	

**❖ OTHER (NON-IHA)**

<b>Aboriginal Health</b>	Circle of Indigenous Nations (COINS) <a href="https://coinations.net">https://coinations.net</a>	<b>1-877-904-2634</b>
<ul style="list-style-type: none"> <li><b>Aboriginal Patient Navigator</b> Carrie</li> <li>Provides a range of culturally sensitive supports to hospitalized Aboriginal patients, caregivers &amp; their families</li> <li><b>Aboriginal Health Coordinator</b> Sage</li> <li>Supports Aboriginal patients' access to community services that enhance continuity of care and cultural safety in the West Kootenay</li> </ul>	<b>250-399-0699</b> <b>250-551-4395</b> <b>250-399-0731</b> <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> Lisa	<b>250-231-7552</b>
<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> ext 225
<b>Office of the Seniors' Advocate</b>	Monday to Friday: 8:30am - 4:30pm	<b>1-877-952-3181</b>
<ul style="list-style-type: none"> <li>BC seniors' information, resources and referrals; (<b>page 4</b> for details)</li> </ul>		
<b>Seniors Community Connector</b>		
<ul style="list-style-type: none"> <li>Connects older isolated adults to services/ activities; supports wellness</li> <li>Arrow Lakes Area: <a href="https://aslcs.com/community-connector">https://aslcs.com/community-connector</a> Karen</li> <li>Slocan Valley to New Denver / Hills <a href="https://wegcss.org/seniors/">https://wegcss.org/seniors/</a> Jen</li> </ul>		<b>250-265-0501</b> <b>250-608-5838</b>
<b>WKB Caregiver Support</b>	<a href="http://wkbcaregiver.org/">http://wkbcaregiver.org/</a> Kevin	<b>1-888-212-2337</b>
<ul style="list-style-type: none"> <li>Education, resources, 1:1 support &amp; groups for caregivers (<b>page 12</b>)</li> </ul>		ext 2
<b>West Kootenay Nav-CARE Program</b>	<b>Nakusp Area Coordinator</b>	<b>250-265-8765</b>
<b>Slocan Valley to New Denver &amp; Hills) Coordinator</b>		<b>778-988-6685</b>
<ul style="list-style-type: none"> <li>Support for adults living with chronic illness; for details see <b>page 12</b></li> </ul>		

## HEALTH / MEDICAL EQUIPMENT & SUPPLIES

### ❖ NON-PROFIT

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

<p><b>Drug Stores / Pharmacies:</b></p> <ul style="list-style-type: none"> <li>Several carry medical supplies &amp; equipment. <b>(See 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 St, Nelson <a href="http://www.connecthearing.ca">www.connecthearing.ca</a></li> <li>These 2 Clinics have now merged: <a href="http://www.dynamichearingsolutions.ca">www.dynamichearingsolutions.ca</a></li> </ul> <p><b>Dynamic Hearing Solutions</b> 105 - 518 Lake St, Nelson</p> <p><b>Kootenay Hearing &amp; Audiology</b> 4-425 Columbia Ave Castlegar</p>	<p><b>250-354-4949</b></p> <p><b>250-352-5932</b></p> <p><b>250-304-2003</b></p>
<p><b>Independent Respiratory Services</b> <a href="http://www.irscanada.ca">www.irscanada.ca</a></p> <ul style="list-style-type: none"> <li>Castlegar Clinic: 865 Columbia Ave; Nelson Clinic: 8006 Vernon St</li> <li>Call for an appointment</li> </ul>	<p><b>1-877-365-6952</b></p>
<p><b>Kootenay Columbia Home Medical Equipment</b></p> <ul style="list-style-type: none"> <li>130-630 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></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></p> <p><b>250-364 2524</b></p>

## HOME SAFETY

<p><b>BC Rebate for Accessible Home Adaptation (BC RAHA)</b></p> <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>	<p><b>1-800-257-7756</b></p>
<p><b>RCMP</b></p> <ul style="list-style-type: none"> <li>Responds to seniors' safety/abuse concerns</li> </ul>	<p><b>Nakusp RCMP</b> <b>250-265-3677</b></p> <p><b>New Denver RCMP</b> <b>250-358-2222</b></p>

**HOME SUPPORT SERVICES**

*May include one or several of: Hair Care, Health/Personal Care, Housekeeping, Laundry, Meal Preparation, Respite, Shopping, Transportation, Yard Care, etc*

**❖ NON-PROFIT / PUBLIC**

<p><b>ASLCS Home Support Services</b> <span style="float: right;"><b>Pam</b></span></p> <ul style="list-style-type: none"> <li>Arrow &amp; Slocan Lakes Community Services provides various fee-for-service home support services either through IHA Home Health Services (<b>page 6</b>) or via a direct private arrangement with the person needing the assistance <a href="https://aslcs.com/homesupport">https://aslcs.com/homesupport</a></li> </ul>	<p><b>250-265-3674</b> ext 204</p>
<p><b>Arrow Lakes Better at Home</b> <a href="http://www.aslcs.com/betterathome">www.aslcs.com/betterathome</a> <span style="float: right;"><b>Louella</b></span></p> <ul style="list-style-type: none"> <li>Arrow &amp; Slocan Lakes Community Services, 205 – 6th Ave NW</li> <li>Non-medical services for seniors (65+) such as grocery shopping, housekeeping, yard care, snow removal, minor home repair &amp; friendly visiting to help seniors remain independently living at home.</li> <li>All seniors over 65+ are welcome to services that are available on a sliding scale dependent on income. Some services are free</li> <li><b>Serves Nakusp, Burton, Fauquier &amp; Edgewood &amp; areas</b></li> </ul>	<p><b>250-265-8747</b></p>
<p><b>Slocan Valley Better at Home</b> <span style="float: right;"><b>Miryam</b></span></p> <ul style="list-style-type: none"> <li>WE Graham Community Services Society, 1001 Harold Street, Slocan</li> <li>Non-medical services for seniors (65+) to help seniors remain independently living at home.</li> <li>All seniors over 65+ are welcome to services that are available on a sliding scale depending on income. Some services are free</li> <li><b>Serves Silverton, New Denver and Hills</b> as well as the area from Playmor Junction through the Slocan Valley to Slocan Village</li> <li><a href="https://wegcss.org/slocan-valley-better-at-home/">https://wegcss.org/slocan-valley-better-at-home/</a></li> </ul>	<p><b>250-777-8339</b></p>

**❖ PRIVATE**

<p><b>Elite Cleaning Services</b> <a href="https://www.elite-cleaners-online.com/">https://www.elite-cleaners-online.com/</a> <span style="float: right;"><b>Topaze</b></span></p> <ul style="list-style-type: none"> <li>Residential and related cleaning services</li> </ul>	<p><b>250-551-2838</b></p>
<p><b>Spectrum Home &amp; Family Care</b> <a href="http://www.spectrumcares.ca">www.spectrumcares.ca</a></p> <ul style="list-style-type: none"> <li>Provides a wide variety of private, fee-for-service home support services including light housekeeping, meals, shopping, personal care, yard maintenance, etc.</li> </ul>	<p><b>250-265-3842</b></p>

**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>Home Health Services (IHA) (page 6)</b> <b>Central Intake</b></p> <ul style="list-style-type: none"> <li>End of life in-home palliative care and support for families</li> </ul>	<p><b>1-800-707-8550</b></p>
<p><b>Nakusp Hospice Society</b> <a href="https://nakusphospice.com/">https://nakusphospice.com/</a> <b>Sheila</b></p> <p><b>New Denver Hospice Society</b> <a href="http://www.newdenverhospice.com">www.newdenverhospice.com</a> <b>Kevin</b></p> <ul style="list-style-type: none"> <li>End-of-life care or for those with a life-limiting illness including needs assessments, trained volunteers, family respite and grief support.</li> </ul>	<p><b>250-265-1998</b></p> <p><b>250-358-7828</b></p>
<p><b>West Kootenay Nav-CARE Program</b> <b>Nakusp Area Coordinator</b></p> <p><b>Slocan Valley: (Playmor to New Denver &amp; Hills) Coordinator</b></p> <ul style="list-style-type: none"> <li>Support for adults living with chronic illness, frailty and social isolation</li> <li>Trained volunteers meet with individual &amp; family to provide support, help navigate services &amp; find resources. <a href="https://westkootenaynavcare.org/">https://westkootenaynavcare.org/</a></li> </ul>	<p><b>250-265-8765</b></p> <p><b>778-988-6685</b></p>
<p><b>WKB Caregiver Support</b> <a href="http://wkbcaregiver.org/">http://wkbcaregiver.org/</a> <b>Kevin</b></p> <ul style="list-style-type: none"> <li>Support 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>Group meets Thurs in New Denver: <a href="https://wkbcaregiver.org/calendar/">https://wkbcaregiver.org/calendar/</a></li> </ul>	<p><b>1-888-212-2337</b></p> <p><b>ext 2</b></p>

**HOUSING / RESIDENTIAL ACCOMODATION**

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

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

<p><b>Arrowtarian Rotary Villas</b> (5 sites, 52 units) <a href="http://www.arrowtarian.com">www.arrowtarian.com</a></p> <ul style="list-style-type: none"> <li>Apply: Arrowtarian Senior Citizens Soc., Box 688, 212 7<sup>th</sup> Ave, Nakusp</li> </ul>	<p><b>250-265-2020</b></p>
<p><b>Arrow Heights Affordable Housing</b> 101 1<sup>st</sup> Ave Nakusp</p> <ul style="list-style-type: none"> <li>Apply: ASLCS PO Box 100 Nakusp,V0G 1R0 <a href="https://aslcs.com/housing">https://aslcs.com/housing</a></li> </ul>	<p><b>250-265-3674</b></p>
<p><b>Dr Brouse Lodge</b> 824 Kildare Street, New Denver <b>Site Manager</b></p> <ul style="list-style-type: none"> <li>Apply: Halcyon Assisted Living Society, PO Box 100 Nakusp,V0G 1R0</li> </ul>	<p><b>250-358-2305</b></p>
<p><b>The Osprey Residence</b> 602 Slocan Avenue, New Denver</p> <ul style="list-style-type: none"> <li><b>Apply for subsidized units:</b> BC Housing: <a href="https://www.bchousing.org/">https://www.bchousing.org/</a></li> <li><b>Apply for lower-end-of-market units:</b> Slocan Valley Housing Society</li> </ul>	<p><b>1-800-257-7756</b></p> <p><b>250-226-7136</b></p>

**HOUSING / RESIDENTIAL ACCOMODATION (continued)**

❖ **ASSISTED LIVING: SUBSIDIZED**

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

<p><b>Halcyon House</b> 83 8<sup>th</sup> Avenue, NW, Nakusp</p> <ul style="list-style-type: none"> <li>• 10 subsidized units; Apply through Home Health (IHA) (see above)</li> <li>• Administered by The Halcyon Assisted Living Society</li> </ul>	<b>Site Manager</b>	<b>250-265-3692</b>
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❖ **ASSISTED LIVING: UNSUBSIDIZED**

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

<p><b>Halcyon House</b> 83 8<sup>th</sup> Avenue, NW, Nakusp</p> <ul style="list-style-type: none"> <li>• 7 unsubsidized (private) units</li> <li>• For more info: phone manager or: <a href="https://halsociety.ca/halcyon-house">https://halsociety.ca/halcyon-house</a></li> <li>• Apply: Halcyon Assisted Living Soc., PO Box 100, Nakusp, V0G 1R0</li> </ul>	<b>Site Manager</b>	<b>250-265-3692</b>
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❖ **LONG TERM CARE; SUBSIDIZED**

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

<p><b>Minto House</b> 97 1<sup>st</sup> Avenue, NE, Nakusp</p> <ul style="list-style-type: none"> <li>• 16 subsidized units <a href="https://www.interiorhealth.ca/locations/minto-house">https://www.interiorhealth.ca/locations/minto-house</a></li> </ul>	<b>250-265-5233</b>
<p><b>The Pavilion</b> Slocan Community Health Centre 401 Galena Ave N. Denver</p> <ul style="list-style-type: none"> <li>• 28 subsidized units <a href="https://www.interiorhealth.ca/locations/the-pavilion">https://www.interiorhealth.ca/locations/the-pavilion</a></li> </ul>	<b>250-358-7911</b>

**LIBRARIES**

<p><b>Nakusp Public Library</b> 92 6th Ave NW <a href="https://nakusplibrary.ca/">https://nakusplibrary.ca/</a></p> <ul style="list-style-type: none"> <li>• Book and video loans, educational programs, computer and internet access &amp; other services. Call for info re <b>Homebound services</b></li> </ul>	<b>250-265-3363</b>
<p><b>N. Slocan Community Library</b> <a href="https://newdenver.ca/amenities/nscl/">https://newdenver.ca/amenities/nscl/</a></p> <ul style="list-style-type: none"> <li>• Lower level, Knox Hall, 717 Kootenay St, New Denver</li> <li>• Books &amp; recordings; also includes a technology / computer centre</li> </ul>	<b>250-358-2221</b>

**RECREATION / ADULT EDUCATION**

<p><b>Columbia Basin Alliance for Literacy</b> 98 6<sup>th</sup> Ave, Nakusp <b>Shayna</b></p> <ul style="list-style-type: none"> <li>• Free technology classes, adult literacy, language &amp; settlement services</li> <li>• <a href="https://cbal.org/arrow-and-slocan-lakes/">https://cbal.org/arrow-and-slocan-lakes/</a></li> </ul>		<b>250-265-3736</b>
<p><b>Nakusp Recreation</b> <a href="http://www.nakusp.com">www.nakusp.com</a> <b>Village Office</b></p> <ul style="list-style-type: none"> <li>• Sports / Recreation Complex: 200 8<sup>th</sup> Avenue NW</li> <li>• Winter Walking track: M,W,F: 8am-3pm in the Complex’s auditorium</li> </ul>		<b>250-265-3689</b>
<p><b>New Denver Community Gym</b> 401 Galena Ave <b>Village Office</b></p> <ul style="list-style-type: none"> <li>• Annual membership fee paid to Village; Gym Open:5:30 am – 10pm</li> </ul>		<b>250-358-2316</b>
<p><b>Nakusp Learning Centre, Selkirk College</b> 311 Broadway St W</p> <ul style="list-style-type: none"> <li>• Continuing Education &amp; Academic Upgrading programs</li> <li>• <a href="https://selkirk.ca/why-selkirk/our-campuses/nakusp-learning-centre">https://selkirk.ca/why-selkirk/our-campuses/nakusp-learning-centre</a></li> </ul>		<b>250-265-4077</b> <b>250-265-3230</b>
<p><b>Slocan Valley Better at Home Seniors Activities – New Denver</b></p> <ul style="list-style-type: none"> <li>• Interested in a weekly Seniors Walking Group in New Denver ??</li> <li>• For more info <a href="https://www.facebook.com/wegcss">https://www.facebook.com/wegcss</a> <b>Call Leah</b></li> </ul>		<b>250-777-8339</b>

**SENIORS SOCIAL GROUPS / ASSOCIATIONS / COORDINATION**

<p><b>Nakusp Seniors Activities Program</b> <b>Tamara</b></p> <ul style="list-style-type: none"> <li>• Organizes/coordinates activities for seniors; <a href="https://aslcs.com/adultday">https://aslcs.com/adultday</a></li> </ul>		<b>250-265-3674</b> <b>ext 901</b>
<p><b>Nakusp Seniors Society</b> Seniors’ Hall 210 8<sup>th</sup> Ave, NW <b>Hall</b></p> <ul style="list-style-type: none"> <li>• Activities include bridge on Mon: 1pm &amp; coffee drop-in Wed: 10am</li> <li>• Seniors dinner or brunch last Friday/month except July &amp; August</li> <li>• Call for meal info &amp; to reserve; small membership fee <b>Doreen</b></li> </ul>		<b>250-265-4646</b> <b>250-265-4102</b>
<p><b>Senior Citizens Association Branch 124 (Burton)</b> <b>Gale</b></p> <ul style="list-style-type: none"> <li>• Activities in Seniors Hall 163 Burton Frontage Rd; membership fee</li> </ul>		<b>250-265-3191</b>
<p><b>Senior Citizens Association Branch 150 (Edgewood)</b></p> <ul style="list-style-type: none"> <li>• For information about activities: Esther: <a href="mailto:edgewoodseniors@gmail.com">edgewoodseniors@gmail.com</a></li> </ul>		
<p><b>New Denver TAPS (Therapeutic Activation Program for seniors)</b></p> <ul style="list-style-type: none"> <li>• Lunch &amp; activities for seniors 65+, at Knox Hall, Tuesdays</li> <li>• <a href="https://www.facebook.com/wegcss">https://www.facebook.com/wegcss</a>; more info &amp; to register <b>Danielle</b></li> </ul>		<b>250-505-4717</b>

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

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

<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></li> <li>• <b>Alcoholics Anonymous</b> <a href="http://www.bcyukonaa.org">www.bcyukonaa.org</a> Phone for help &amp; detailed info about AA meetings in West Kootenay or see <a href="https://aawestkootenays.org/">https://aawestkootenays.org/</a> <ul style="list-style-type: none"> <li>○ Nakusp Mtngs: Wed: 7pm &amp; Sun: 5pm: 317 Broadway St (back)</li> <li>○ New Denver: 7pm: Mon(women) &amp; Fri: Pavilion Annex, 401 Galena</li> </ul> </li> <li>• <b>Al-Anon</b> List of area meetings: <a href="http://www.bcyukon-al-anon.org">www.bcyukon-al-anon.org</a> <ul style="list-style-type: none"> <li>○ New Denver: Wed: 7pm Pavilion Annex, 401 Galena</li> </ul> </li> <li>• <b>Mental Health &amp; Substance Use Services (page 6)</b></li> <li>• <b>WK Narcotics Anonymous (NA)</b> <a href="http://www.bcrna.ca">www.bcrna.ca</a> <ul style="list-style-type: none"> <li>○ Nakusp Thurs: 7:30pm Robertson Mem. Church 117-3 Ave NW</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></li> <li>• <b>Smoking Cessation Program:</b> Free Nicotine Replacement Therapy (NRT) products or medications. Talk to a local pharmacist</li> </ul>	<p><b>1-800-663-1441</b></p> <p><b>1-250-800-4125</b></p> <p><b>250-265-5253</b></p> <p><b>1-855-852-5687</b></p> <p><b>1-877-455-2233</b></p>
<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 Call or check the <a href="#">website</a> for information re resources, local family caregiver support groups, workshops &amp; other services</li> </ul>	<p><b>1-800-936-6033</b></p> <p><b>1-855-301-6742</b></p>
<p><b>Arthritis Society Canada</b> <a href="https://arthritis.ca/">https://arthritis.ca/</a> Info Line</p>	<p><b>1-800-321-1433</b></p>
<p><b>Bereavement BC Helpline</b> Monday to Friday: 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>

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

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

<p><b>Brain Injury</b></p> <ul style="list-style-type: none"> <li>• <b>Kootenay Brain Injury Ass’n</b> 202-1060 Eldorado Street, Trail Participants are asked to provide documents re injury or be referred Offers outreach support, groups &amp; activities <a href="http://www.kootenaybia.ca">www.kootenaybia.ca</a></li> <li>• <b>Acquired Brain Injury Services (Interior Health)</b> Intake Office: Castlegar Health Centre M - Th: 8:30am - 4pm <b>Coordinator</b></li> </ul>	<p><b>778-460-4500</b></p> <p><b>1-800-707-8550</b></p> <p><b>250-365-9547</b></p>
<p><b>Cancer</b></p> <ul style="list-style-type: none"> <li>• <b>BC Cancer Agency: Southern Interior Cancer Care, Kelowna</b> 399 Royal Ave <a href="http://www.bccancer.bc.ca/our-services/centres-clinics/">http://www.bccancer.bc.ca/our-services/centres-clinics/</a> Offers prevention, screening &amp; early detection, diagnosis &amp; treatment services, pain &amp; symptom management clinic, support and more</li> <li>• <b>Southern Interior Rotary Lodge</b> 330 Strathcona Ave, Kelowna Offers a safe, supportive, reasonably priced lodge for cancer patients while accessing treatment at the Cancer Centre</li> <li>○ <b>Canadian Cancer Society</b> <a href="http://www.cancer.ca">www.cancer.ca</a> Info/Helpline and many supports, including travel assistance (page 19)</li> </ul>	<p><b>1-888-563-7773</b></p> <p><b>1-888-939-3333</b></p> <p><b>1-888-939-3333</b></p>
<p><b>Caregiving: WKB Caregiver Support</b> <b>Local Coordinator</b></p> <ul style="list-style-type: none"> <li>• Education, resources, 1:1 support and support groups for caregivers</li> <li>• See page 12 or website for services’ details <a href="http://wkbcaregiver.org/">http://wkbcaregiver.org/</a></li> </ul>	<p><b>1-888-212-2337</b> <b>ext 2</b></p>
<p><b>Chronic Disease Management</b></p> <ul style="list-style-type: none"> <li>• <b>Chronic Disease Management &amp; Prevention Program</b> Support and information programs at Arrow Lakes Hospital</li> <li>• <b>Self-Management Program:</b> <a href="http://www.selfmanagementbc.ca">www.selfmanagementbc.ca</a> 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>250-265-3622</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>Bill Nelems Pain &amp; Research Centre</b> <a href="https://nelemspain.ca/">https://nelemspain.ca/</a> Administers the <b>KBRH Pain Medicine Clinic, Trail</b></li> <li>• <b>Pain BC Support:</b> Mon – Fri: 9am – 4pm <a href="https://painbc.ca/">https://painbc.ca/</a></li> <li>• <b>Regional Resources &amp; Information</b> <a href="https://divisionsbc.ca/kootenay-boundary/chronic-pain-tools">https://divisionsbc.ca/kootenay-boundary/chronic-pain-tools</a></li> </ul>	<p><b>250-231-3299</b></p> <p><b>1-844-880-7246</b></p>

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

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

<b>Community Connector</b> <ul style="list-style-type: none"> <li>Connects older, isolated, vulnerable adults to local services &amp; activities; and supports their mental &amp; emotional wellbeing</li> <li>Arrow Lakes Area: <a href="https://aslcs.com/community-connector">https://aslcs.com/community-connector</a> <b>Karen</b></li> <li>Slocan Valley to New Denver / Hills <a href="https://wegcss.org/seniors/">https://wegcss.org/seniors/</a> <b>Jen</b></li> </ul>	<b>250-265-0501</b> <b>250-608-5838</b>
<b>Crohn's &amp; Colitis Canada</b> <a href="http://www.crohnsandcolitis.ca">www.crohnsandcolitis.ca</a>	<b>1-800-513-8202</b>
<b>Dental:</b> Details re mobile and/or low cost Dental services on <b>page 8</b>	
<b>Diabetes</b> <ul style="list-style-type: none"> <li>See <b>Chronic Disease Management</b> (page 16)</li> <li><b>Diabetes Canada Info &amp; Support Line</b> <a href="https://www.diabetes.ca/">https://www.diabetes.ca/</a></li> </ul>	<b>1-800-226-8464</b>
<b>End of Life Care</b> <ul style="list-style-type: none"> <li>See <b>Hospice</b> (page 12) for services in Nakusp &amp; New Denver</li> <li><b>Home Health Services (IHA)</b> (page 6) <b>Central Intake</b></li> </ul>	<b>1-800-707-8550</b>
<b>Fibromyalgia &amp; Chronic Fatigue Syndrome</b> <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>Hearing Tests / Hearing Aids</b> <i>All offer free screening for seniors pg 10</i> <ul style="list-style-type: none"> <li><b>Connect Hearing</b> 259 Baker St, Nelson</li> <li><b>Dynamic Hearing Solutions</b> 105 - 518 Lake St, Nelson</li> <li><b>Kootenay Hearing &amp; Audiology</b> 4-425 Columbia Ave Castlegar</li> </ul>	<b>250-354-4949</b> <b>250-352-5932</b> <b>250-304-2003</b>
<b>Heart</b> <ul style="list-style-type: none"> <li>See <b>Chronic Disease Management</b> (page 19)</li> <li><b>Heart &amp; Stroke Foundation</b> <a href="http://www.heartandstroke.ca">www.heartandstroke.ca</a></li> </ul>	<b>1-888-473-4636</b>
<b>Kidney (Renal) Disease</b> <ul style="list-style-type: none"> <li><b>KB Chronic Kidney Disease Clinic: Kiro Wellness Centre</b> Support, referrals, info, resources for non-hospitalized patients <b>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>250-364-6270</b> <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 5)

<b>Mental Health</b> <ul style="list-style-type: none"> <li>• <b>Alzheimer/Dementia Support Information</b> (page 15)</li> <li>• <b>BC Mental Health Support Line</b> (24/7)</li> <li>• <b>Canadian Mental Health Ass'n (CMHA)</b> <a href="http://www.cmha.bc.ca">www.cmha.bc.ca</a> <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></li> <li>• <b>Here To Help:</b> <a href="http://www.heretohelp.bc.ca">www.heretohelp.bc.ca</a> Info re mental health illnesses, substance use &amp; eating disorders</li> <li>• <b>ASL Mental Health &amp; Substance Use Services (IHA)</b> (pg 6)</li> <li>• <b>Mental Health &amp; Substance Use Regional Consumer, Family &amp; Peer Support Program</b> (page 9)</li> </ul>	<b>1-855-301-6742</b> <b>310-6789</b> <b>1-800-555-8222</b> <b>1-866-639-0522</b>  <b>250-265-5253</b> <b>250-231-7552</b>
<b>MS (Multiple Sclerosis) Canada</b> <a href="https://mscanada.ca/">https://mscanada.ca/</a> <ul style="list-style-type: none"> <li>• Phone or see website for support &amp; info</li> </ul>	<b>MS Navigator</b> <b>1-844-859-6789</b>
<b>Nutrition:</b> Call the <b>HealthLinkBC Dietician</b> Monday to Friday: 9am-5pm	<b>811</b>
<b>Parkinson Society of BC</b> <a href="http://www.parkinson.bc.ca">www.parkinson.bc.ca</a> <ul style="list-style-type: none"> <li>• Website has valuable information including education, supports &amp; exercise programs</li> </ul>	<b>1-800-668-3330</b>
<b>Respiratory (Lung) Disease</b> <ul style="list-style-type: none"> <li>• <b>See Chronic Disease Management</b> (page 16)</li> <li>• <b>BC Lung Foundation</b> <a href="https://bclung.ca/">https://bclung.ca/</a></li> <li>• <b>Private Respiratory</b> testing &amp; equipment (page 10)</li> </ul>	<b>1-800-665-5864</b>
<b>Scleroderma Association of BC</b> <a href="https://sclerodermabc.ca/">https://sclerodermabc.ca/</a> <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>
<b>Stroke Recovery Ass'n of BC</b> <a href="https://strokerecoverybc.ca/">https://strokerecoverybc.ca/</a> <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 &amp; caregivers in Nelson</li> </ul>	<b>1-888-313-3377</b>  <b>Marg</b> <b>250-354-4453</b>
<b>Vision Loss</b> <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></li> <li>• Support &amp; services re vision loss: online &amp; in-person</li> </ul>	<b>Kelowna office</b> <b>1-800-563-2642</b> <b>250-763-1191</b>

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

<b>ASLCS Medical Transportation</b> ASLCS 205 – 6th Ave NW, Nakusp <ul style="list-style-type: none"> <li>The medical bus is <b>out of commission</b> for the foreseeable future</li> <li>Volunteer Drivers are available for out-of-town medical appointments.</li> <li>Cost includes mileage and meal expenses. <a href="https://aslcs.com/">https://aslcs.com/</a></li> </ul>	<b>250-265-3674</b>
<b>BC Transit Health Connections</b> <a href="http://www.bctransit.com/west-kootenay">www.bctransit.com/west-kootenay</a> <ul style="list-style-type: none"> <li>Nakusp to Nelson return: Tues &amp; Thurs: Book 24 hours in advance</li> <li>Medical trips have priority but otherwise all welcome</li> </ul>	<b>1-855-993-3100</b>
<b>Hope Air</b> Free air travel to non-emerg medical specialists <a href="http://www.hopeair.ca">www.hopeair.ca</a>	<b>1-877-346-4673</b>
<b>Private Medical Transportation Services</b> <ul style="list-style-type: none"> <li><b>Interior Medical Transport (IMT)</b> <a href="https://www.bcimt.ca/">https://www.bcimt.ca/</a></li> <li><b>NOW Shuttle</b> <a href="https://www.nowshuttle.ca/">https://www.nowshuttle.ca/</a></li> </ul>	<b>250-368-7978</b> <b>250-540-6746</b>
<b>Travel Assistance Program (TAP)</b> <b>General Inquiries</b> <ul style="list-style-type: none"> <li>Fee reductions on some carriers for eligible BC residents travelling to non-emergency medical specialists. Must be referred by medical clinic</li> </ul>	<b>1-800-663-7100</b>
<b>Travel Treatment Fund Canadian Cancer Society</b> <b>Info &amp; Register</b> <ul style="list-style-type: none"> <li>Helps offset cancer treatment travel expenses <a href="https://cancer.ca">https://cancer.ca</a></li> </ul>	<b>1-888-939-3333</b>

**❖ REGULAR / DISABILITIES**

<b>BC Bus Pass Program</b> <ul style="list-style-type: none"> <li>Low cost for low income seniors &amp; free for Persons with Disabilities</li> </ul>	<b>1-866-866-0800</b>
<b>Volunteer Driver Programs</b> <ul style="list-style-type: none"> <li>Medical, social &amp; recreational transportation for those unable to access other travel assistance. Cost/km</li> </ul>	<b>Kootenay Seniors</b> <b>778-463-5247</b> <b>WK Volunter Drivers</b> <b>1-877-304-2990</b>
<b>West Kootenay Transit Services &amp; handyDART</b> <ul style="list-style-type: none"> <li>WK Area bus services info <a href="https://www.bctransit.com/west-kootenay">https://www.bctransit.com/west-kootenay</a></li> <li>Book 24 hours in advance: Mon: Hot Springs; Tues &amp; Thurs: Nelson; Wed: Slocan; Fri: Edgewood</li> <li><b>handyDART:</b> Register &amp; Book: Monday to Friday: 7:30am to 4pm For those unable to use regular local transit due to disability/health</li> </ul>	<b>1-855-993-3100</b>