

Closing the Gaps in Seniors' Care



A Guide

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

Nelson and Area Seniors

October 2023

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

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For information about COVID-19, vaccinations, supportive provincial services & other assistance:

- **Vaccine Info & Appointments: Call 1-833-838-2323 or go online: <https://www2.gov.bc.ca/gov/content/covid-19/vaccine/register>
Open Monday to Friday 7am to 7pm**
- **COVID-19 health information and links to current BC government programs: Call 811 for HealthLinkBC or go online www.healthlinkbc.ca**
- **Free rapid COVID test kits available free of charge from a local pharmacy for anyone over 18.**
- **Proof of Vaccine Card: may be required if travelling outside of Canada: For more information:**
 - **Go Online: <https://www2.gov.bc.ca/gov/content/covid-19/vaccine/proof>**
 - **Or Phone: 1-833-838-2323**

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 Prevention 	310-6789 1-888-353-2273 1-800-784-2433
Seniors Abuse & Information Line (SAIL) www.seniorsfirstbc.ca <ul style="list-style-type: none"> • Phone: Mon – Fri: 8am – 8pm; Sat: 10:30am - 5pm • 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"> • Adult Abuse & Neglect Report Line Mon-Fri: 8:30am–4:30pm • Nelson City Police (inside Nelson City boundaries) • RCMP (outside Nelson City boundaries) 	1-844-870-4754 250-354-3919 250-352-2156
Nelson and Area Elder Abuse Prevention Program <ul style="list-style-type: none"> • Nelson & District Seniors' Coordinating Society Centre 719 Vernon St • Elder Abuse Prevention Manual www.nelsonelderabuseprevention.ca 	250-352-6008
Nelson Community Response Network (CRN) Max <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
Nelson Area Police Based Victim Services (VS) Unit <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. VictimLink (24/7) • A joint service of: Nelson Police VS Office, 606 Stanley Street Nelson Area RCMP VS Office, 1010 2nd Street 	1-800-563-0808 250-505-5657 250-354-5196
Nelson Community Based Victim Services www.advocacycentre.org <ul style="list-style-type: none"> • A program off the Advocacy Centre: 100 - 205 Hall Street • Provides victims of sexual assault, family violence or historic abuse with crisis intervention, emotional and practical assistance, information on the justice system, court orientation & referrals. 	778-463-5275 or 250-352-5777

ABUSE / CRISIS / EMERGENCIES (continued)

<p>Coordinated Access Hub 521 Vernon Street ; Open 1 to 5pm daily</p> <ul style="list-style-type: none"> Helps connect vulnerable people to outreach services & basic needs. 	778-463-5475
<p>Stepping Stones for Success Emergency Shelter</p> <ul style="list-style-type: none"> 816 Vernon Street; Safe shelter & support Drop in: 8am - 4pm; 7 - 9pm 	250-352-9876
<p>Nelson Sexual Assault Response Team (NSART) 24/7 Help Line</p> <ul style="list-style-type: none"> Trauma informed confidential support and services for victims of sexual assault <p style="text-align: right;">CB Victim Services</p>	<p>250-354-4357</p> <p>778-463-5275</p>
<p>For Women: www.servicesfyi.ca</p> <ul style="list-style-type: none"> Aimee Beaulieu Transition House: 24/7 confidential service, including free safe shelter from domestic abuse, violence or threats. 	250-354-4357

DRUG STORES / PHARMACIES

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

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

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 once a week; https://nelsoncfc.ca/ Food bank open Tues 12-2pm & Wed 1-4pm (check re summer hours) 	250-354-1633
<p>Nelson Women's Centre: 420 Mill St www.nelsonwomenscentre.com</p> <ul style="list-style-type: none"> Women can access free food at the drop-in; Tues - Thurs: 11am - 3pm 	250-352-9916
<p>Salvation Army Food Bank: 601 Vernon Street</p> <ul style="list-style-type: none"> Mon to Thurs 10am – 12 noon; Phone for an appointment 	250-352-9819
<p>St. Saviour's Food Pantry: 701 Ward St; Drop-in: Fridays: 9am – 11am</p>	250-352-5711
<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, 2023 Register & receive \$27 coupons/week; Contact: Good Food Bank Nelson Seniors Coord Society Nelson Women's Centre 	250-354-1633 250-352-6008 250-352-9916

❖ DROP-IN / MEALS

<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 - Thurs: 11am - 3pm For info about other programs: http://www.nelsonwomenscentre.com/ 	250-352-9916
<p>Our Daily Bread Hot Lunch program</p> <ul style="list-style-type: none"> Kootenay Christian Fellowship, 520 Falls Street Low cost lunch: Monday to Friday; 11:30 am - 1pm Home delivery possible for those who are immobile 	250-352-1722
<p>Wait's On Nelson 323 Nelson Avenue</p> <ul style="list-style-type: none"> Free community dinner 3rd Tuesday/month 5:30 – 7pm 	250-352-2555

FOOD / MEAL SERVICES (continued)

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

<p>Dinners at Home Frozen Meals</p> <ul style="list-style-type: none"> • Frozen meals ordered/ picked up: Jubilee Manor: 500 Beasley St W. • Need to order & pay for a minimum of 8 meals at one time • Order by Thursday to pick up the following Friday 	<p>250-352-7053</p>
<p>Meals on Wheels Nelson Jubilee Manor</p> <ul style="list-style-type: none"> • Hot meals delivered by volunteers several days a week. 	<p>250-352-7053</p>

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

<p>Kootenay Co-Op: 777 Baker Street https://www.kootenay.coop/</p> <ul style="list-style-type: none"> • Shop online for members only; Pick-up at 407 Hall Street • Pick-up & delivery available for a fee: Tues 5-6pm & Sat:12-1pm 	<p>250-354-4077 ext 4</p>
<p>Express Lane Deliveries www.expresslanedeliveries.com</p> <ul style="list-style-type: none"> • Open: Mon-Fri: 10am to 6pm; Seniors discount available 	<p>250-505-9602</p>
<p>Ellison's Market 523 Front Street; Open Mon-Sat: 10am to 5pm</p> <ul style="list-style-type: none"> • Call to order groceries for pick-up; https://ellisonsmarket.com/ 	<p>250-352-3181</p>
<p>Safeway 211 Anderson Street Open 7days/week 8am-9pm</p> <ul style="list-style-type: none"> • Voila Pick-up services order: https://www.safeway.ca/voila-by-safeway/ • Pick up & delivery (for a fee) Tuesdays only; phone order before 10am 	<p>250-352-9710</p>
<p>Save-On Foods 1200 Lakeside Drive www.saveonfoods.com</p> <ul style="list-style-type: none"> • Open 7days/week: 8am - 9pm Online shopping via the website; • Pick-up and Delivery (for a fee) services available 7 days/week (online) 	<p>250-352-7617</p>
<p>See page 12: Home Support Services for a list of additional services</p>	

FOOT CARE

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		250-505-2383
Nelson Foot Care www.nelsonfootcare.ca	Amy Veale	250-352-9767
Pampered Sole Foot Care	Miranda	250-870-1589
Pure Life Foot Care https://purelifefootcare.ca/ <ul style="list-style-type: none"> Home visits or attend clinic at 518 Lake Street, Nelson 	Heather Griffiths	250-777-4337

FRAUD / FINANCIAL

Banking <ul style="list-style-type: none"> Contact your Bank or Credit Union to set up services such as 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 Open: Monday to Friday: 9am - 4pm 		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 <ul style="list-style-type: none"> 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"> Helps with disability benefits, tenants' rights, welfare appeals, etc. 	<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 living on an unsubsidized low income See website re qualifying for program www.bchousing.org 	<p>1-800-257-7756</p>
<p>Income Assistance Min. of Social Development 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>Nelson and District Seniors Coordinating Society 719 Vernon St</p> <ul style="list-style-type: none"> Information, support & advocacy www.nelsonseniors.ca Open: Tuesday to Thursday: 8:30am to 12:30pm Services include information and form completion for many federal & provincial government programs; Offers various programs for seniors Offers the Community Volunteer Income Tax Program Provides free tax filing services in March & April for those living on a low income. Phone to make an appointment 	<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 & includes the on-line Seniors' Guide 	
<p>Service BC Centre (Government Agent/Access Centre)</p> <ul style="list-style-type: none"> 310 Ward Street; Monday to Friday: 9am – 4:30pm BC government forms, information, services, licences & assistance applying for a wide variety of programs such as MSP, Pharmacare, seniors' subsidies for housing & transportation https://www2.gov.bc.ca 	<p>250-354-6104</p>
<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 CPP, OAS & GIS, passports, EI, Veterans Affairs, etc See https://www.servicecanada.gc.ca/ 	<p>1-800-622-6232</p>

HEALTH CARE SERVICES: GENERAL INFORMATION

<p>Advance Care Planning www.gov.bc.ca/advancecare</p> <ul style="list-style-type: none"> • Website provides links to the planning document “My Voice” & information on planning re future care, support and other needs • Remote Advance Planning Clinics now offered by Seniors First BC 2nd Mon/month at Nelson CARES, 205 Hall St Appointments https://seniorsfirstbc.ca/programs/advance-planning-clinics/ 	<p>1-866-437-1940</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 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 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: Toll-free 	<p>811</p> <p>711</p>
<p>Nidus Personal Planning Resource Centre & Registry</p> <ul style="list-style-type: none"> • https://www.nidus.ca/ • Comprehensive online information, forms & support for all aspects of Personal Planning which includes: <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>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. • Analyzes seniors’ services and recommends to government and service providers re systemic issues in five areas: health care, housing, income support, community support and transportation. • See Website for the Seniors’ Guide & BC Long Term Care Directory 	<p>1-877-952-3181</p>

HEALTH CARE SERVICES: INTERIOR HEALTH (IHA)

❖ KOOTENAY LAKE HOSPITAL

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

Home Health Services <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 	Central Intake / Assessment Nelson Home Health	1-800-707-8550 250-352-1401
Home Support Services <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 	Central Intake /Assessment Nelson Home Health	1-800-707-8550 250-352-1401 1-800-707-8550
Broader Horizons Adult Day Centre 905 Gordon Rd <ul style="list-style-type: none"> • Call Home Health for an assessment & referral • Centre offers social stimulation, exercise & support 	Intake/Assessment Centre phone	1-800-707-8550 250-352-1444
Respite Services at home, or through short stays at a care facility <ul style="list-style-type: none"> • Call for an assessment by Home Health staff. 	Intake/Assessment	1-800-707-8550
See page 12 Home Services and page 13 Hospice for additional services		

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

❖ NELSON HEALTH CENTRE 2nd Floor, 333 Victoria Street, Nelson

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

HEALTH CARE SERVICES: NON-IHA

❖ MOBILE / IN-HOME (Private)

Kootenay River Mobile Dental Hygiene Services <ul style="list-style-type: none"> • Private in-home & care facility dental hygiene services https://krdh.ca/ 	Noel	250-304-5754
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❖ PRIMARY CARE

➤ FOR THOSE WITHOUT A PRIMARY CARE PROVIDER

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

Ancron Medical Centre & Walk In Clinic <ul style="list-style-type: none"> • Walk In: Sat & Sun 10am to 2pm only https://ancronmedical.com/ 	108-402 Baker St	250-352-9144
Kootenay Lake Medical Clinic	1140 Lakeside Drive	250-352-4666
Kootenay Medical Centre	601 Kootenay Street	250-352-2230
Nelson Medical Clinic	806 Vernon Street	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 Services Circle of Indigenous Nations (COINS)</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 Sarah Supports Aboriginal patients' access to community services that enhance continuity of care and cultural safety 	<p>1-877-904-2634 250-399-0699 250-304-5621 250-399-0731</p>
<p>KB Mental Health & Substance Use Consumer, Family & Peer Support Trail FAIR Society www.trailfair.ca Lisa</p> <ul style="list-style-type: none"> A regional program providing support, education & resources to those with long term mental health & substance use (addiction) concerns 	<p>1-877-364-2326 ext 225</p>
<p>West Kootenay Nav-CARE Program Nelson Coordinator</p> <ul style="list-style-type: none"> Trained volunteers support adults living with chronic illness to help navigate services, find resources, and anticipate future needs. For more info see page 13 or go to https://westkootenaynavcare.org/ 	<p>778-689-6832</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 info 	<p>1-877-952-3181</p>
<p>West Kootenay Boundary Caregiver Support Coordinator</p> <ul style="list-style-type: none"> Education, resources, groups for caregivers http://wkbcaregiver.org/ 	<p>1-888-212-2337</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 medical equipment for up to 3 months • No fees; Donations welcome; A Canadian Red Cross Program • https://www.redcross.ca/in-your-community 	<p>250-354-4456</p>
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❖ PRIVATE

<p>Drug Stores / Pharmacies:</p> <ul style="list-style-type: none"> • Several carry medical supplies & equipment. (See page 2) 	
<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 Solutions 105 – 518 Lake Street www.dynamichearingsolutions.ca 	<p>250-354-4949 236-302-2624</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 Street (Nelson Medical Clinic) https://www.facebook.com/columbiarespiratory/ Appointment • Independent Respiratory Services www.irscanada.ca 806 Vernon Street (Nelson Medical Clinic) Appointment 	<p>250-364-0277 1-877-365-6952</p>

HOME SAFETY

Police: <ul style="list-style-type: none"> • Responds to community safety concerns, financial & other abuse <ul style="list-style-type: none"> ○ Nelson City Police Crime Prevention Officer ○ RCMP (outside City Limits) 	250-352-3919 250-352-2156
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 Also see **page 4**: Shopping / Delivery

❖ NON-PROFIT / PUBLIC

Kootenay Seniors Home Support, Nelson CARES Society <ul style="list-style-type: none"> • Light housekeeping & laundry services: Monday to Friday: 9am to 4pm 	778-463-5248
Interior Health Home Support Services: page 8	

❖ PRIVATE

Confluence Home & Family Services	250-304-5420
Dreamgarden Home Help Services	Liz 250-359-2275
Greener Clean Nelson	250-354-3392
Janet Williamson	250-777-3584
Mona McKilligan	250-505-9545
ReFRESH Cleaning	250-509-0215
Senior Assisted Movers https://www.seniorassistedmovers.com/	250-551-3358
Spectrum Home & Family Care www.spectrumcares.ca	250-265-3842
Tiziana's Home Care	250-226-0050
Trixie's Cleaning & Junk Removal www.trixiecleaners.ca	250-365-9313

HOSPICE / GRIEF / CAREGIVING

<p>Bereavement BC Helpline Mon to Fri: 9am to 5pm; Sat: 9am to 1pm</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>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 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/ 	<p>778-689-6832</p> <p>613-795-2460 Program Manager</p>
<p>West Kootenay Boundary Caregiver Support Coordinator</p> <ul style="list-style-type: none"> Education, resources, caregiver support http://wkbcaregiver.org/ Call for more information about program & local support groups 	<p>1-888-212-2337</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</p> <ul style="list-style-type: none"> • Apply Only through BC Housing www.bchousing.org BC Housing • Housing managed by Nelson CARES Society https://nelsoncares.ca/ • The Nelson CARES website includes info re application process 	<p>1-800-257-7756 250-352-6011</p>
<p>Kiwanis Villa 1 Gordon Rd & 3rd St Kiwanis Villa 2 824 6th Street Kiwanis Villa 3 701 Gordon Road</p> <ul style="list-style-type: none"> • Apply to Nelson Kiwanis Projects Society Office 700 Gordon Road • Details re this housing on BC Housing website www.bchousing.org 	<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>

❖ SUPPORTIVE HOUSING; PRIVATE PAY

Independent Living 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 Manager</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 1-800-257-7756 Called July 11 message</p>
<p>Lake View Village 1020 7th Street www.goldenlifemanagement.ca</p>	<p>250-352-0051</p>

❖ ASSISTED LIVING: SUBSIDIZED

Supportive 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"> • www.parkplaceseniorsliving.com 	<p>250-352-2600</p>
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HOUSING / RESIDENTIAL ACCOMODATION (continued)

❖ ASSISTED LIVING: UNSUBSIDIZED

Supportive 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 <ul style="list-style-type: none"> www.parkplaceseniorsliving.com 	250-352-2600

❖ LONG TERM CARE: SUBSIDIZED

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

Nelson Jubilee Manor 500 Beasley Street, Nelson	250-352-7011
Mountain Lake Seniors' Community 908 11 th Street <ul style="list-style-type: none"> www.parkplaceseniorsliving.com 	250-352-2600

❖ LONG TERM CARE: UNSUBSIDIZED

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

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

LIBRARIES

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

RECREATION & ADULT EDUCATION

<p>Columbia Basin Alliance for Literacy 608 Lake Street Joan</p> <ul style="list-style-type: none"> Free programs to help adults with computer & ipad use & other literacy skills, family literacy and settlement /citizenship services www.cbal.org 	250-505-2361
<p>Learning in Retirement https://learninginretirementnelson.ca/</p> <ul style="list-style-type: none"> Offers those aged <u>50+</u> (not employed full-time) a diverse program of speakers, courses and other activities for members. 	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 @ seniors programs Leisure Access Program offers reduced fees to those on low incomes 	250-354-4386
<p>Seniors Health & Wellness Institute Workshops (COSCO)</p> <ul style="list-style-type: none"> Over 40 free workshops on various topics of interest to seniors. For info: www.seniorshelpingseniors.ca or contact Theresa Buchner 	250-367-9791

SENIORS SOCIAL GROUPS, ASSOCIATIONS & COORDINATION

<p>Kootenay Seniors 805 Nelson Avenue www.kootenayseniors.ca</p> <ul style="list-style-type: none"> Provides home support, transportation & other direct services as well as info & resources for seniors, families and service providers 	250-352-2708
<p>Nelson and District Seniors Coordinating Society 719 Vernon St</p> <ul style="list-style-type: none"> Offers a range of seniors' programs & activities as well as providing support, advocacy & opportunities to volunteer www.nelsonseniors.ca Open Tuesday to Thursday: 8:30am to 12:30pm 	250-352-6008
<p>Nelson Seniors Centre Society Seniors Centre: 717 Vernon Street</p> <ul style="list-style-type: none"> Info & Activities https://nelsonseniors.ca/services/other-resources Contact only via email nelsonseniorscentre@gmail.com 	No phone
<p>Procter-Harrop Senior Citizens Ass'n Branch 118 Sharon</p> <ul style="list-style-type: none"> Seniors Hall 7906 Woodside Rd, Procter Don 	250-229-5741 250-229-4450
<p>Balfour Senior Citizens Association Branch 120</p> <ul style="list-style-type: none"> Seniors Hall, 8435 Busk Road, Balfour email: bsca120@hotmail.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) • Alcoholics Anonymous www.bcyukonaa.org Phone for help & detailed info about AA meetings in Nelson & West Kootenay or see website https://aawestkootenays.org/ • Al-Anon List of area meetings: www.bcyukon-al-anon.org • Mental Health & Substance Use Services (IHA) (page 9) • WK Narcotics Anonymous Meetings in Nelson www.bcrna.ca • Nar Anon Family Group www.naranonbc.com for mtng info • Quit Now: smoking cessation program & info www.quitnow.ca • Smoking Cessation Program: Talk to a local pharmacist 	<p>1-800-663-1441</p> <p>1-250-800-4125</p> <p>1-888-425-2666 250-505-7248</p> <p>1-604-878-8844</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 • Alzheimer West Kootenay Resource Centre Toll free Call or check the 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"> • Society Info Line https://arthritis.ca/ Mon to Fri: 9am-4pm • ArthritisBC & Me: Info & services https://arthritisbcandme.info/ 	<p>1-800-321-1433</p>
<p>Bereavement BC Helpline Mon - Fri: 9am - 5pm; Sat: 9am - 1pm</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 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) Intake Office: Castlegar Health Centre M-Th:8:30am - 4pm Coord 	<p>778-460-4500</p> <p>1-800-707-8550 250-365-9547</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>Canadian National Institute for the Blind (CNIB) www.cnib.ca</p> <ul style="list-style-type: none"> Support & services to help with vision loss <p style="text-align: right;">Kelowna office</p>	<p>1-800-563-2642 250-763-1191</p>
<p>Cancer</p> <ul style="list-style-type: none"> BC Cancer Agency: Cancer Care for the Southern Interior <ul style="list-style-type: none"> 399 Royal Avenue, Kelowna http://www.bccancer.bc.ca/our-services/centres-clinics/ Prevention, screening & early detection, diagnosis & treatment services, Pain & Symptom management clinic, support, etc Southern Interior Rotary Lodge 330 Strathcona Ave, Kelowna <ul style="list-style-type: none"> Offers a safe, supportive, reasonably priced lodge for cancer patients while accessing treatment at the Cancer Centre Canadian Cancer Society www.cancer.ca <ul style="list-style-type: none"> Information Helpline: Open 6am to 4pm PST 	<p>1-888-563-7773</p> <p>1-877-712-2203</p> <p>1-888-939-3333</p>
<p>Caregiver Support</p> <ul style="list-style-type: none"> Caregiver Support Group Darren <ul style="list-style-type: none"> Elderly Services, Nelson Mental Health & Substance Use West Kootenay Boundary Caregiver Support <ul style="list-style-type: none"> Provides education, resources, information, groups & other supports for caregivers. http://wkbcaregiver.org/ 	<p>250-505-7265</p> <p>1-888-212-2337 250-505-4272</p>
<p>Chronic Disease Management</p> <ul style="list-style-type: none"> Chronic Disease Management & Prevention Program <ul style="list-style-type: none"> Kootenay Lake Hospital offers support and information programs for various chronic diseases such as diabetes and heart conditions Self-Management Program www.selfmanagementbc.ca <ul style="list-style-type: none"> A free 6 week program (on-line & in communities) offering info & teaches skills to manage various chronic health problems. 	<p>250-352-3111</p> <p>1-866-902-3767</p>
<p>Chronic Pain Management & Local Resources</p> <ul style="list-style-type: none"> Pain BC Support: Mon–Fri: 9am –2 noon; 1–4pm https://painbc.ca/ Local Info https://divisionsbc.ca/kootenay-boundary/chronic-pain-tools 	<p>1-844-880-PAIN (7246)</p>
<p>Crohn’s & Colitis Canada www.crohnsandcolitis.ca</p> <ul style="list-style-type: none"> Call or see website for information & resources 	<p>1-800-513-8202</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>Deaf & Hard of Hearing</p> <ul style="list-style-type: none"> • Wavefront Centre for Communication Accessibility TTY 	<p>www.wavefrontcentre.ca</p> <p>1-888-736-7391 1-604-736-2527</p>
<p>Dental: West Kootenay Community TEETH Clinic</p> <ul style="list-style-type: none"> • 632 Front Street (in the West Arm Plaza); https://www.teethclinicwk.ca • Lower cost dental care for those living on a low income • Applications & Registration also available at the Seniors Coordinating Society, 719 Vernon St. every Thursday 10am-12 noon • NOTE: Temporarily not accepting applications: please call for update 	<p>778-463-2232</p> <p>250-352-6008</p>
<p>Diabetes</p> <ul style="list-style-type: none"> • See Chronic Disease Management Program (page 18) for local access to support and information • Diabetes Canada Info & Support 10:30am – 9:30pm <ul style="list-style-type: none"> ○ BC Regional Office 	<p>250-352-3111</p> <p>1-800-226-8464 1-800-665-6526</p> <p>www.diabetes.ca</p>
<p>End of Life / Palliative Care</p> <ul style="list-style-type: none"> • Nelson Hospice Society www.nelsonhospice.org See <i>Hospice</i>: (page 12) for a full description of available services • Home Health Services (IHA) page 8 Central Intake 	<p>250-352-2337</p> <p>1-800-707-8550</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>Heart</p> <ul style="list-style-type: none"> • See Chronic Disease Management (page 18) • Heart & Stroke Foundation www.heartandstroke.ca BC Office 	<p>250-352-3111</p> <p>1-888-473-4636</p>
<p>Kidney (Renal) Disease</p> <ul style="list-style-type: none"> • Kiro Kidney Care & Clinic: Psychosocial support, referrals, info and resources for non-hospitalized patients. Intake Clinic • Kidney Foundation of Canada https://kidney.ca/ See website for information, support, support, resources 	<p>1-800-707-8550 250-364-6270</p> <p>1-800-567-8112</p>
<p>Lupus Society (BC) Offers an on-line support group www.bclupus.org</p>	<p>1-866-585-8787</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>Medication Concerns: HealthlinkBC Pharmacist:7 days/ wk: 5pm-9am</p>	<p>811</p>
<p>Mental Health</p> <ul style="list-style-type: none"> • 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 Comprehensive website with resources & links to information re specific mental health illnesses, substance use & eating disorders • Mental Health & Substance Use Services (IHA) (page 9) • Mental Health & Substance Use Regional Consumer & Family Support (page 10) • Alzheimer/Dementia Support Information (page 17) 	<p>310-6789</p> <p>1-800-555-8222</p> <p>1-866-639-0522</p> <p>250-505-7248</p> <p>1-877-364-2326 ext 225</p> <p>1-855-301-6742</p>
<p>Multiple Sclerosis Society of Canada www.mssociety.ca Office</p> <ul style="list-style-type: none"> • Phone or see website for support & info <p style="text-align: right;">MS Navigator</p>	<p>1-800-268-7582</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"> • Website has valuable information including education & supports • Trail - Castlegar Area support group contact: <p style="text-align: right;">Patti</p>	<p>1-800-668-3330</p> <p>250-367-9258</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</p> <p>250-354-4453</p>

TRANSPORTATION

❖ MEDICAL APPOINTMENTS

Hope Air www.hopeair.ca <ul style="list-style-type: none"> Free air travel for 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) Inquiries <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 		1-800-663-7100
West Kootenay Volunteer Driver Program Michelle <ul style="list-style-type: none"> Medical appointments <u>only</u>; Cost by distance; Office: M-Th:9am-4pm 		1-877-304-2990

❖ REGULAR / DISABILITIES

BC Bus Pass Program www.buspass.gov.bc.ca <ul style="list-style-type: none"> For low income seniors & Persons with Disabilities 		1-866-866-0800
Glacier Cabs Taxi Service 593 Baker Street		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 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)
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: Monday to Friday: 7:30am -4pm For those unable to use regular local transit due to disability/health 		1-855-993-3100