

Closing the Gaps in Seniors' Care



A Guide

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

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

January 2026

This Guide and many more services posted on-line:

www.kb.fetchbc.ca

This Seniors' Services Guide was Developed and Funded by:

- ❖ Trail FAIR Centre Society
- ❖ Interior Health Authority

Disclaimer:

This Guide lists a number of publicly funded (government & non-profit) and privately operated, for-profit, services.

However, please note that we are NOT able to endorse or recommend specific services listed in this Guide. While many publicly funded services are externally evaluated and required to meet rigorous standards, we strongly suggest that, prior to hiring a privately funded service provider, references be checked and clear agreements made re fees, service expectations, and so on.

For more information, go to the **Better Business Bureau of Mainland BC** website: www.bbb.org/mbc or phone: 1-888-803-1222

FOR MORE DETAILED INFORMATION about a wide variety of services and resources in the Kootenay Boundary region go to the Kootenay Boundary FETCH website: www.kb.fetchbc.ca Seniors Directories for all 8 KB sub-regions are posted on the website

To SUGGEST additions, changes and corrections for future editions of the Seniors Directory, Contact:

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Contents:

	Page:
• Abuse / Crisis / Emergencies.....	1
• Drug Stores / Pharmacies.....	2
• Food / Meal Services.....	2 - 3
• Foot Care.....	4
• Fraud / Financial.....	4
• Government Services / Advocacy / Support	5 - 6
• Health Care Services: General Information	6
• Health Care Services: Interior Health (IHA).....	7 - 8
• Health Care Services: Non IHA.....	8 - 9
• Health Care: Support / Navigation / Complaints.....	10
• Health / Medical Equipment & Supplies.....	11
• Home Safety.....	11
• Home Support Services.....	12
• Hospice / Grief / Caregiving	13
• Housing / Residential Accommodation	14 - 15
• Libraries	16
• Recreation / Adult & Community Education.....	16 - 17
• Seniors' Social Groups, Associations & Coordination.....	17
• Support / Info Lines / Contacts for Specific Conditions.....	18 - 21
• Transportation.....	22

ABUSE / CRISIS / EMERGENCIES

24 / 7 Emergency (Ambulance, Fire, Police)	911
24 / 7 Crisis Lines: <ul style="list-style-type: none"> • For support in a crisis, or concerns about the safety of another person • BC Mental Health Support Line • Interior Crisis Line Network • Suicide Crisis Helpline (National) • Suicide Prevention Crisis Line (BC) 	310-6789 1-888-353-2273 988 1-800-784-2433
Seniors Abuse & Information Line (SAIL) https://seniorsfirstbc.ca/ <ul style="list-style-type: none"> • Phone: Monday to Friday: 8am – 8pm • Call re concerns about senior abuse or mistreatment 	1-866-437-1940 1-855-306-1443 TTY
Report Concerns re Possible Elder Abuse or Neglect to: <ul style="list-style-type: none"> • Report Adult Abuse & Neglect (IHA) Mon-Fri: 8:30am-4:30pm • Trail Area RCMP (re a crime) 3601 Laburnum Street, Trail 	1-844-870-4754 250-364-2566
Beaver Valley Community Response Network (CRN) Jayme <ul style="list-style-type: none"> • Organizes prevention and education activities to help end abuse, neglect and self-neglect of adults in BC 	250-512-1231 http://www.bccrns.ca
Community Based Victim Services Trail FAIR, 2072 Columbia Ave <ul style="list-style-type: none"> • Supports victims of elder abuse, sexual assault & family violence • Offers crisis intervention, support, assistance, justice system & legal aid information, court orientation & referrals 	250-364-2326 ext 227 24/7 VictimLink 1-800-563-0808
Police Based (RCMP) Victim Services 3601 Laburnum Street <ul style="list-style-type: none"> • Offers victims of crime & tragedy crisis intervention, emotional support, justice system information, court orientation and referrals; On call 24/7 	250-368-2184 250-364-2566 (after office hours)
WINS Transition House , Trail FAIR Society <ul style="list-style-type: none"> • Phone line and free confidential services for women • Offers free provision of safe shelter, support and referrals for women (their children & pets) experiencing domestic abuse, violence & threats 	24/7 250-364-1543
Homelessness <ul style="list-style-type: none"> • La Nina Homeless Shelter 2039 Riverside Avenue, Trail • Getting To Home Crisis assistance to find accommodation Jenni 	250-512-0973 250-364-1104

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

Alpine Drug Mart-IDA 2060 Columbia Ave, Rossland	250-362-5622
Fruitvale IDA Pharmacy 1942 Main St, Fruitvale (free delivery-Fridays)	250-367-9331
No Frills (Loblaws) Pharmacy Waneta Plaza (delivers to RoseWood)	250-368-8544
Pharmasave 1280 Cedar Avenue, Trail (free delivery if necessary)	250-368-3363
Safeway Pharmacy 1599 2 nd Avenue, Trail (delivery at cost)	250-368-3790
Shoppers Drug Mart 1305 Cedar Ave, Trail (free delivery)	250-368-3341
Trail Apothocary Pharmachoice 1101 Dewdney, Trail	250-364-1993
Wal-Mart Pharmacy 1601 Marcolin Drive, Trail	250-364-2707

FOOD / MEAL SERVICES❖ **FOOD BANKS**

Beaver Valley**: 1846 1st Street, Fruitvale <ul style="list-style-type: none"> • BV residents only; One hamper per month • Operates Thursdays by appointment only • Phone by Wednesday for appointment to pick up hamper on Thursday: 	250-368-7513
Rossland**: Arena back entrance: 1860 Second Avenue <ul style="list-style-type: none"> • Rossland residents only: Tuesdays:10am to noon or 5 to 7pm 	Dolf Luba 250-897-6622 250-362-5365
Trail Salvation Army Community Services: 1460 Cedar Avenue <ul style="list-style-type: none"> • Monthly Food hampers; Call for appointment to register & pickup • Food also is available at other times as needed 	250-368-3814
Trail United Church**: Basement ; 1300 Pine Avenue <ul style="list-style-type: none"> • Tuesdays (except 2nd Tuesday/month): 9 - 11:30am; All welcome • Call if food needed at other times 	Office 250-368-3225
** Farmers' Market Nutrition Coupons https://bcfarmersmarket.org <ul style="list-style-type: none"> • Contact local food banks** which distribute \$27 coupons/market to those on low incomes to buy food at markets (open May to October) • Trail Esplanade: Saturdays (bi-weekly): 10am – 2pm • Fruitvale: Pole Yard Lane Tuesdays (bi-weekly): 3 – 6pm • Rossland: Queen St /Columbia Ave:Thursdays (bi-weekly) 2 – 5:30pm 	

FOOD / MEAL SERVICES (continued)**❖ DROP-IN / MEALS**

Beaver Valley Seniors' Lunch , Fruitvale Hall, 1968 Main Street <ul style="list-style-type: none"> • Monthly lunches provided by Beaver Valley Recreation • Call for dates, details & to book a \$10 ticket Jayne • For more info: https://rdkb.com/Recreation-Culture/Beaver-Valley 	250-231-7260
Columbia Seniors Wellness Wednesdays Jayne <ul style="list-style-type: none"> • Beaver Valley Manor 24 Laurier Ave, Fruitvale; 10am – 1pm • Drop-in, socializing, resources, wellness checks, lunch and coffee. 	250-512-1231
Downtown Trail Sunday Dinners Trail United Church 1300 Pine Ave <ul style="list-style-type: none"> • Free dinners 5pm in church hall, 3rd Sun/ month (except July, Aug, Dec) 	250-368-3225
Sally's Place Salvation Army Community Services: 1460 Cedar Ave, Trail <ul style="list-style-type: none"> • Free (by donation) lunches: Monday to Friday: 11:30am – 1:30pm • Extra food available for pick-up during the week 	250-368-3814
Silver City Seniors Circle Trail FAIR Better at Home Karleigh <ul style="list-style-type: none"> • Food, activities, socializing for seniors every other Tuesday: 11am-1pm • Trail Legion Hall 2141 Columbia Ave; 	250-364-2326 ext 233
South Kootenay Seniors Heather <ul style="list-style-type: none"> • Coordinates a wide variety of drop-in and other activities for seniors in Trail, Rossland and Warfield. https://www.rossland.city/newsletter 	250-368-1896
Trail Legion Sunday Breakfast 2141 Columbia Avenue <ul style="list-style-type: none"> • Last Sunday/month breakfasts: 8 to 11:30am; Adults \$10; kids \$5 • September to November & January to June 	250-354-1422

❖ FROZEN MEALS

Dinners at Home Frozen Meals <ul style="list-style-type: none"> • Columbia View Lodge 2920 Laburnum Drive, Trail Dawne Pre-order and pick up at Columbia View Lodge • Gift Shop KB Regional Hospital, Trail (no pre-order required) 	250-364-5365 250-368-3311 ext 46530
Other Frozen Meals Suppliers (in addition to Grocery Stores) <ul style="list-style-type: none"> • Legion Auxiliary Frozen Meat Pies 2141 Columbia Ave, Trail 	250-364-1422

FOOT CARE

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

Dr Alumbaugh Podiatrist	http://drdanapodiatry.com	
• Clinic location: Kootenay Columbia Therapeutics, 1686 2 nd Ave, Trail		250-364-1516
Dee's Home Foot Care	City of Trail & Castlegar Area	250-365-0244
Fairlite Rogers	Fruitvale and Trail	FCN, LPN 250-254-0876
Feet First Mobile Foot Care	(not Rossland) Donna Tjader: FCN ,LPN	250-367-7263
Gentle Soles Foot Care	Tiffany Paylado: FCN, LPN	604-396-7457
Nurturing Medical Foot Care	Amanda Trembath: FCN, RPN	778-965-0242
Pampered Sole Mobile Foot Care	Miranda Hildebrandt: FCN, LPN	250-870-1589
Vince DeVito Orthotics, 415 Hall St, Nelson	certified Pedorthist	250-352-1384
West Kootenay Foot Care	Julie Spizawka: FCN, RN	306-227-0249

FRAUD / FINANCIAL

Banks and Credit Unions		
• Includes Automatic deposit, Bill paying, Internet & telephone banking		
Better Business Bureau of Mainland BC	www.bbb.org/mbc	1-888-803-1222
• Services include business info, scam warnings & receiving complaints		1-604-682-2711
Canadian Anti-Fraud Centre		
• Report scams / suspected fraud. Mon-Fri: 7am-1:45pm PST		1-888-495-8501
Credit Counselling Canada	www.nomoredebts.org	1-888-527-8999
• Free credit & debt counselling & personal budgeting services		
Trail Area RCMP	Contact re concerns regarding possible financial abuse	250-364-2566

GOVERNMENT SERVICES / ADVOCACY / SUPPORT

<p>BC Housing Subsidy: Shelter Aid for Elderly Renters (SAFER)</p> <ul style="list-style-type: none"> • A rent subsidy for those over 60 paying over 30% of gross income • See website re other qualifications for program www.bchousing.org 	<p>1-800-257-7756</p>
<p>Community Law Advocate Trail FAIR Society, 2079 Columbia Ave</p> <ul style="list-style-type: none"> • Call for an appointment Naomi • Assists low income residents with issues related to tenancy, debt, income supports such as OAS, GIS, disability benefits, etc • Assists with appeals and tribunals & refers to other services as needed 	<p>250-364-2326 ext 235</p>
<p>Community Volunteer Income Tax Preparation</p> <ul style="list-style-type: none"> • Trained volunteers offer free annual tax filing services for those living on a low income. For details & schedule contact: Naomi at Trail FAIR • Service available at several locations in Trail and Area in March and April and by appointment year round 	<p>250-364-2326 ext 235</p>
<p>Income Assistance</p> <ul style="list-style-type: none"> • Service BC Centre, 1520 Bay Avenue, Trail; Mon – Fri: 9am – 4:30pm • An income supplement and other support available to eligible seniors 	<p>1-866-866-0800</p>
<p>Office of the Seniors' Advocate Information & Referral Line</p> <ul style="list-style-type: none"> • Monday to Friday: 8:30am - 4:30pm www.seniorsadvocatebc.ca • Offers BC Seniors information and referrals to relevant services • Monitors and analyzes seniors' services; offers recommendations to government & agencies to address systemic issues in Health care, Housing, Income support, Community support & Transportation. • For reports, studies & the Long Term Care & Assisted Living Directory see https://www.seniorsadvocatebc.ca/quickfacts/location 	<p>1-877-952-3181</p>
<p>SeniorsBC www.seniorsbc.ca</p> <ul style="list-style-type: none"> • Website offers a comprehensive description of health care and other services for seniors & includes the on-line Seniors' Guide 	
<p>Service BC Centre (Government Agent / Access Centre)</p> <ul style="list-style-type: none"> • 1520 Bay Avenue, Trail: Mon to Fri: 9am - 4:30pm • BC government forms, information, services, licences & assistance applying for programs such as MSP, Pharmacare, seniors' subsidies for housing & transportation as well as income & disability (welfare) • BC gov't services: https://www2.gov.bc.ca/gov/content/home/services-a-z 	<p>250-364-0591</p>

GOVERNMENT SERVICES / ADVOCACY / SUPPORT (continued)

<p>Service Canada Centre 101 - 1101 Dewdney Avenue, Trail</p> <ul style="list-style-type: none"> • Office Hours: Tuesday to Thursday: 8:30am - 12 noon; ! – 4pm • Federal Government forms, information & assistance re a variety of services & programs including CPP, OAS & GIS, passports, EI, Veterans Affairs, etc • Federal government services: https://www.servicecanada.gc.ca/ <p style="text-align: right;">TTY</p>	<p>1-800-622-6232</p> <p>1-800-926-9105</p>
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HEALTH CARE SERVICES: GENERAL INFORMATION

<p>Advance Care Planning</p> <ul style="list-style-type: none"> • BC Government Website www.gov.bc.ca/advancecare provides links to the planning document “My Voice” & information on planning re future care, support and other needs • Nidus Personal Planning Resource Centre & Registry https://www.nidus.ca/ provides comprehensive online information, forms & support for all aspects of Personal Planning including: <ul style="list-style-type: none"> ○ Legal and Financial planning including the creation of an Enduring Power of Attorney document ○ Health and Personal Care planning including the creation of a Representation Agreement document ○ Estate Planning including creating a Will • Greater Trail Hospice offers related info & workshops (page 13) 	<p>250-364-6204</p>
<p>Ambulance Billing Services Info Line Monday to Friday: 9am - 4pm</p> <ul style="list-style-type: none"> • For Billing information: http://www.bcehs.ca/about/billing 	<p>1-800-665-7199</p>
<p>Health Insurance BC https://www2.gov.bc.ca/gov/content/health</p> <ul style="list-style-type: none"> • Medical Services Plan, Pharmacare & Fair Pharmacare • Forms and info also available at the Service BC Centre (page 5) 	<p>1-800-663-7100</p>
<p>HealthLinkBC</p> <ul style="list-style-type: none"> • Navigator or Nurse: 24 hours / 7 days a week • Dietitian and Exercise Professional: Monday to Friday: 9am - 5pm • Pharmacist: 7 days a week: 5pm-9am • Information and links to services: www.healthlinkbc.ca • Special Line for Hearing Impaired persons: 	<p style="text-align: right;">Toll free</p> <p style="text-align: right;">811</p> <p style="text-align: right;">Toll free</p> <p style="text-align: right;">711</p>

HEALTH CARE SERVICES: INTERIOR HEALTH (IHA)

❖ KOOTENAY BOUNDARY REGIONAL HOSPITAL

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

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

<p>Home Health Services</p> <p style="text-align: right;">Central Intake / Assessment Trail Home Health</p> <ul style="list-style-type: none"> • Provides nursing care and self-management teaching for chronic and acute conditions, Ambulatory Care Clinic visits (by appointment) and palliative care & navigation with support for families • Also offers case management for seniors and families to assess needs and develop care plans. Services include Home Support, Adult Day Program, Facility Respite, Advanced Care Planning and reviewing eligibility for Assisted Living and Long Term Care • New clients must phone the Central Intake/Assessment line 	<p>1-800-707-8550 250-364-6230</p>
<p>Home Support Services</p> <p style="text-align: right;">Central Intake /Assessment Trail Home Health</p> <ul style="list-style-type: none"> • A scheduled, subsidized service (income dependent) providing simple meal preparation, help with managing personal health care needs, caregiver respite & palliative home support. Does NOT include bulk meal prep, cooking, housekeeping, driving, shopping, etc • Home Support Scheduling 7 days/week: 6:30am - 8pm 	<p>1-800-707-8550 250-364-6230</p> <p>1-800-707-8550</p>
<p>Mental Health & Substance Use (MH&SU) Services</p> <ul style="list-style-type: none"> • Provides services for adults with moderate MHSU concerns • Senior Services Managers assist seniors (& caregivers) with mental health issues associated with aging • Optional to use easy-to-remember single access phone number 	<p>250-364-6262</p> <p>310-MHSU (6478)</p>
<p>Public Health / Promotion & Prevention Services</p> <ul style="list-style-type: none"> • Provides a wide range of public health services for infants, children & youth, adults & families 	<p>250-364-6226</p>
<p>Chronic Disease Management</p> <ul style="list-style-type: none"> • Diabetes, Heart function, Kidney (Renal), etc Clinics & supports 	<p>250-364-6200</p>
<p>See page 12 <i>Home Support</i> & page 13 <i>Hospice</i> for other possibilities</p>	

HEALTH CARE SERVICES: INTERIOR HEALTH (IHA) (continued)**❖ MEDICAL LABORATORIES**

Associate Medical Clinic Lab 1973 Columbia Ave. Rossland	Lab	250-364-3401
<ul style="list-style-type: none"> Book online https://www.labonlinebooking.ca/ or Book by phone 		1-844-870-4756
Trail Health Centre Laboratory #308 – 1101 Dewdney Ave	Lab	250-368-8141
<ul style="list-style-type: none"> Book online https://www.labonlinebooking.ca/ or Book by phone 		1-844-870-4756

❖ MOBILE

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

❖ RESPITE/ DAY PROGRAMS

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

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

Canadian Dental Care Plan		
<ul style="list-style-type: none"> Seniors (over 65) without a current plan now eligible for services See website or phone for eligibility requirements and application form 		1-833-537-4342
Kootenay River Mobile Dental Hygiene Services	Noel	250-304-5754
<ul style="list-style-type: none"> Private in-home & care facility dental hygiene services https://krdh.ca/ 		
The Travelling Hygienist https://www.thetravellinghygienist.com/		778-231-0475
<ul style="list-style-type: none"> Private in-home & care facility dental hygiene services 		

HEALTH CARE SERVICES: NON IHA (continued)**❖ MEDICAL LABORATORIES (Private)**

LifeLabs Medical Laboratory Waneta Plaza, 235 – 8100 Hwy 3B, Trail	
<ul style="list-style-type: none"> Walk-in or Book online: https://www.lifelabs.com/ 	

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

Kootenay Boundary Health Connect Registry HealthLink BC	811
<ul style="list-style-type: none"> For those KB residents looking for a physician or nurse practitioner For more information and to Register by phone or Online: https://www.healthlinkbc.ca/health-connect-registry/kootenay-boundary 	
KB Access Clinic https://kbaccess.ca/	778-508-3112
<ul style="list-style-type: none"> For those who don't have a family doctor or nurse practitioner Offers virtual visits to patients in all the Kootenay Boundary region 	

➤ MEDICAL CLINICS

Associate Medical Clinic 1973 Columbia Avenue, Rossland	250-362-7307
Beaver Valley Medical Clinic 1957 Columbia Gardens Road, Fruitvale	250-367-9211
Columbia Primary Care Clinic 302 - 1101 Dewdney Avenue, Trail	250-368-9394
Monashee Medical Clinic 2067b Columbia Avenue, Rossland	250-362-9040
Riverside Family Medicine 304 - 1101 Dewdney Avenue	250-368-5656
Urgent and Primary Care Centre 709 10 th Street, Castlegar	
<ul style="list-style-type: none"> Team based care for non-life threatening illnesses or injuries that need attention within 12-24 hours: Open 7 days/week: 8am to 8pm only Available to anyone in the KB region; Must book appointment 	250-304-1289
Waneta Primary Care Clinic 242 - 8100 Highway 3B, Trail	250-368-0053

HEALTH CARE: SUPPORT / NAVIGATION / COMPLAINTS

❖ INTERIOR HEALTH (IHA)

<p>IHA Patient Care Quality Office Info & Register a Complaint:</p> <ul style="list-style-type: none"> Assists patients through the complaint process with regard to care they have received from Interior Health services & staff 	<p>1-877-442-2001</p>
<p>KB Regional Hospital Social Work Department</p> <ul style="list-style-type: none"> Provides psycho-social care for hospital patients & families, including support, practical assistance, advocacy & referrals to resources 	<p>250-364-5163 or 250-368-3311</p>

❖ OTHER (NON-IHA)

<p>Aboriginal Health Circle of Indigenous Nations (COINS) https://coinations.net</p> <ul style="list-style-type: none"> Aboriginal Patient Navigator Offers range of culturally sensitive supports to Aboriginal hospital patients, caregivers & families Aboriginal Health Coordinator Supports Aboriginal patients' access to community services that enhance continuity of care and cultural safety in the West Kootenay 	<p>1-877-904-2634 250-399-0699 250-551-4395 250-399-0731 250-608-4552</p>
<p>KB Mental Health & Substance Use Consumer, Family & Peer Support Trail FAIR Society, 2079 Columbia Ave https://www.trailfair.ca</p> <ul style="list-style-type: none"> Provides support, education & resources to individuals (& families) with long-term mental health & substance use (addiction) concerns 	<p>250-231-7552 250-364-2326 Ext 225</p>
<p>Nav-CARE Program Greater Trail Hospice Society www.trailhospice.org</p> <ul style="list-style-type: none"> Supports adults living with declining health, increased frailty, social isolation by providing social, emotional & practical support. See pg 13 	<p>250-368-7347</p>
<p>Office of the Seniors' Advocate see page 6 for details</p>	<p>1-877-952-3181</p>
<p>Society for the Protection & Care of Seniors (SPCS) Carol</p> <ul style="list-style-type: none"> Advocates for safe continuing care & health services for Trail seniors Phone for info or go to https://spcstrail.weebly.com/about-us.html/ 	<p>250-362-5767</p>
<p>Trail Area Community Connector Trail FAIR Society Amber</p> <ul style="list-style-type: none"> Connects seniors to services/activities supporting health & well-being. 	<p>236-968-3581</p>
<p>West Kootenay Boundary Caregiver Support Trail Coordinator</p> <ul style="list-style-type: none"> Education, resources, 1:1 support and support groups for caregivers See page 13 or website for details http://wkbcaregiver.org/ 	<p>778-671-1017 1-888-212-2337 ext 4</p>

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

Health Equipment Loan Program (HELP) 104-1199 Bay Ave, Trail <ul style="list-style-type: none"> • Mon to Wed: 10:30am - 3pm https://www.redcross.ca/in-your-community • Offers a wide variety of medical equipment for up to 3 months • Referral from a health care professional; No fees; Donations welcome 	250-368-9129
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❖ PRIVATE

Drug Stores / Pharmacies: May carry medical equipment (page 2)	
Hearing Tests / Hearing Aids <i>All offer free screening for seniors</i> <ul style="list-style-type: none"> • Connect Hearing 104-1101 Dewdney Ave www.connecthearing.ca • Kootenay Hearing & Audiology Clinic 1184 Bay Ave Merged with Dynamic Hearing www.dynamichearingsolutions.ca 	250-368-5105 250-368-8668
Kootenay Columbia Home Medical Equipment <ul style="list-style-type: none"> • 130 - 630 17th Street, Castlegar www.kchomemedical.ca • Sells, rents and repairs a wide range of medical equipment 	1-866-515-7772 250-365-7772
Personal Emergency Response Systems/ Medical Alarms <ul style="list-style-type: none"> • Lifeline www.lifeline.ca Kootenay contact: Rhandean Lacktin 	1-888-832-6071 250-364 2524
Respiratory Tests & Equipment <ul style="list-style-type: none"> • Columbia Respiratory 240 - Waneta Plaza Hwy 3B, Trail https://www.facebook.com/columbiarespiratory/ Appointment • Independent Respiratory Services www.irscanada.ca Regional Clinic, 865 Columbia Avenue, Castlegar Appointment 	250-364-0277 1-877-365-6952

HOME SAFETY

Trail RCMP <ul style="list-style-type: none"> • Responds to seniors' safety concerns, financial & other abuse 	250-364-2566
BC Rebate for Accessible Home Adaptation (BC RAHA) <ul style="list-style-type: none"> • BC Housing funds low income seniors or persons with disabilities (or landlords) for home adaptations to support living safely in the home or rental unit https://www.bchousing.org/housing-assistance/BC-RAHA 	1-800-257-7756

HOME SUPPORT SERVICES

May include one or several of: Health & Personal Care, Housekeeping, Laundry, Meal Prep, Respite, Shopping, Transportation, Yard Care, etc.

❖ NON-PROFIT / PUBLIC

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

❖ PRIVATE

April's Caregiving for Seniors	250-231-5033
Confluence Cleaning	250-304-5420
Green Sweep Cleaning https://kb.fetchbc.ca/service.html?i=2731 Tara	250-215-7145
Grey Owl Moving & Removals http://www.greyowlmoverservice.ca/	778-256-1201
Hair at Home by Angela	250-304-5734
Home Support by Laurie Boyes	250-231-5622
LM Home Support Services Laura Morey	250-304-0501
Liberty Foods Delivery Services , Fruitvale www.libertyfoods.ca <ul style="list-style-type: none"> • Online shopping for pickup or delivered to area: Tues, Thurs & Sat 	250-367-9911
Margaret Doherty housekeeping only	250-512-9548
Neighborhood Nursing https://neighborhoodnursing.ca/ Tara	250-693-2299
(re)Fresh Cleaning Services https://refreshcleaning.ca/ Amanda	250-509-0215
Sadie's Cleaning Services	250-231-6637
Spectrum Home & Family Care www.spectrumcares.ca	250-265-3842
Trail Safeway Delivery Services 1599 2 nd Avenue, Trail <ul style="list-style-type: none"> • Shops & packs groceries for pickup & delivers for a fee Tues & Fri 	250-368-8710

HOSPICE / GRIEF / CAREGIVING

<p>Bereavement BC Helpline https://bcbh.ca/grief-support/</p> <ul style="list-style-type: none"> Connects callers to BC grief support services <p>Mon- Fri: 9am- 5pm</p>	<p>1-877-779-2223</p>
<p>Greater Trail Hospice Society www.trailhospice.org</p> <ul style="list-style-type: none"> Kiro Wellness Centre 7-1500 Columbia Ave, Trail Support & services for those with life-limiting illness or in need of end-of-life care as well as for those journeying through grief & loss Hospice staff and trained volunteers provide confidential resources and support in homes, hospital, long term care or residential facilities Services include; Friendly Visitors, Palliative Volunteers, Advance Care Planning, Grief Support as well as Nav-CARE and Caregiver Support (see below) 	<p>250-364-6204</p>
<p>Nav-CARE https://www.trailhospice.org/services/nav-care Coordinator</p> <ul style="list-style-type: none"> A volunteer community-based program supporting adults living with declining health, social isolation or increased frailty by providing social, emotional, and practical support. Helps individual and families to navigate services, find resources, and anticipate future needs Office open Tues-Thurs 9am-4pm. Call or check the website for details 	<p>250-368-7347</p>
<p>West Kootenay Boundary Caregiver Support Trail Coordinator</p> <ul style="list-style-type: none"> Free services for unpaid caregivers(19+) who care for someone 55+ Offers emotional 1:1 support, peer support groups, social activities, health care navigation & info, referrals to local community resources. Trail support group: 1st & 3rd Thurs/month: 1 to 2:30pm For more Info: Phone or see website http://wkbcaregiver.org/ 	<p>778-671-1017 1-888-212-2337 ext 4</p>

HOUSING / RESIDENTIAL ACCOMODATION**❖ INDEPENDENT (UNASSISTED) RENTAL HOUSING: PRIVATE PAY***In some cases, SAFER Rent subsidies may be available from BC Housing (see page 5)*

Affordable Housing Directory for Trail & Area		
<ul style="list-style-type: none"> • https://skillscentre.ca/how-we-help/affordable-housing • Includes contact & other info for non-profit affordable housing in area 		
Beaver Valley Manor 24 Laurier, Fruitvale	David	250-367-7612
<ul style="list-style-type: none"> • For low income seniors 	To apply, contact Bev	250-367-9334
Golden City Manor 2112 2 nd Ave, Rossland	Maureen	250-362-5030
<ul style="list-style-type: none"> • For low income seniors 		
Jubilee Place Apartments 1651 Bay Ave Trail		250-364-0331
<ul style="list-style-type: none"> • For low income seniors 		
Lower Columbia Affordable Housing Society		
<ul style="list-style-type: none"> • Offers 56 low / affordable cost rental units in various sites in Rossland & Trail, as well as 31 units in Fruitvale opening in late 2025 • Application info: https://www.lowercolumbiahousing.ca/our-properties 		
Silver City Gardens 1939 Columbia Avenue, Trail		250-368-5223
<ul style="list-style-type: none"> • For low income seniors 55+ • Managed by the Canadian Mental Health Association 		
Trail Seniors Villa 1955 7 th Avenue, Trail	Violet	250-368-7803
<ul style="list-style-type: none"> • Low income seniors; Note: under construction-no new tenants until 2027 		

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

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

HOUSING / RESIDENTIAL ACCOMODATION (continued)

❖ ASSISTED LIVING & LONG TERM CARE FACILITIES INFORMATION

<p>Long Term Care & Assisted Living Facilities Directory for BC</p> <ul style="list-style-type: none"> Published by the Office of the BC Seniors Advocate (page 6) <u>Many</u> details: https://www.seniorsadvocatebc.ca/quickfacts/location/ 	
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❖ ASSISTED LIVING: PUBLICLY SUBSIDIZED

Independent Housing with a higher level of personal care: eligibility based on care need not financial need - Access only through Home Health: 1-800-707-8550

<p>Rose Wood Village 8125 Devito Dr, Trail</p> <ul style="list-style-type: none"> 26 public units; https://goldenlife.ca/villages/rose-wood-village/ 	250-364-3150
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❖ ASSISTED LIVING: UNSUBSIDIZED

Housing with a higher level of personal care – contact provider directly

<p>Rose Wood Village 8125 Devito Dr, Trail</p> <ul style="list-style-type: none"> 9 private units; https://goldenlife.ca/villages/rose-wood-village/ 	250-364-3150
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❖ LONG TERM CARE: PUBLICLY SUBSIDIZED

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

<p>Columbia View Lodge 2920 Laburnum Drive, Trail</p> <ul style="list-style-type: none"> 76 public beds; https://www.interiorhealth.ca/locations/columbia-view-lodge 	250-364-1271
<p>Poplar Ridge Pavilion 1200 Hospital Bench Road, Trail</p> <ul style="list-style-type: none"> 49 public beds; https://www.interiorhealth.ca/locations/poplar-ridge-pavilion 	250-364-3488
<p>Rose Wood Village 8125 Devito Dr, Trail</p> <ul style="list-style-type: none"> 45 public beds; https://goldenlife.ca/villages/rose-wood-village/ 	250-364-3150

❖ LONG TERM CARE; UNSUBSIDIZED

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

<p>Rose Wood Village 8125 Devito Dr, Trail</p> <ul style="list-style-type: none"> One private pay beds; https://goldenlife.ca/villages/rose-wood-village/ 	250-364-3150
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LIBRARIES

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

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

RECREATION / ADULT & COMMUNITY EDUCATION

Community Recreation <i>May offer swimming, fitness & seniors programs. Phone or check websites for leisure guides and for info about the Common Access Card (aka Leisure Access) offering fee reductions for low income residents. For more info re the Card see:</i> https://portal.skillscentre.ca/programs/common-access-card/ <ul style="list-style-type: none"> • Beaver Valley Recreation https://rdkb.com/ Director • Genelle Recreation Society Genelle Community Hall • Rossland Recreation www.rossland.ca/recreation • Trail Parks and Recreation Program www.trail.ca/en/ • Warfield Recreation https://warfield.ca/warfield-recreation/ 	250-231-5172 250-693-2216 250-521-0137 250-364-0858 250-368-8202
Beaver Valley Gym 1968 Main St (Memorial Hall bsmt), Fruitvale <ul style="list-style-type: none"> • Register & pay monthly fee at Fruitvale Village Office 1947 Beaver St • Hours for Seniors (50+): 5am to 10pm 	250-367-7551
Columbia Basin Alliance for Literacy (CBAL) <ul style="list-style-type: none"> • 1160 Cedar Ave, Trail https://cbal.org/trail-area/ • Office open: Monday to Thursday: 8:30am – 5pm • Free programs to help adults with basic math, computer & ipad use and other literacy skills as well as family & children’s programs • Settlement & citizenship services, language & cultural programs for immigrants, refugees, temporary foreign workers, & other newcomers 	250-368-6770

RECREATION / ADULT & COMMUNITY EDUCATION (continued)

Selkirk College Trail Campus: 900 Helena Street <ul style="list-style-type: none"> • Various programs including community education https://selkirk.ca/ce/ • Help with tech (phones, ipads, etc) Fri 9:30 – 11am: Register @CBAL • Greater Trail Life Long Learners: join for monthly presentations on a wide variety of topics https://selkirk.ca/node/29345 	Office Nella	250-368-5236 250-368-6770 250-364-5770
Seniors Health & Wellness Institute Workshops <ul style="list-style-type: none"> • Over forty 60 – 90 minute workshops on various topics and concerns of interest to seniors. Available free of charge to any seniors' group • For info: www.seniorshelpingseniors.ca 	or contact Theresa	250-367-9791

SENIORS' SOCIAL GROUPS, ASSOCIATIONS & COORDINATION

Beaver Valley Recreation Seniors' Lunch Fruitvale Hall, 1968 Main <ul style="list-style-type: none"> • Monthly event; Call for dates, info & book ticket 	Jayme	250-231-7260
Beaver Valley Senior Citizens Ass'n Branch 44 <ul style="list-style-type: none"> • Meets in the Beaver Valley Manor, 24 Laurier, Fruitvale 	Brenda Kris	250-367-3839 250-367-9685
Columbia Seniors Wellness Society <ul style="list-style-type: none"> • Organizes activities for & with seniors in the Beaver Valley (page 3) 	Jayme	250-512-1231
Genelle Seniors Genelle Community Hall 1205 2 nd Street <ul style="list-style-type: none"> • Activities every Thursday afternoon; call for details 	Darlene MaryAnn	250-693-8865 250-693-2228
Rossland Senior Citizens Ass'n Branch 45 1916 First Ave <ul style="list-style-type: none"> • Many year round social activities for seniors; small yearly fee 	Carol	250-362-5767
Silver City Seniors Circle Trail Legion Hall, 2141 Columbia Ave <ul style="list-style-type: none"> • Food & social activities every 2nd Tuesday: 11am-1pm • Runs Sept to June; a Lower Columbia Better at Home program (pg 12) 	Karleigh	250-364-2326 ext 233
South Kootenay Seniors Age Friendly Program <ul style="list-style-type: none"> • Joint program of City of Trail, City of Rossland and Village of Warfield • Organizes events & connects seniors to local activities & programs • See website for Newsletter & Events https://rossland.ca/skseniors/ 	Heather	250-368-1896
Trail Area Community Connector Trail FAIR Society <ul style="list-style-type: none"> • Connects seniors to activities/services supporting health & well-being 	Amber	236-968-3581

SUPPORT / INFO LINES / CONTACTS for SPECIFIC CONDITIONS

Call for information and / or for a local support group OR call 811 (HealthLinkBC page 6)

<p>Addictions / Substance Use</p> <ul style="list-style-type: none"> • Alcohol & Drug Information & Referral Line (24/7) • Alcoholics Anonymous (AA) www.bcyukonaa.org Phone for help & detailed info about AA meetings in the Trail Area & West Kootenay or see website https://aawestkootenays.org/ <ul style="list-style-type: none"> ○ Fruitvale Meeting: Sun 7:30pm; 1878 Columbia Gardens Rd ○ Rossland Meeting: Tues 7pm; Seniors Centre 1916 1st Ave ○ Trail Meetings: Mon,Wed,Fri: 7pm United Church 1300 Pine Ave • Al-Anon: <ul style="list-style-type: none"> ○ Trail Mtng: Thurs 7pm Presbyterian Church 1139 Pine Ave Jenny ○ Other meetings & info: http://bcyukon-al-anon.org • Mental Health & Substance Use Services (IH) (page 8) • Narcotics Anonymous (NA) www.bcrna.ca <ul style="list-style-type: none"> ○ Trail Mtng: Thursdays 7pm United Church 1300 Pine Avenue • Nar-Anon Family Group: www.naranonbc.com <ul style="list-style-type: none"> ○ Trail Mtng: Fridays 7pm United Church 1300 Pine Ave • Quit Now Smoking cessation info: online & phone www.quitnow.ca • Smoking Cessation Program: Free Nicotine Replacement Therapy (NRT) products or medications. Talk to a local pharmacist 	<p>1-800-663-1441</p> <p>1-250-800-4125</p> <p>250-362-9507</p> <p>250-364-6262</p> <p>1-855-852-5687</p> <p>1-877-455-2233</p>
<p>ALS (Amyotrophic Lateral Sclerosis) Society www.alsbc.ca</p> <ul style="list-style-type: none"> • Info, clinics & support groups; Phone: Monday to Friday: 8am to 4pm 	<p>1-800-708-3228</p>
<p>Alzheimer & Dementia Helpline: Monday to Friday: 9am - 8pm</p> <ul style="list-style-type: none"> • Alzheimer Society of BC www.alzheimer.ca/bc • West Kootenay Alzheimer Resource Centre Toll free Call or check the website for information re resources, local family caregiver support groups, workshops & other services • Trail Support Group meets 2nd Wednesday / month, 1 to 2:30 pm 	<p>1-800-936-6033</p> <p>1-855-301-6742</p>
<p>Arthritis Society Canada https://arthritis.ca/ Info Line</p>	<p>1-800-321-1433</p>
<p>Bereavement BC Helpline Monday to Friday: 9am - 5pm</p> <ul style="list-style-type: none"> • Connects callers to grief support services within BC. www.bcbh.ca 	<p>1-877-779-2223</p>

SUPPORT / INFO LINES / CONTACTS for SPECIFIC CONDITIONS

Call for information and / or for a local support group OR call 811 (HealthLinkBC page 6)

<p>Brain Injury</p> <ul style="list-style-type: none"> • Kootenay Brain Injury Ass’n 202-1060 Eldorado Street, Trail Participants are asked to provide documents re injury or be referred Offers outreach support, groups & activities www.kootenaybia.ca • Acquired Brain Injury Services (Interior Health) Intake Office: Castlegar Health Centre M - Th: 8:30am - 4pm Coordinator 	<p>778-460-4500</p> <p>1-800-707-8550</p> <p>250-365-9547</p>
<p>Cancer</p> <ul style="list-style-type: none"> • BC Cancer Agency: Southern Interior Cancer Care, Kelowna 399 Royal Ave http://www.bccancer.bc.ca/our-services/centres-clinics/ Offers prevention, screening & early detection, diagnosis & treatment services, pain & symptom management clinic, support and more • Southern Interior Rotary Lodge 330 Strathcona Ave, Kelowna Offers a safe, supportive, reasonably priced lodge for cancer patients while accessing treatment at the Cancer Centre • Canadian Cancer Society www.cancer.ca Info/Helpline and many supports, including travel assistance (page 22) 	<p>1-888-563-7773</p> <p>1-888-939-3333</p> <p>1-888-939-3333</p>
<p>Caregiving: WKB Caregiver Support Trail Coordinator</p> <ul style="list-style-type: none"> • Education, resources, 1:1 support and support groups for caregivers • See page 13 or website for services’ details http://wkbcaregiver.org/ 	<p>778-671-1017</p> <p>1-888-212-2337 ext 4</p>
<p>Chronic Disease Management</p> <ul style="list-style-type: none"> • Support and clinics for chronic disease management at the Kiro Wellness Centre (page 7) • Self-Management Program https://www.selfmanagementbc.ca A free, 6 week program (on-line & in communities) offering info & skills to manage various chronic health problems, pain, cancer & diabetes 	<p>250-364-6200</p> <p>1-866-902-3767</p>
<p>Chronic Pain Management & Local Resources</p> <ul style="list-style-type: none"> • Bill Nelems Pain & Research Centre https://nelemspain.ca/ Administers the KBRH Pain Medicine Clinic, Trail • Pain BC Support: Mon – Fri: 9am – 4pm https://painbc.ca/ • Regional Resources & Information https://divisionsbc.ca/kootenay-boundary/chronic-pain-tools 	<p>250-231-3299</p> <p>1-844-880-7246</p>

SUPPORT / INFO LINES / CONTACTS for SPECIFIC CONDITIONS

Call for information and / or for a local support group OR call 811 (HealthLinkBC page 6)

Crohn's & Colitis Canada Info & resources www.crohnsandcolitis.ca	1-800-513-8202
Dental: Details re mobile and/or low cost Dental services on page 9	
Diabetes <ul style="list-style-type: none"> • See Chronic Disease Management (page 19) • Diabetes Canada Info & Support Line https://www.diabetes.ca/ 	1-800-226-8464
End of Life / Palliative Care <ul style="list-style-type: none"> • Greater Trail Hospice Society www.trailhospice.org See Hospice (page 13) for full description of available services • Home Health Services (IHA) (page 7) Central intake 	250-364-6204 1-800-707-8550
Fibromyalgia & Chronic Fatigue Syndrome <ul style="list-style-type: none"> • ME/FM Society of BC www.mefm.bc.ca 	1-888-353-6322
Hearing Tests / Hearing Aids <i>All offer free screening for seniors</i> <ul style="list-style-type: none"> • Connect Hearing 104-1101 Dewdney Ave www.connecthearing.ca • Kootenay Hearing & Audiology Clinic 1184 Bay Ave Merged with Dynamic Hearing www.dynamichearingsolutions.ca 	250-368-5105 236-705-8144
Heart <ul style="list-style-type: none"> • See Chronic Disease Management (page 19) • Heart & Stroke Foundation www.heartandstroke.ca 	1-888-473-4636
Kidney (Renal) Disease <ul style="list-style-type: none"> • KB Chronic Kidney Disease Clinic: Kiro Wellness Centre Support, referrals, info, resources for non-hospitalized patients Clinic • BC Renal: information, support, resources http://www.bcrenal.ca/ 	250-364-6270 1-604-875-7340
Lupus Society (BC) Offers an on-line support group www.bclupus.org	1-866-585-8787
Medication Concerns HealthLinkBC: Pharmacist: 7 days/wk: 5pm-9am	811

SUPPORT / INFO LINES / CONTACTS for SPECIFIC CONDITIONS

Call for information and / or for a local support group OR call 811 (HealthLinkBC page 6)

<p>Mental Health</p> <ul style="list-style-type: none"> • Alzheimer / Dementia Support Information: (page 18) • BC Mental Health Support Line (24/7) • Canadian Mental Health Ass’n (CMHA) www.cmha.bc.ca CMHA “Bounce Back”: Free online, video or phone programs help manage low mood, stress & anxiety. https://bouncebackbc.ca/ • Here To Help: www.heretohelp.bc.ca Info re mental health illnesses, substance use & eating disorders • Trail Mental Health & Substance Use Services (IH) (pg 7) • Mental Health & Substance Use Regional Consumer & Family Support Trail FAIR Centre, 2079 Columbia Ave (page 10) 	<p>1-855-301-6742 310-6789 1-800-555-8222 1-866-639-0522 250-364-6262 250-231-7552</p>
<p>MS (Multiple Sclerosis) Canada https://mscanada.ca/</p> <ul style="list-style-type: none"> • Phone or see website for support & info 	<p>MS Navigator 1-844-859-6789</p>
<p>Nutrition: Call the HealthLinkBC: Dietician Monday to Friday: 9am-5pm</p>	<p>811</p>
<p>Parkinson Society of BC www.parkinson.bc.ca</p> <ul style="list-style-type: none"> • Support group 3rd Tues/mo 11:30am-1:30pm @ Colander 	<p>Sheila 1-800-668-3330 250-231-7705</p>
<p>Respiratory (Lung) Disease</p> <ul style="list-style-type: none"> • See Chronic Disease Management (page 19) • Private Respiratory testing & equipment (page 11) • BC Lung Foundation https://bclung.ca/ 	<p>1-800-665-5864</p>
<p>Scleroderma Association of BC https://sclerodermabc.ca/</p> <ul style="list-style-type: none"> • For online toolkits & research info:: https://spinsclero.com/ 	<p>1-604-371-1005</p>
<p>Stroke Recovery Assn BC https://strokerecoverybc.ca/</p> <ul style="list-style-type: none"> • Support Group for stroke survivors & caregivers in Castlegar Meets Wed 11am – 12noon Castle Wood Village 525 Columbia Ave For more info re group: https://kb.fetchbc.ca/service.html?i=2671 	<p>1-888-313-3377</p>
<p>Vision Loss</p> <ul style="list-style-type: none"> • Cndn National Institute for the Blind (CNIB) www.cnib.ca • Support & services re vision loss: online & in-person 	<p>Kelowna office 1-800-563-2642 250-763-1191</p>

TRANSPORTATION**❖ MEDICAL APPOINTMENTS**

Hope Air Free air travel to non-emerg medical specialists www.hopeair.ca	1-877-346-4673
Private Medical Transportation Services <ul style="list-style-type: none"> • Interior Medical Transport (IMT) https://www.bcimt.ca/ • NOW Shuttle https://www.nowshuttle.ca/ 	250-368-7978 250-540-6746
Travel Assistance Program (TAP) <ul style="list-style-type: none"> • Fee reductions on some carriers for eligible BC residents travelling to non-emergency medical specialists. Must be referred by medical clinic 	General Inquiries 1-800-663-7100
Travel Treatment Fund Canadian Cancer Society <ul style="list-style-type: none"> • Helps offset cancer treatment travel expenses 	Info & Register https://cancer.ca 1-888-939-3333

❖ REGULAR / DISABILITIES

BC Bus Pass Program <ul style="list-style-type: none"> • Low cost for low income seniors & free for Persons with Disabilities 	1-866-866-0800
Mountain Man Mike's Bus Service www.mountainmanmikes.ca <ul style="list-style-type: none"> • Travel WK-Vancouver return (2 days/wk) & to/from Calgary (1 day/wk) • Book online and/or phone for more information 	778-382-7729
Silver City Stagelines For support: email: support@fritztravels.com <ul style="list-style-type: none"> • Travel several days a week between Nelson and Kelowna • Info & book online via the website https://fritztravels.com/before/ 	778-760-1891 (text only)
Trail Taxi www.trailtaxi.ca	250-921-6921
West Kootenay (WK) Transit Services & HandyDART <ul style="list-style-type: none"> • WK bus services info https://www.bctransit.com/west-kootenay • handyDART: Register & Book: Monday to Friday: 8am - 4pm For those unable to use regular local transit due to disability/health 	1-855-993-3100
West Kootenay Volunteer Driver Program <ul style="list-style-type: none"> • For those unable to access public or private transportation for medical, social or recreational purposes • Cost by distance; Call Monday to Friday: 9am to 4pm 	Michelle 250-365-2104 ext 225 Toll Free 1-877-304-2990