

Closing the Gaps in Seniors' Care



A Guide To Public, Community & Private Services for Nelson and Area Seniors October 2025

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

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

To SUGGEST additions, changes and corrections for future editions

Contact:

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ABUSE / CRISIS / EMERGENCIES

24 / 7 Emergency (Ambulance, Fire, Police)	911
<p>24 / 7 Crisis Lines: Support in a crisis / concerns re another's safety</p> <ul style="list-style-type: none"> • BC Mental Health Support Line 310-6789 • Interior Crisis Line Network 1-888-353-2273 • Suicide Crisis Helpline (National) 988 • Suicide Prevention Crisis Line (BC) 1-800-784-2433 	
<p>Seniors Abuse & Information Line (SAIL) https://seniorsfirstbc.ca/</p> <ul style="list-style-type: none"> • Phone: Monday to Friday: 8am – 8pm • Call re concerns about senior abuse or mistreatment TTY 	<p>1-866-437-1940</p> <p>1-855-306-1443</p>
<p>Report Concerns re Possible Elder Abuse or Neglect to:</p> <ul style="list-style-type: none"> • Report Adult Abuse & Neglect (IHA) Mon-Fri: 8:30am–4:30pm 1-844-870-4754 • Nelson City Police (inside Nelson City boundaries) 250-354-3919 • RCMP (outside Nelson City boundaries) 250-352-2156 	
<p>Nelson Area Joint Regional Police Based Victim Services</p> <ul style="list-style-type: none"> • Provides victims of crime & tragedy with crisis intervention, emotional support, practical assistance, information on the justice system, court orientation and referrals to community resources. • A joint service of: Nelson Police VS Office, 606 Stanley Street Nelson Area RCMP VS Office, 1010 2nd Street VictimLink (24/7) 	<p>250-505-5657</p> <p>250-354-5196</p> <p>1-800-563-0808</p>
<p>Nelson Community Based Victim Services</p> <ul style="list-style-type: none"> • Advocacy Centre, 100 - 205 Hall Street; https://advocacycentre.org/ • Provides victims of adult sexual assault, violence in relationships, criminal harassment, stalking or child abuse with crisis intervention, emotional and practical assistance, information on the justice system, court orientation & referrals 	250-352-5777
<p>Nelson Community Response Network (CRN) Max</p> <ul style="list-style-type: none"> • Organizes prevention and education activities to help end abuse, neglect and self-neglect of adults in BC http://www.bccrns.ca 	250-777-1110
<p>Coordinated Access Housing Support Nelson CARES</p> <ul style="list-style-type: none"> • Housing referrals & supports for precariously or un-housed individuals 	250-551-2973

ABUSE / CRISIS / EMERGENCIES (continued)

<p>Nelson Sexual Assault Response Services (SAS)</p> <ul style="list-style-type: none"> • Trauma informed confidential support and services for victims of sexual assault who are 13 years of age or older. 24/7 Help Line • For assistance (within 7 days of assault) go to Kootenay Lake Hospital Emergency Department, 3 View St. https://www.servicesfyi.ca/sas/ 	<p>250-354-4357</p>
<p>Support & Resources Drop-In Centre 601 Vernon St (bottom floor)</p> <ul style="list-style-type: none"> • Open Thursdays 10am to 4pm Drop-in • Provides support and resources to those in need, including: <ul style="list-style-type: none"> - Meals and/or food to go - Access to shower, laundry, clothing and hygiene supplies - Access to various service providers and advocates re financial, health, shelter and other concerns Coordinator (Amy) 	<p>250-551-2854</p> <p>250-352-5777</p>
<p>Stepping Stones for Success Emergency Shelter</p> <ul style="list-style-type: none"> • 816 Vernon Street; Safe shelter and support 	<p>250-352-9876</p>
<p>For Women:</p> <ul style="list-style-type: none"> • Aimee Beaulieu Transition House <ul style="list-style-type: none"> ○ 24/7 phone line and free confidential services including safe shelter, support and referrals for women (and their children) experiencing domestic abuse, violence & threats ○ https://www.servicesfyi.ca/aimee-beaulieu-transition-house/ • Nelson Women’s Outreach Program: information, practical support, referrals, and other services for women experiencing abuse 	<p>250-354-4357</p> <p>250-352-3504</p>

DRUG STORES / PHARMACIES

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

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

FOOD / MEAL SERVICES

❖ FOOD BANKS

<p>Good Food Bank, Nelson Community Food Centre 601 Silica Street</p> <ul style="list-style-type: none"> • Barrier free; Pick up a hamper every 2 weeks; https://nelsoncfc.ca/ • Food bank is open on alternating Wednesdays 1 to 4pm • Food boxes delivered to those who can't get there (between Balfour & Slocan Junction); Centre offers many other food related programs 	<p>250-354-1633</p>
<p>Nelson Women's Centre: 420 Mill St www.nelsonwomenscentre.com</p> <ul style="list-style-type: none"> • Women can drop-in and access free food: Tues & Wed: 11am - 3pm and Thurs: 12noon to 2pm 	<p>250-352-9916</p>
<p>Our Daily Bread Food Bank: 520 Falls Street</p> <ul style="list-style-type: none"> • Thursdays 9 to 11am 	<p>250-352-1722</p>
<p>Salvation Army Food Bank: 601 Vernon Street</p> <ul style="list-style-type: none"> • Monday to Thursday: 9am – 12 noon; Call first for an appointment 	<p>250-352-9819</p>
<p>St. Saviour's Food Pantry: 701 Ward St</p> <ul style="list-style-type: none"> • Drop-in: Fridays: 9am – 11am kokaneanglicans@gmail.com 	
<p>Farmers' Market Nutrition Coupons https://bcfarmersmarket.org</p> <ul style="list-style-type: none"> • Coupons for those on low incomes & seniors to purchase food items at the Nelson Farmers Market: Wed: 600 block Baker St (10am-2pm) & Sat: Cottonwood Falls Park (9am-2pm); May to October, 2024 (approx) • Register & receive \$27 coupons/week; Contact: Nelson Food Centre Nelson Seniors Coord Society Nelson Women's Centre 	<p>250-354-1633 250-352-6008 250-352-9916</p>

FOOD / MEAL SERVICES (continued)

❖ DROP-IN / MEALS

<p>Community Social Meals Lakeside Place 805 Nelson Ave</p> <ul style="list-style-type: none"> • Free lunches for seniors every Friday; 12 – 2pm; registration required • For details, phone or see Events Calendar or www.kootenayseniors.ca 	<p>250-352-2708</p>
<p>Drop-in for Women, Nelson Women’s Centre: 420 Mill Street</p> <ul style="list-style-type: none"> • Coffee, tea, snacks & free take-home food; Tues & Wed: 11am - 3pm and Thurs: 12noon to 3pm (for crafts & food) • For info about other programs: http://www.nelsonwomenscentre.com/ 	<p>250-352-9916</p>
<p>Our Daily Bread Hot Lunches Upper Floor, 520 Falls Street</p> <ul style="list-style-type: none"> • Low cost lunch: Mon to Fri; 11:30 am – 1pm; last serving:12:50pm • Cost is \$25 for 22 meals or \$5/meal; can also volunteer • More information: https://www.ourdailybreadnelson.com/ 	<p>250-352-1722</p>
<p>Sunday Community Meal St Saviors Anglican Church 701 Ward St</p> <ul style="list-style-type: none"> • Free cooked meal; Sundays: 2 to 4pm; kokaneeanglicans@gmail.com 	
<p>Support & Resources Drop-In Centre 601 Vernon St (bottom floor)</p> <ul style="list-style-type: none"> • Open Thursdays 10am to 4pm • Provides support and resources to those in need, including: <ul style="list-style-type: none"> - Meals and/or food to go - Access to shower, laundry, clothing and hygiene supplies - Access to various service providers and advocates re financial, health, shelter and other concerns 	<p>Drop-in 250-551-2854 Coordinator (Amy) 250-352-5777</p>
<p>Wait’s On Nelson 323 Nelson Avenue</p> <ul style="list-style-type: none"> • Community donations fund free meals/day for those in need; • Free monthly community dinners on the 3rd Tuesday/month 	<p>250-352-2555</p>

FOOT CARE

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

Dr Alumbaugh Podiatrist	http://drdanapodiatry.com	
<ul style="list-style-type: none"> Clinic location: 1686 2nd Ave, Trail: Mondays & Thursdays 		250-364-1516
Foot Care by Janet		Janet Bruce
		250-777-1265
Imelda Loimand, LPN,FCN	Serves Nelson to Balfour & Lakeview Village	
		250-505-2385
Nelson Foot Care	www.nelsonfootcare.ca	Amy Veale, LPN,FCN
		250-352-9767
Pampered Sole Foot Care		Miranda Hildebrandt LPN,FCN
		250-870-1589
Pure Life Foot Care	https://purelifefootcare.ca	Heather Griffiths LPN,FCN
<ul style="list-style-type: none"> Home visits or attend clinic at 104b- 518 Lake Street, Nelson 		250-777-4337
Vince DeVito Shoes, 415 Hall St, Nelson		certified Pedorthist
		250-352-1384
West Kootenay Foot Care		Julie Spizawka RN,FCN
		306-227-0249

FRAUD / FINANCIAL

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

GOVERNMENT SERVICES / ADVOCACY / SUPPORT

<p>Advocacy Centre 205 Hall Street 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 	<p>250-352-5777</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>Income Assistance BC Employment & Assistance Office 566 Stanley St</p> <ul style="list-style-type: none"> • An income supplement and other support available to eligible seniors 	<p>1-866-866-0800</p>
<p>Kootenay Seniors 805 Nelson Avenue www.kootenayseniors.ca</p> <ul style="list-style-type: none"> • Offers a range of information, programs and coordinated services for area seniors including home support & volunteer transportation 	<p>250-352-2708</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>Nelson & District Seniors Coordinating Society 719 Vernon Street</p> <ul style="list-style-type: none"> • Tues to Thurs: 8:30am - 12:15pm: www.nelsonseniors.ca • Information, support & advocacy including: <ul style="list-style-type: none"> ○ Community Volunteer Income Tax Program providing free tax filing services in March & April for those living on low incomes. ○ Financial Advocacy Program assists re info and applications to various government and other financial support services 	<p>250-352-6008</p>
<p>SeniorsBC www.seniorsbc.ca</p> <ul style="list-style-type: none"> • Website offers a comprehensive summary of health care and other services for seniors and includes the on-line Seniors' Guide 	
<p>Service BC Centre (Gov't Agent/) 310 Ward St; Mon to Fri: 9am-4:30pm</p> <ul style="list-style-type: none"> • BC government forms, information, services, licences & assistance re a wide variety of programs such as MSP, Pharmacare, seniors' subsidies, etc; https://www2.gov.bc.ca/gov/content/home/services-a-z 	<p>250-354-6104</p>

GOVERNMENT SERVICES / ADVOCACY / SUPPORT (continued)

<p>Service Canada Centre Chahko Mika Mall, 1125 Lakeside Drive</p> <ul style="list-style-type: none"> Monday to Friday: 8:30am – 4pm Federal Government forms, information & assistance re a variety of services & programs including Social insurance #, CPP, OAS & GIS, passports, EI, Veterans Affairs, etc https://www.servicecanada.gc.ca/ 	<p>1-800-622-6232</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 links to the planning document “My Voice” & information on planning re future care, support and other needs Nelson Seniors Coordinating Society 719 Vernon Street Tues to Thur: 8:30am-12:15pm www.nelsonseniors.ca Appointment 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>250-352-6008</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 www2.gov.bc.ca/gov/content/health</p> <ul style="list-style-type: none"> Medical Services Plan, PharmaCare & Fair PharmaCare Forms and information available at the Service BC Centre (page 6) 	<p>1-800-663-7100</p>
<p>HealthLinkBC</p> <ul style="list-style-type: none"> Navigator or Nurse: 24 hours / 7 days a week Dietician or Exercise Professional: Monday to Friday: 9am-5pm Pharmacist: 7 days a week: 5pm-9am Information and links to services: www.healthlinkbc.ca Special Line for Hearing Impaired persons: 	<p>Toll-free 811</p> <p>Toll-free 711</p>

HEALTH CARE SERVICES: INTERIOR HEALTH (IHA)

❖ KOOTENAY LAKE HOSPITAL & EMERGENCY DEPARTMENT

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

Kootenay Lake Hospital Medical Laboratory 3 View St., Nelson <ul style="list-style-type: none"> • Preferable to Book online www.labonlinebooking.ca or by phone • Limited walk-in service available Mon – Fri: 8am to 4:30pm Lab 	1-844-870-4756 250-354-2325
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❖ NELSON COMMUNITY HEALTH SERVICES 902 11 Street **250-505-7200**

Home Health Services Central Intake / Assessment <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 	1-800-707-8550
Home Support Services Central Intake /Assessment <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 	1-800-707-8550 1-800-707-8550
Mental Health & Substance Use (MH&SU) Services <ul style="list-style-type: none"> • Offers assessment, counselling, groups & related services • Elder Services offers various services specifically for seniors (and caregivers) with concerns related to aging 	250-505-7247 Darren 250-505-7265
Public Health / Promotion & Prevention Services <ul style="list-style-type: none"> • Provides a wide range of public health services for all ages 	250-505-7200

❖ Downtown Mental Health & Substance Use (MH&SU) Services

<ul style="list-style-type: none"> • 201 – 514 Vernon Street • Crisis response, outreach, support, counselling & related services 	250-505-7248
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HEALTH CARE SERVICES: NON-IHA

❖ DENTAL

Canadian Dental Care Plan <ul style="list-style-type: none"> See website or phone for eligibility requirements and application form 	1-833-537-4342
Kootenay River Mobile Dental Hygiene Services Noel <ul style="list-style-type: none"> Private in-home & care facility dental hygiene services https://krdh.ca/ 	250-304-5754
The Travelling Hygienist https://www.thetravellinghygienist.com/ <ul style="list-style-type: none"> Private in-home & care facility dental hygiene services 	778-231-0475
West Kootenay Community TEETH Clinic <ul style="list-style-type: none"> Lower cost dental care for those living on a low income. Clinic: 632 Front St., Nelson https://www.teethclinicwk.ca/applications/ 	778-463-2232

❖ MEDICAL LABORATORIES (Private)

LifeLabs Medical Laboratory 806 Vernon Street <ul style="list-style-type: none"> Walk-in or Book online: https://www.lifelabs.com/ 	
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❖ PRIMARY CARE

➤ FOR THOSE WITHOUT A PRIMARY CARE PROVIDER

Kootenay Boundary Health Connect Registry HealthLink BC <ul style="list-style-type: none"> Register by phone or online: www.healthlinkbc.ca/health-connect-registry 	811
KB Access Clinic https://kbaccess.ca/ <ul style="list-style-type: none"> Offers in-person care in Nelson & Castlegar (may soon expand to Trail) and virtual visits to patients in all the Kootenay Boundary region 	778-508-3112

➤ MEDICAL CLINICS

Ancron Medical Centre 108-402 Baker St https://ancronmedical.com/	250-352-9144
Kootenay Lake Medical Clinic 1140 Lakeside <ul style="list-style-type: none"> https://www.kootenaylakemedical.com/ 	250-352-4666
Kootenay Medical Centre 601 Kootenay St <ul style="list-style-type: none"> www.kootenaymedicalcentre.ca/ 	250-352-2230
Nelson Medical Clinic 806 Vernon St https://nelsonmedical.com/	250-352-6611

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>Kootenay Lake Hospital Social Work Department</p> <ul style="list-style-type: none"> Provides psychosocial care for hospital patients and their families, including adjustment counselling, support, practical assistance, advocacy and referrals to local and provincial resources. 	<p>250-354-2394 1-866-352-3111</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 Carrie 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 (& their families) with long-term mental health & substance use (addiction) concerns 	<p>250-231-7552 250-364-2326 Ext 225</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 6 for more info 	<p>1-877-952-3181</p>
<p>West Kootenay Boundary Caregiver Support Nelson</p> <ul style="list-style-type: none"> Education, resources, 1:1 support and groups for caregivers See page 13 or website for details http://wkbcaregiver.org/ 	<p>1-888-212-2337 ext 9</p>
<p>West Kootenay Nav-CARE Program Nelson Coordinator</p> <ul style="list-style-type: none"> Trained volunteers support adults living with chronic illness, increased frailty, and social isolation to help navigate services & find resources For more info see page 13 or go to https://westkootenaynavcare.org/ 	<p>778-689-6832</p>

HEALTH / MEDICAL EQUIPMENT & SUPPLIES

❖ NON-PROFIT

<p>Health Equipment Loan Program (HELP) 614 Front Street</p> <ul style="list-style-type: none"> • Weekdays except Wednesdays 10 am - 1pm; phone to confirm hours • Requires a referral from a health care professional • Offers a wide variety of free medical equipment for up to 3 months • Canadian Red Cross Program https://www.redcross.ca/in-your-community 	<p>250-354-4456</p>
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❖ PRIVATE

<p>Drug Stores / Pharmacies: Several carry medical equipment. (pg 2)</p>	
<p>Hearing Tests / Hearing Aids <i>All offer free screening for seniors</i></p> <ul style="list-style-type: none"> • Connect Hearing 259 Baker Street www.connecthearing.ca • Dynamic Hearing 105-518 Lake St www.dynamichearingsolutions.ca 	<p>250-354-4949 250-352-5932</p>
<p>Kootenay Columbia Home Medical Equipment</p> <ul style="list-style-type: none"> • 130 - 630 17th Street, Castlegar www.kchomemedical.ca • Rents, sells and repairs a wide range of medical equipment 	<p>1-866-515-7772 250-365-7772</p>
<p>Personal Emergency Response Systems/ Medical Alarms</p> <ul style="list-style-type: none"> • Lifeline www.lifeline.ca Kootenay contact: Rhandean Lacktin 	<p>1-888-832-6071 250-364 2524</p>
<p>Respiratory Tests & Equipment</p> <ul style="list-style-type: none"> • Columbia Respiratory 806 Vernon St (Medical Clinic): Tuesdays https://www.facebook.com/columbiarespiratory/ Appointment • Independent Respiratory Services https://irscanada.ca 806 Vernon Street (Nelson Medical Clinic) Appointment 	<p>1-844-440-0277 1-877-365-6952</p>

HOME SAFETY

<p>BC Rebate for Accessible Home Adaptation (BC RAHA)</p> <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 	<p>1-800-257-7756</p>
<p>Police: Responds to community safety concerns, financial & other abuse</p> <ul style="list-style-type: none"> ○ Nelson (City) Police ○ RCMP (outside Nelson City Limits) 	<p>250-352-3919 250-352-2156</p>

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

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

❖ PRIVATE

Confluence Cleaning https://confluencecleaning.ca/		250-304-5420
Dreamgarden Home Help Services	Marina (Liz)	250-359-2275
Elite Cleaning https://www.elite-cleaners-online.com/	Topaze	250-551-2838
Expresslane Deliveries www.expresslanedeliveries.com		250-505-9602
<ul style="list-style-type: none"> • Open: Mon-Fri: 10am to 6pm; Seniors discount available • Also offers concierge services such as grocery shopping, check-ins, etc 		
Greener Clean Nelson https://www.facebook.com/Greenercleannelson/		250-354-3392
Grey Owl Moving & Removals http://www.greyowlmoverservice.ca/		778-256-1201
Janet Williamson		250-777-3584
(re)Fresh Cleaning Services https://refreshcleaning.ca/	Amanda	250-509-0215
Spectrum Home & Family Care https://spectrumcares.ca/		250-265-3842
Tiziana's Home Care (may come to Nelson depending on hours)		250-226-0050
Trixie's Cleaning & Junk Removal https://www.trixiecleaners.ca/services		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>Home Health Services (IHA) (page 8) Central Intake</p> <ul style="list-style-type: none"> End of life in-home palliative care and support for families 	<p>1-800-707-8550</p>
<p>Nelson & District Hospice Society 102B 518 Lake Street</p> <ul style="list-style-type: none"> For those who need end-of-life care or with a life-limiting illness: <ul style="list-style-type: none"> Assessment of needs for support or education Trained bedside volunteers for companionship & family respite Integration and coordination of care services. For caregivers or professionals: a resource library; education in the community; a grief support group www.nelsonhospice.org 	<p>250-352-2337</p>
<p>West Kootenay Boundary Caregiver Support Coordinator</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 Phone or see website for more details http://wkbcaregiver.org/ 	<p>1-888-212-2337 ext 9</p>
<p>West Kootenay Nav-CARE Program Nelson Coordinator</p> <ul style="list-style-type: none"> Support for adults living with chronic illness, increased frailty and social isolation living in the Nelson Area (from Balfour to Playmor Junction). Trained volunteers are matched with the person and their family for regular friendly visits to navigate through changes and challenges, find appropriate resources and information, build social connections, and encourage engagement in what makes life feel meaningful. WK Program also serves Kaslo, Salmo & the Slocan Valley to Nakusp https://westkootenaynavcare.org/ WK Program Manager 	<p>778-689-6832 250-551-6190</p>

HOUSING / RESIDENTIAL ACCOMODATION

❖ INDEPENDENT (UNASSISTED) RENTAL HOUSING; PRIVATE PAY

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

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

❖ HOUSING with SUPPORTS: PRIVATE PAY

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

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

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

❖ ASSISTED LIVING: SUBSIDIZED

Independent living with a higher level of personal care: eligibility based on care needs

not financial need: Accessed only thru IHA Home Health: 1-800-707-8550

<p>Mountain Lake Seniors' Community 908 11th St</p> <ul style="list-style-type: none"> 29 publicly subsidized units www.parkplaceseniorsliving.com 	<p>250-352-2600</p>
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HOUSING / RESIDENTIAL ACCOMODATION (continued)

❖ ASSISTED LIVING: UNSUBSIDIZED

Independent living with a higher level of personal care- contact residence office directly

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

❖ LONG TERM CARE: SUBSIDIZED

For 24/7 "complex care" Access only thru IHA Home Health 1-800-707-8550

Nelson Fairview Gardens 902 11 Street		250-505-7300
<ul style="list-style-type: none"> • 75 publicly subsidized beds • https://www.interiorhealth.ca/locations/nelson-fairview-gardens 		
Nelson Jubilee Manor 500 Beasley Street		250-352-7011
<ul style="list-style-type: none"> • 39 publicly subsidized beds • https://www.interiorhealth.ca/locations/nelson-jubilee-manor 		
Mountain Lake Seniors' Community 908 11 th Street		250-352-2600
<ul style="list-style-type: none"> • 85 publicly subsidized beds 	www.parkplaceseniorsliving.com	

❖ LONG TERM CARE: UNSUBSIDIZED

For those needing 24/7 "complex care" – contact residence office directly

Mountain Lake Seniors' Community 908 11 th Street		250-352-2600
<ul style="list-style-type: none"> • 7 private units 	www.parkplaceseniorsliving.com	

LIBRARIES

Nelson Public Library 602 Stanley St	https://nelson.bc.libraries.coop/	250-352-6333
<ul style="list-style-type: none"> • Offers book and video loans, educational programs, computer and internet access & many other services. • Senior's Outreach: on 2nd Tuesday/month a Librarian visits Lake View Village (10:30am), Mountain Lake Seniors Community (1pm) and Jubilee Manor (3pm) 		

RECREATION & ADULT EDUCATION

<p>Columbia Basin Alliance for Literacy 608 Lake Street Joan</p> <ul style="list-style-type: none"> Free adult, family and early literacy programs including helping seniors with computers, ipads & other technology https://cbal.org/nelson/ Also offers Settlement Services to newcomers to Canada 	250-505-2361
<p>Learning in Retirement https://learninginretirementnelson.ca/</p> <ul style="list-style-type: none"> Offers members aged 50+ (not employed full-time) a diverse program of speakers, courses & other activities. Sign up online or phone 	250-354-3220
<p>Nelson & District Recreation www.rdck.bc.ca</p> <ul style="list-style-type: none"> Phone or see website for Nelson's Leisure Guide's seniors programs Leisure Access Program offers reduced fees to those on low incomes 	250-354-4386
<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 	250-367-9791

SENIORS SOCIAL GROUPS, ASSOCIATIONS & COORDINATION

<p>Kootenay Seniors Lakeside Place, 805 Nelson Avenue</p> <ul style="list-style-type: none"> Offers a number of free weekly activities for seniors including Coffee time, Chair Yoga, Qi Gong, Music making and more For details, phone or see Events Calendar or www.kootenayseniors.ca 	250-352-2708
<p>Nelson and District Seniors Coordinating Society</p> <ul style="list-style-type: none"> 719 Vernon St: Tues-Thurs: 8:30am-12:15pm Info / Appointment Provides support, advocacy & opportunities to volunteer as well as information re seniors' programs & activities www.nelsonseniors.ca 	250-352-6008
<p>Nelson Seniors Centre 717 Vernon Street</p> <ul style="list-style-type: none"> Offers a variety of weekly activities (for a small yearly membership fee) Activity schedule: https://nelsonseniorscentre.ca/ Drop-in or contact via email nelsonseniorscentre@gmail.com 	No phone listing
<p>Procter-Harrop Senior Citizens Ass'n Branch 118 Sharon</p> <ul style="list-style-type: none"> Seniors Hall 7906 Woodside Rd, Procter Don Contact via email: procterharrorseniors118@gmail.com 	250-229-5741 250-229-4450
<p>Balfour Senior Citizens Association Branch 120</p> <ul style="list-style-type: none"> Balfour Seniors Hall 8435 Busk Road; email balfourseniors120@gmail.com 	No phone listing

SUPPORT / INFO LINES / CONTACTS for SPECIFIC CONDITIONS

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

<p>Addictions / Substance Use</p> <ul style="list-style-type: none"> • Alcohol & Drug Information & Referral Line (24/7) 1-800-663-1441 • Alcoholics Anonymous (AA) www.bcyukonaa.org Phone for help & detailed info about AA meetings in Nelson & West Kootenay or see website https://aawestkootenays.org/ 1-250-800-4125 • Al-Anon List of area meetings: www.bcyukon-al-anon.org • Nelson Mental Health & Substance Use Services (pg 8) 250-505-7247 • Downtown Nelson MHSU Services (pg 8) 250-505-7248 • Narcotics Anonymous (NA) List of area meetings www.bcrna.ca 1-855-444-2262 <ul style="list-style-type: none"> ○ Nelson Mtng: Thurs 5:30pm Salvation Army Centre 601 Vernon St • Nar Anon Family Group www.naranonbc.com • Quit Now: smoking cessation program & info www.quitnow.ca 1-877-455-2233 • Smoking Cessation Program: Free Nicotine Replacement Therapy (NRT) products or medications. Talk to a local pharmacist 	
<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 778-774-2133 Call or check the website for information re resources, local family caregiver support groups, workshops & other services or • Nelson Support Group meets 3rd Wednesday / month, 1 - 2:30 pm 1-855-301-6742 	
<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>
<p>Brain Injury</p> <ul style="list-style-type: none"> • Kootenay Brain Injury Ass'n 202-1060 Eldorado Street, Trail 778-460-4500 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 1-800-707-8550 Office: Castlegar Health Centre M - Th: 8:30am - 4pm Coordinator 250-365-9547 	

SUPPORT / INFO LINES / CONTACTS for SPECIFIC CONDITIONS

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

<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 21) 	<p>1-888-563-7773</p> <p>1-888-939-3333</p> <p>1-888-939-3333</p>
<p>Caregiver Support</p> <ul style="list-style-type: none"> • Mental Health Caregiver Support Group Darren ○ Elderly Services, Nelson Mental Health & Substance Use • West Kootenay Boundary Caregiver Support ○ Education, resources, 1:1 support and groups for caregivers ○ For details see page 13 or website http://wkbcaregiver.org/ 	<p>250-505-7265</p> <p>1-888-212-2337 ext 9</p>
<p>Chronic Disease Management</p> <ul style="list-style-type: none"> • Support and Information programs for chronic disease management at the Kootenay Lake Hospital Intake KLH • Self-Management Program 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>1-800-707-8550</p> <p>250-352-3111</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>
<p>Crohn’s & Colitis Canada www.crohnsandcolitis.ca</p>	<p>1-800-513-8202</p>
<p>Deaf & Hard of Hearing www.wavefrontcentre.ca</p> <ul style="list-style-type: none"> • Wavefront Centre for Communication Accessibility TTY 	<p>1-888-736-7391</p> <p>1-604-736-2527</p>

SUPPORT / INFO LINES / CONTACTS for SPECIFIC CONDITIONS

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

<p>Dental: See page 9 for details re:</p> <ul style="list-style-type: none"> • Canadian Dental Care Plan • Kootenay River Mobile Dental Hygiene Services • The Travelling Hygienist • WK Community TEETH Clinic 	<p>250-304-5754 778-231-0475 778-463-2232</p>
<p>Diabetes</p> <ul style="list-style-type: none"> • See Chronic Disease Management (page 18) • Diabetes Canada Info & Support Line https://www.diabetes.ca/ 	<p>1-800-226-8464</p>
<p>End of Life / Palliative Care</p> <ul style="list-style-type: none"> • Home Health Services (IHA) (page 8) Central Intake • Nelson Hospice Society www.nelsonhospice.org <p>See Hospice: (page 13) for a full description of available services</p>	<p>1-800-707-8550 250-352-2337</p>
<p>Fibromyalgia & Chronic Fatigue Syndrome</p> <ul style="list-style-type: none"> • ME/FM Society of BC www.mefm.bc.ca 	<p>1-888-353-6322</p>
<p>Hearing Tests/Hearing Aids <i>All offer free screening for seniors (pg 11)</i></p> <ul style="list-style-type: none"> • Connect Hearing 259 Baker Street • Dynamic Hearing Solutions 105 – 518 Lake Street 	<p>250-354-4949 250-352-5932</p>
<p>Heart</p> <ul style="list-style-type: none"> • See Chronic Disease Management (page 18) • Heart & Stroke Foundation www.heartandstroke.ca 	<p>250-352-3111 1-888-473-4636</p>
<p>Kidney (Renal) Disease</p> <ul style="list-style-type: none"> • KB Chronic Kidney Disease Clinic: Kiro Wellness Ctre, Trail Support, referrals, info, resources for non-hospitalized patients Clinic • BC Renal: information, support, resources http://www.bcrenal.ca/ 	<p>250-364-6270 1-604-875-7340</p>
<p>Lupus Society (BC) Offers an on-line support group www.bclupus.org</p>	<p>1-866-585-8787</p>
<p>Medication Concerns: HealthlinkBC Pharmacist: 7 days/ wk: 5pm-9am</p>	<p>811</p>

SUPPORT / INFO LINES / CONTACTS for SPECIFIC CONDITIONS

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

<p>Mental Health</p> <ul style="list-style-type: none"> • Alzheimer/Dementia Support Information (page 17) • 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 • Nelson Mental Health & Substance Use Services (pg 8) • Regional Mental Health & Substance Use Consumer, Family & Peer Support Program (page 10) 	<p>1-855-301-6742 310-6789 1-800-555-8222 1-866-639-0522 250-505-7247 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 style="text-align: right;">MS Navigator</p>	<p>1-844-859-6789</p>
<p>Nutrition: Call the HealthLinkBC Dietician Monday to Friday: 9am-5pm</p>	<p>811</p>
<p>Parkinson Society of BC www.parkinson.bc.ca</p> <ul style="list-style-type: none"> • Trail - Castlegar Area support group contact: <p style="text-align: right;">Sheila</p>	<p>1-800-668-3330 250-231-7705</p>
<p>Respiratory (Lung) Disease</p> <ul style="list-style-type: none"> • See Chronic Disease Management (page 18) • 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"> • Website offers many online groups and activities via zoom • Support Group for stroke survivors and caregivers in Nelson <p>Meets on Friday mornings. Call for more information</p> <p style="text-align: right;">Marg</p>	<p>1-888-313-3377 250-354-4453</p>
<p>Vision Loss</p> <ul style="list-style-type: none"> • CNIB (Cnd National Institute for the Blind) www.cnib.ca • Support & services re vision loss: online & in-person <p style="text-align: right;">Kelowna office</p>	<p>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"> • Reductions on some carriers (eg Pacific Coastal, BC Ferries) for eligible BC residents travelling to non-emergency medical specialists 	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 Low cost annual pass for low income seniors	1-866-866-0800
Glacier Cabs Taxi Service 593 Baker St https://www.glaciercabs.ca/	250-354-1111
Kootenay Carshare Cooperative www.carsharecoop.ca <ul style="list-style-type: none"> • Vehicles include a wheelchair accessible van for community use 	250-352-2033
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 <ul style="list-style-type: none"> • Transportation for medical, social or recreational purposes available to those unable to access other travel assistance; Cost /distance 	Michelle 250-365-2104 ext 225 1-877-304-2990
West Kootenay Transit https://www.bctransit.com/west-kootenay <ul style="list-style-type: none"> • handyDART: Register & Book: Monday to Friday: 7:30am -4pm For those unable to use regular local transit due to disability/health 	1-855-993-3100