

Closing the Gaps in Seniors' Care



A Guide To Public, Community & Private Services for Castlegar & Area Seniors

July 2024

This Guide and many more services posted on-line:

www.kb.fetchbc.ca

The Seniors' Services Guide was Developed and Funded by:

- ❖ Trail FAIR Centre Society
- ❖ Interior Health Authority

Disclaimer:

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

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

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

FOR MORE DETAILED INFORMATION about a wide variety of services and resources in the Kootenay Boundary region go to the

Kootenay Boundary FETCH website: www.kb.fetchbc.ca

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

To SUGGEST additions, changes and corrections for future editions

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Contents:

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

ABUSE / CRISIS / EMERGENCIES

<p>24 / 7 Emergency (Ambulance, Fire, Police)</p>	<p>911</p>
<p>24 / 7 Crisis Lines:</p> <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) 	<p>310-6789 1-888-353-2273 988 1-800-784-2433</p>
<p>Seniors Abuse & Information Line (SAIL) www.seniorsfirstbc.ca</p> <ul style="list-style-type: none"> • Phone: Mon – Fri: 8am – 8pm; Sat & Sun: 10am – 5:30pm • Call re concerns about senior abuse or mistreatment 	<p>1-866-437-1940 1-855-306-1443 TTY</p>
<p>Report Concerns re Elder Abuse or Neglect to:</p> <ul style="list-style-type: none"> • Report Adult Abuse & Neglect (IHA) Mon-Fri: 8:30am–4:30pm • Castlegar RCMP (re a crime) 	<p>1-844-870-4754 250-365-7721</p>
<p>Police Based (RCMP) Victim Services 440 Columbia Avenue</p> <ul style="list-style-type: none"> • Offers victims of crime & tragedy crisis intervention, emotional support, justice system information, court orientation and referrals 	<p>250-304-6353 1-800-563-0808 (after office hours)</p>
<p>For Women: Safe, free shelter & support for women & their children affected by domestic abuse, violence & threats:</p> <ul style="list-style-type: none"> ○ Castlegar Safe Home Call 24/7 ○ Women’s Transition Houses: Call 24/7 	<p>Coordinator 250-608-3710 Nelson 250-354-4357 Trail 250-364-1543</p>
<p>Castlegar Connections Centre 1660 Columbia Avenue</p> <ul style="list-style-type: none"> • Services available to assist vulnerable low income folk, and those who are homeless or at risk of homelessness; Phone to confirm times • Street Outreach services: Wed to Sun: Confirm times by Phone/text 	<p>Centre 778-460-1421 250-608-5224</p>
<p>Castlegar Out of the Cold Emergency Shelter 1660 Columbia Ave</p> <ul style="list-style-type: none"> • Closed until November 	<p>Deb 250-608-5019</p>
<p>Castlegar Community Response Network (CRN)</p> <ul style="list-style-type: none"> • Prevention & education to help end abuse, neglect and self-neglect of adults in BC; Also sponsors the IRIS program (page 14) 	<p>Sandi 250-608-0706</p>

DRUG STORES / PHARMACIES

Pharmasave 1128 3 rd Street	(delivers)	250-365-7813
Safeway Pharmacy 1721 Columbia Avenue		250-365-7141
Shoppers Drug Mart 1965 Columbia Avenue	(delivers)	250-365-5888
Shoppers Simply Pharmacy 117 - 1983 Columbia Avenue	(delivers)	250-365-3400
T.H.E. (Columbia River)Pharmacy 1002 Columbia Ave	(delivers)	250-365-0001

FOOD / MEAL SERVICES

❖ FOOD BANKS

<p>Castlegar Community Harvest Food Bank</p> <ul style="list-style-type: none"> • Anglican Church Basement, 614 Christina Place • Mon, Wed & Fri: provides drop-in, lunches and hampers • Register by phone or text 9 - 10:30am; pick-up 11:30am - 12pm • Generally, one hamper / person is given out each month • Other supports available include shower & laundry coupons, harm reduction supplies, sleeping bags, clothing, hygiene kits, dog/cat food and emergency shelter support. • Facebook page https://www.facebook.com/Castlegarfoodbank/ 	250-687-1105

❖ FROZEN MEALS

There is a charge for this service

<p>Dinners at Home</p> <ul style="list-style-type: none"> • Order by phone & pick up from Talarico Place, 709 10th Ave • Low cost, nutritious, frozen meals which can be re-heated at home 	Susan	250-304-1269 or 250-304-1213

FOOD / MEAL SERVICES (continued)

❖ MEAL PROGRAMS / DROP-IN

<p>Castlegar Better at Home Monthly Seniors Coffee & Drop-in</p> <ul style="list-style-type: none"> • “Toonie Tuesday” (last Tuesday/month) 9 – 11:30am • Call to register Michelle • Held at New Life Church 602 7th St (enter around back in basement) 	<p>250-365-2104 ext 225</p>
<p>Castlegar Community Harvest Drop-in & Lunch Program</p> <ul style="list-style-type: none"> • Anglican Church Basement, 614 Christina Place; • Drop-in & Lunch Mon, Wed & Fri; 9am – 12:30pm • For lunch (or a hamper) Register by phone / text: 9:30 – 10:30am • Eat in or take-out: 11:30am – 12pm 	<p>250-687-1105</p>
<p>Kootenay IRIS (Increasing Recreation Involving Seniors) Sandi</p> <ul style="list-style-type: none"> • Located in the Kinnaird Park Community Church Building 1250 26th St • Offers seniors 60+ many no-cost (donations welcome) opportunities for recreational and social activities including meals, coffee gatherings, lunch and learn activities, cook & share projects and exercise classes • Phone for more information & schedule • A program of the Castlegar Community Response Network (pg 1) • https://www.facebook.com/p/Kootenay-IRIS-100064688017358/ 	<p>250-608-0706</p>
<p>Operation Feast New Life Church 602 7th Street</p> <ul style="list-style-type: none"> • Free, take-home, cooked meal available every Thursday from September 12, 2024 to end of June, 2025 • Meals picked up between 3 & 4:30pm or are delivered on request • Phone Bette Armstrong to register Bette 	<p>250-365-5212 250-551-3075</p>

FOOT CARE

❖ Certified & Registered Providers

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

Dr Alumbaugh Podiatrist	http://drdanapodiatry.com	
• Clinic location: 1686 2 nd Ave, Trail: Mondays & Thursdays		250-364-1516
Healthy Feet Foot Care	Krysta Rissoti: FCN, LPN	250-505-9944
Pampered Sole Mobile Foot Care	Miranda Hildebrandt: FCN, LPN	250-870-1589
Vince DeVito Shoes, 415 Hall St, Nelson	certified Pedorthist	250-352-1384
West Kootenay Foot Care	Julie Spizawka: FCN, RN	306-227-2049

❖ Other Providers

Dee's Home Foot Care	Dee	250-365-0244
Grand Soles Foot Care	Deanna	250-507-2925

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 1-604-682-2711
• Services include business info, scam warnings & receiving complaints		
Canadian Anti-Fraud Centre		
• Contact re any scams / suspected fraud. Mon-Fri: 6am-1:45pm PST		1-888-495-8501
Credit Counselling Society	www.nomoredebts.org	1-888-527-8999
• Free credit & debt counselling & personal budgeting services		
Castlegar RCMP	Contact re any concerns re possible financial abuse	250-365-7721

GOVERNMENT SERVICES / ADVOCACY / SUPPORT

<p>Advocacy Centre 205 Hall Street, Nelson www.advocacycentre.org</p> <ul style="list-style-type: none"> • Help with issues connected with income supports, disability benefits, tenancy, debt, other government programs. Provides info re legal aid. • Staff travel to Castlegar Community Services (1695 Columbia Ave) twice a month to meet with residents Call for an appointment 	<p>1-877-352-5777</p>
<p>BC Housing Subsidy: Shelter Aid for Elderly Renters (SAFER)</p> <ul style="list-style-type: none"> • A rent subsidy for those over 60 paying over 30% of gross income • See website re other qualifications for program www.bchousing.org 	<p>1-800-257-7756</p>
<p>Community Volunteer Income Tax Program</p> <ul style="list-style-type: none"> • Free tax filing services in March & April for those on a low income • Year round assistance re taxes as needed • Drop-off info at Castlegar Community Services 1695 Columbia Avenue 	<p>250-365-2104</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 or other support available to eligible seniors 	<p>1-866-866-0800</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 <u>BC</u> 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>
<p>Service <u>Canada</u> 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 govt services: https://www.servicecanada.gc.ca/ 	<p>1-800-622-6232</p>

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 	
<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 other information also available at the Service BC Centre in Trail (page 5) 	<p>1-800-663-7100</p>
<p>HealthLinkBC Toll free</p> <ul style="list-style-type: none"> • Navigator or Nurse: 24 hours / 7 days a week • Dietician 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: Toll free 	<p style="text-align: right;">811</p> <p style="text-align: right;">711</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 & Service providers to address systemic issues in Health care, Housing, Income support, Community support & Transportation. • See the website for information, the BC Seniors Guide and a number of reports & studies including the Long Term Care & Assisted Living Directory https://www.seniorsadvocatebc.ca/quickfacts/location/ 	<p>1-877-952-3181</p>

HEALTH CARE SERVICES: INTERIOR HEALTH (IHA)

❖ CASTLEGAR & DISTRICT COMMUNITY HEALTH CENTRE

- 709 10th Street, Castlegar **250-365-7711**

<p>Urgent and Primary Care Centre</p> <ul style="list-style-type: none"> • Team based care for urgent, non-life threatening illnesses or injuries that need attention within 12-24 hours: 7 days/week: 8am to 8pm only • For after-hours emergency services: KB Regional Hospital in Trail 	<p>250-365-7711 250-304-1289 1-866-368-3314</p>
<p>Home Health Services</p> <ul style="list-style-type: none"> • Provides nursing care and self-management teaching for chronic and acute conditions, Ambulatory Care Clinic visits (by appointment) and palliative care & navigation with support for families • Also offers case management for seniors and families to assess needs and develop care plans. Services include Home Support, Adult Day Program, Facility Respite, Advanced Care Planning and reviewing eligibility for Assisted Living and Long Term Care • New clients must phone the Central Intake/Assessment line 	<p>Central Intake /Assessment Castlegar Home Health</p> <p>1-800-707-8550 250-365-4333</p>
<p>Home Support Services</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... • Home Support Scheduling 7 days/week: 6:30am - 8pm 	<p>Central Intake /Assessment Castlegar Home Support</p> <p>1-800-707-8550 250-365-4333 1-800-707-8550</p>
<p>Medical Laboratory</p> <ul style="list-style-type: none"> • Book online www.labonlinebooking.ca or Book by phone • Limited walk-in services available Mon-Fri 9am to 3pm Lab # 	<p>1-844-870-4756 250-365-7711 ext 2</p>
<p>Mental Health & Substance Use (MH&SU) Services</p> <ul style="list-style-type: none"> • Supports those with mental health and substance use concerns • Assists seniors (& caregivers) with mental health issues associated with aging 	<p>Office</p> <p>250-304-1846 or 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 all ages 	<p>250-365-7711</p>

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

❖ RESPITE /DAY PROGRAMS

<p>Day Program at Castle Wood Village 525 Columbia Avenue</p> <ul style="list-style-type: none"> For a referral from Home Health (IHA) call: Intake /Assessment Private pay participants call Castle Wood Village for details & register 	<p>1-800-707-8550 250-365-6686</p>
<p>Talarico Place 709 10th Street</p> <ul style="list-style-type: none"> Respite Care, Convalescent Care & Palliative Care Bed Referral required from Home Health (IHA) Intake /Assessment 	<p>250 365-7221 1-800-707-8550</p>
<p>See page 11 <i>Home Services</i> & page 12 <i>Hospice</i> for other possibilities</p>	

HEALTH CARE SERVICES: NON IHA

❖ MOBILE

<p>Community Paramedic Program: www.bcehs.ca/our-services</p> <ul style="list-style-type: none"> A free BC Emergency Health Services program for isolated and vulnerable Castlegar residents Provides home visits, health assessments, referrals, basic care Referral required from Physician, Home Health or Community Nurse 	
<p>Kootenay River Mobile Dental Hygiene Services https://krdh.ca/</p> <ul style="list-style-type: none"> Private in-home/ residence dental hygiene services 	<p>Noel 250-304-5754</p>

❖ PRIMARY CARE

➤ FOR THOSE WITHOUT A PRIMARY CARE PROVIDER

<p>Kootenay Boundary Health Connect Registry HealthLink BC</p> <ul style="list-style-type: none"> For those KB residents looking for a physician or nurse practitioner Register by phone or online: www.healthlinkbc.ca/health-connect-registry 	<p>811</p>
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➤ MEDICAL CLINICS

<p>Castlegar Medical Clinic Uptown (Kinnaird) 1840 8th Avenue</p>	<p>250-365-7255</p>
<p>IHA Urgent & Primary Care Services (page 7)</p>	<p>250-304-1289</p>

HEALTH CARE: NAVIGATION / SUPPORT / 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, Trail - 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 1-866-368-3314</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 Katie Provides a range of culturally sensitive supports to hospitalized Aboriginal patients, caregivers & their families Aboriginal Health Coordinator Sage 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 Centre, 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>250-364-2326 Ext 225 1-877-364-2326</p>
<p>Office of the Seniors' Advocate Monday to Friday: 8:30am - 4:30pm</p> <ul style="list-style-type: none"> Phone & website offers BC seniors information, resources and referrals to relevant services. See page 7 for more information 	<p>1-877-952-3181</p>
<p>Caregiving: West Kootenay Boundary Caregiver Support</p> <ul style="list-style-type: none"> Education, resources, 1:1 support and groups for caregivers See page 12 or website for details http://wkbcaregiver.org/ 	<p>1-888-212-2337 778-671-1015</p>
<p>See pages 15 - 18 for additional services for specific conditions</p>	

HEALTH / MEDICAL EQUIPMENT & SUPPLIES

❖ NON-PROFIT

<p>Health Equipment Loan Program (HELP) 1250 A 26th Street</p> <ul style="list-style-type: none"> Monday to Thursday: 11am to 2pm; closed Friday; Requires a referral from a health care professional Offers a wide variety of medical equipment for up to 3 months No fees; Donations welcome; A Canadian Red Cross Program https://www.redcross.ca/in-your-community 	<p>250-365-3911</p>
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❖ PRIVATE

<p>Drug Stores / Pharmacies</p> <ul style="list-style-type: none"> Several carry medical supplies & equipment. (page 2) 	
<p>Hearing Tests / Hearing Aids <i>All offer free screening for seniors</i></p> <ul style="list-style-type: none"> Connect Hearing 104 - 1101 Dewdney Ave, Trail www.connecthearing.ca Kootenay Hearing & Audiology 4-425 Columbia Ave, Castlegar Merged with Dynamic Hearing www.dynamichearingsolutions.ca 	<p>250-368-5105</p> <p>778-901-9038</p>
<p>Kootenay Columbia Home Medical Equipment</p> <ul style="list-style-type: none"> 130 - 630 17th Street, Castlegar www.kchomemedical.ca Rents, sells and repairs a wide range of medical equipment 	<p>250-365-7772</p> <p>1-866-515-7772</p>
<p>Personal Emergency Response Systems/ Medical Alarms</p> <ul style="list-style-type: none"> Lifeline www.lifeline.ca Kootenay contact: Rhandean Lacktin 	<p>1-888-832-6071</p> <p>250-364 2524</p>
<p>Respiratory Tests & Equipment</p> <ul style="list-style-type: none"> Independent Respiratory Services https://irscanada.ca/ 865 Columbia Avenue, Castlegar Appointment MedPro Respiratory Care https://www.medprorespiratory.com/ 3 – 425 Columbia Avenue, Castlegar 	<p>1-877-365-6952</p> <p>1-888-310-1444</p>
<p>See pages 15 - 18 for additional services for specific conditions</p>	

HOME SAFETY

Castlegar RCMP <ul style="list-style-type: none"> Responds to seniors' safety concerns, financial & other abuse 	250-365-7721
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 Preparation, Respite, Shopping, Transportation, Yard Care, etc....

❖ NON-PROFIT / PUBLIC

Castlegar Better at Home https://cdcass.ca/programs/better-at-home/ <ul style="list-style-type: none"> Castlegar & District Community Services 1695 Columbia Ave. Sandi Non-medical supports (housekeeping, friendly visits, etc) Michelle for seniors 65+ living at home; Fees based on income 	250-365-2104 ext 223 ext 225
Interior Health Home Support Services: See page 7	

❖ PRIVATE

Confluence Cleaning		250-304-5420
Dreamgarden Home Help Services	Marina (Liz)	250-359-2275
Grey Owl Moving & Removals http://www.greyowlmoverservice.ca/		778-256-1201
Hair at Home by Angela		250-304-5734
Neighborhood Nursing www.neighborhoodnursing.ca		250-693-2299
(re)Fresh Cleaning Services https://refreshcleaning.ca/	Amanda	250-509-0215
Spectrum Home & Family Care www.spectrumcares.ca		250-265-3842
Trixie's Cleaning & Junk Removal www.trixiecleaners.ca		250-365-9313

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>Castlegar Hospice Society</p> <ul style="list-style-type: none"> Castlegar & District Community Health Centre, 709 10th Street For end-of-life care or for those with a life-limiting illness Provides needs assessments, trained volunteers for companionship or family respite, palliative equipment loans, coordination of care Offers a resource library, education and a grief support group 	<p>250-304-1266</p>
<p>West Kootenay Boundary Caregiver Support</p> <ul style="list-style-type: none"> Free service for unpaid caregivers(19+) who care for someone 55+ Offers emotional 1:1 support, peer support groups, healthcare navigation & information and/or referrals to local community resources For more Info: Phone or see website http://wkbcaregiver.org/ Castlegar contact: castlegar@wkbcaregiver.org 	<p>1-888-212-2337 778-671-1015</p>

HOUSING / RESIDENTIAL ACCOMODATION

❖ INDEPENDENT (UNASSISTED) RENTAL HOUSING; PRIVATE PAY

SAFER Rent subsidies may be available from BC Housing (see page 5)

<p>Maranatha Court 601 8th St & Rosewood Manor 1008 2nd St</p> <ul style="list-style-type: none"> Subsidized housing (rent geared to income) for low income persons Apply Only through BC Housing www.bchousing.org or Phone Housing managed by Canadian Mental Health Association (CMHA) Call CMHA manager for information or concerns (no applications) 	<p>1-800-257-7756 250-365-5055</p>
<p>Cedar Manor 2204 6th Ave & Selkirk Manor 2117 Columbia Ave</p> <ul style="list-style-type: none"> Senior friendly apartments; Apply to selkirkmanor@gmail.com 	<p>250-365-3034</p>
<p>Rota Villa 711 11th Street</p> <ul style="list-style-type: none"> Apply to Castlegar Villa Society 100 - 718 Valhalla Street, Castlegar 	<p>250-365-7010</p>
<p>Woodland Park Housing Co-op 1-1692 Silverwood Crescent</p> <ul style="list-style-type: none"> Senior friendly; Application info: https://woodlandparkcoop.ca/ 	<p>250-365-2677</p>

HOUSING / RESIDENTIAL ACCOMODATION (continued)

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

Castle Wood Village 525 Columbia Ave www.goldenlifemanagement.ca	250-365-6686
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- ❖ **ASSISTED LIVING: SUBSIDIZED**

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

Castle Wood Village 525 Columbia Avenue, Castlegar <ul style="list-style-type: none"> • 15 publicly subsidized units www.goldenlifemanagement.ca 	250-365-6686
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- ❖ **ASSISTED LIVING: UNSUBSIDIZED**

*Independent living with a higher level of personal care – **contact provider directly***

Castle Wood Village 525 Columbia Avenue, Castlegar <ul style="list-style-type: none"> • 35 private units www.goldenlifemanagement.ca 	250-365-6686
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- ❖ **LONG TERM CARE: PUBLICLY SUBSIDIZED**

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

Castlevue Care Centre 2300 14 th Avenue www.chantellegroup.com <ul style="list-style-type: none"> • 49 publicly subsidized units 	250-365-7277
Talarico Place 709 10 th Street www.interiorhealth.ca/locations/talarico-place <ul style="list-style-type: none"> • 60 publicly subsidized units 	250-365-7221

- ❖ **LONG TERM CARE; UNSUBSIDIZED**

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

Castlevue Care Centre 2300 14 th Avenue www.chantellegroup.com <ul style="list-style-type: none"> • 12 private pay units 	250-365-7277
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LIBRARIES

<p>Castlegar & District Public Library https://castlegar.bc.libraries.coop</p> <ul style="list-style-type: none"> • 1005 3rd Street, Castlegar See website or phone for library hours • Offers book and video loans, educational programs, computer and internet access and other services. • “Homebound” Service offers free delivery and pick up of books for those who lack transport or because of illness or disability. 	<p>250-365-6611</p>
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RECREATION / ADULT & COMMUNITY EDUCATION

<p>Castlegar & District Recreation 2101 6th Ave www.rdck.bc.ca</p> <ul style="list-style-type: none"> • Phone or see website for Castlegar Leisure Guide’s seniors’ programs • Leisure Access Program offers reduced fees to those on low incomes 	<p>250-365-3386</p>
<p>Columbia Basin Alliance for Literacy https://cbal.org/castlegar/</p> <ul style="list-style-type: none"> • 140 – 1402 Columbia Avenue Rhonda • Free adult, family and early literacy programs including helping seniors with computers & other technology; Also offers Settlement Services 	<p>250-687-4983</p>
<p>Selkirk College Castlegar Campus 301 Frank Beinder Way</p> <ul style="list-style-type: none"> • Offers many programs & courses including community education https://selkirk.ca/ce/ 	<p>250-365-7292</p>
<p>Seniors Health & Wellness Institute Workshops</p> <ul style="list-style-type: none"> • Free workshops on various topics and concerns of interest to seniors. • For info: www.seniorshelpingseniors.ca or contact Theresa 	<p>250-367-9791</p>

SENIOR’S SOCIAL GROUPS, ASSOCIATIONS & COORDINATION

<p>Castlegar Senior Citizens Association Branch 46 Centre</p> <ul style="list-style-type: none"> • Located in the Castlegar & District Community Complex, 2101 6th Ave • Various scheduled activities during the week; Mon - Fri 9am to 4pm 	<p>250-365-3386 Ext 5250</p>
<p>Kootenay IRIS (Increasing Recreation Involving Seniors) 1250 26th St</p> <ul style="list-style-type: none"> • Offers seniors 60+ many no-cost opportunities for recreational and social activities including meals, coffee gatherings & exercise classes • Phone for more information & schedule Sandi • A project of the Castlegar Community Response Network (pg 1) 	<p>250-608-0706</p>
<p>See page 3 for additional drop-in and social activities</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>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 Castlegar & West Kootenay or see website https://aawestkootenays.org/ Various meetings every day except Wednesday in either: <ul style="list-style-type: none"> ○ Castlegar United Church 809 Merry Creek Rd or ○ Casalano Club 925 Columbia Ave (Back of the Arena) • Al-Anon Area meetings: www.bcyukon-al-anon.org <ul style="list-style-type: none"> ○ Mon 7:30pm: 2404 Columbia Ave; Online mtng: Wed 12 noon: • Castlegar Mental Health & Substance Use Services • Narcotics Anonymous (NA) www.bcrna.ca <ul style="list-style-type: none"> ○ Wed 7pm Castlegar United Church 809 Merry Creek Rd • Nar-Anon Family Group www.naranonbc.com <ul style="list-style-type: none"> ○ Fridays 7pm Trail United 1300 Pine Ave, Trail • Quit Now (smoking): phone & online support 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>250-304-1846</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 BC website for information re resources, local family caregiver support groups, workshops & other services 	<p>1-800-936-6033</p> <p>1-855-301-6742 or 778-774-2133</p>
<p>Arthritis</p> <ul style="list-style-type: none"> • ArthritisBC & Me: Info & services https://arthritisbcandme.info/ • Arthritis Society Canada https://arthritis.ca/ 	<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 Room 3 – 1250 26th St, Castlegar <ul style="list-style-type: none"> ○ Offers outreach support & activities www.kootenaybia.ca ○ Participants need to provide documents re injury or a referral • Acquired Brain Injury Services (Interior Health) <table border="0" style="width: 100%;"> <tr> <td style="width: 60%;"></td> <td style="text-align: right;">Intake</td> <td style="text-align: right;">1-800-707-8550</td> </tr> <tr> <td>○ Office: Castlegar Health Centre M-Th:8:30am - 4pm</td> <td style="text-align: right;">Coord</td> <td style="text-align: right;">250-365-9547</td> </tr> </table> 		Intake	1-800-707-8550	○ Office: Castlegar Health Centre M-Th:8:30am - 4pm	Coord	250-365-9547	
	Intake	1-800-707-8550					
○ Office: Castlegar Health Centre M-Th:8:30am - 4pm	Coord	250-365-9547					
<p>Cancer</p> <ul style="list-style-type: none"> • BC Cancer Agency: Cancer Care for the Southern Interior http://www.bccancer.bc.ca/our-services/centres-clinics/ <ul style="list-style-type: none"> ○ 399 Royal Avenue, Kelowna ○ Prevention, screening & early detection, diagnosis & treatment services, pain & symptom management clinic, support, etc • 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 Information Helpline and many supports, including travel assistance 							
<p>Caregiving: West Kootenay Boundary Caregiver Support</p> <ul style="list-style-type: none"> • Education, resources, 1:1 support and groups for caregivers • See page 12 or website for details http://wkbcaregiver.org/ 							
<p>Chronic Disease Management</p> <ul style="list-style-type: none"> • Support and Information programs for chronic disease management at the Castlegar & District Community Health Centre Intake • 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>Chronic Pain Management & Local Resources</p> <ul style="list-style-type: none"> • Pain BC Support: Mon – Fri: 9am – 4pm https://painbc.ca/ • KBRH Pain Medicine Clinic, Trail - Referral required • Regional Resources & Information https://divisionsbc.ca/kootenay-boundary/chronic-pain-tools 							

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
Deaf & Hard of Hearing <ul style="list-style-type: none"> Wavefront Centre for Communication Accessibility TTY www.wavefrontcentre.ca	1-888-736-7391 1-604-736-2527
Dental: West Kootenay Community TEETH Clinic <ul style="list-style-type: none"> Lower cost dental care for those living on a low income. In the Castlegar area, phone Community Harvest Food Bank Deb to complete an application and register for the dental services Clinic: 632 Front St., Nelson https://www.teethclinicwk.ca/applications/ 	778-463-2232 250-608-1047
Diabetes <ul style="list-style-type: none"> See Chronic Disease Management (page 16) Diabetes Canada Info & Support Line https://www.diabetes.ca/ 	1-800-226-8464
End of Life / Palliative Care <ul style="list-style-type: none"> Castlegar Hospice Society www.castlegarhospice.org See Hospice (page 12) for full description of available services Home Health Services (IHA) (page 7) Central Intake 	250-304-1266 1-800-707-8550
Fibromyalgia & Chronic Fatigue Syndrome <ul style="list-style-type: none"> ME/FM Society of BC www.mefm.bc.ca 	1-888-353-6322
Heart <ul style="list-style-type: none"> See Chronic Disease Management (page 16) Heart & Stroke Foundation www.heartandstroke.ca BC Office 	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"> • BC Mental Health Support Line (24/7) 310-6789 • Canadian Mental Health Ass’n (CMHA) www.cmha.bc.ca 1-800-555-8222 CMHA “Bounce Back”: Free online, video or phone programs help manage low mood, stress & anxiety. https://bouncebackbc.ca/ 1-866-639-0522 • Here To Help: www.heretohelp.bc.ca Info re mental health illnesses, substance use & eating disorders • Castlegar Mental Health & Substance Use Services (pg 7) 250-304-1846 • Mental Health & Substance Use Regional Consumer & Family Support Trail FAIR Centre, 2079 Columbia Ave (page 9) 1-877-364-2326 ext 225 • Alzheimer / Dementia Support Information: (page 15) 	
<p>MS (Multiple Sclerosis) Canada https://mscanada.ca/</p> <ul style="list-style-type: none"> • Phone or see website for support & info MS Navigator 1-844-859-6789 	
<p>Nutrition: Call the HealthLinkBC: Dietician Monday to Friday: 9am-5pm</p>	811
<p>Parkinson Society of BC www.parkinson.bc.ca</p> <ul style="list-style-type: none"> • Trail - Castlegar Area support group contact: Sheila 	1-800-668-3330 250-231-7705
<p>Respiratory (Lung) Disease</p> <ul style="list-style-type: none"> • See Chronic Disease Management (page 16) • Private Respiratory testing & equipment (page 10) • BC Lung Foundation https://bclung.ca/ 	1-800-665-5864
<p>Scleroderma Association of BC https://sclerodermabc.ca/</p> <ul style="list-style-type: none"> • For online toolkits & research info:: https://spinsclero.com/ 	1-604-371-1005
<p>Stroke Recovery Assn BC https://strokerecoverybc.ca/</p> <ul style="list-style-type: none"> • Castlegar Support Group for stroke survivors and caregivers Meets 1st & 3rd Thurs: 10am – 12 noon, Castlegar Recreation Centre • For more info re group: https://kb.fetchbc.ca/service.html?i=2671 	1-888-540-6666
<p>Vision Loss</p> <ul style="list-style-type: none"> • Cndn National Institute for the Blind (CNIB) www.cnib.ca 1-800-563-2642 • Support & services re vision loss: online & in-person Kelowna office 250-763-1191 	

TRANSPORTATION**❖ MEDICAL APPOINTMENTS**

Hope Air www.hopeair.ca <ul style="list-style-type: none"> Free air travel provided to low income Canadians who must travel to obtain non-emergency specialist medical care 	1-877-346-4673
Interior Medical Transport (IMT) https://www.bcimt.ca/ <ul style="list-style-type: none"> Private service offering a variety of patient transport services options 	250-368-7978
Travel Assistance Program (TAP) www.health.gov.bc.ca/tapbc <ul style="list-style-type: none"> Reductions on some carriers (eg Pacific Coastal) for eligible BC residents who must travel for non-emergency specialist care. Info	1-800-663-7100
Travel Treatment Fund / Wheels of Hope https://cancer.ca <ul style="list-style-type: none"> Canadian Cancer Society program helps with cancer treatment travel expenses & offers cancer appointment transportation Info & Register	1-888-939-3333

❖ REGULAR / DISABILITIES

BC Bus Pass Program Low cost annual pass for low income seniors	1-866-866-0800
Castlegar Taxi Service www.castlegartaxi.ca	250-687-0133
Kootenay Seniors Transportation Program Office: M-F: 9am-4pm <ul style="list-style-type: none"> Medical & non-medical rides; cost /distance https://kootenayseniors.ca 	778-463-5247
Mountain Man Mike's Bus Service www.mountainmanmikes.ca <ul style="list-style-type: none"> Travel WK- Vancouver return (2 days/wk) & to/from Calgary (1 day/wk) Book online and/or phone for more information 	778-382-7729
Silver City Stagelines Info & book online https://fritztravels.com <ul style="list-style-type: none"> Travel several days a week between Nelson and Kelowna 	(778) 760-1891 (text only)
West Kootenay Volunteer Driver Program Michelle <ul style="list-style-type: none"> Transportation for medical, social or recreational purposes available to those unable to access other travel assistance; Cost /distance 	250-365-2104 ext 225 1-877-304-2990
West Kootenay Transit Services & HandyDART <ul style="list-style-type: none"> WK Area bus services info https://www.bctransit.com/west-kootenay handyDART: Register & Book: Mon to Fri: 8am -4pm For those unable to use regular local transit due to disability/health 	1-855-993-3100