

Closing the Gaps in Seniors' Care



A Guide

To Public and Private Services

For

Salmo Area Seniors

September 2023

This Guide and many more services posted on-line:
www.kb.fetchbc.ca

This Seniors' Resources 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, prior to hiring a privately funded service provider, that 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

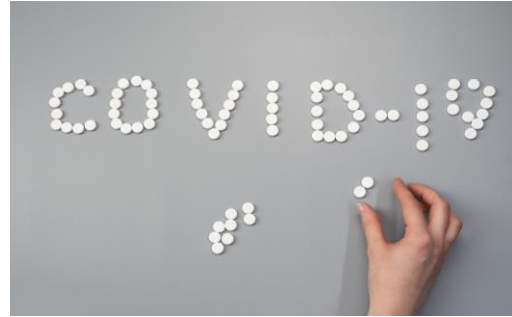
To SUGGEST additions, changes and corrections for future editions

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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 TTY 	1-866-437-1940 1-855-306-1443
Report Concerns re Possible Elder Abuse or Neglect <ul style="list-style-type: none"> • Adult Abuse & Neglect Report Line Mon-Fri: 8:30am–4:30pm • Salmo RCMP 365 Main Street 	1-844-870-4754 250-357-2212
Nelson & 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
Salmo Community Response Network (CRN) Helen <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 	250-551-5487
Salmo RCMP Victim Services 365 Main Street <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) 	250-357-2692 1-800-563-0808
For Women: <ul style="list-style-type: none"> • Safe Homes Program & Women's Counselling <ul style="list-style-type: none"> ○ Crisis response, support & shelter for women victims of violence as well as longer term counselling and support ○ Salmo Community Services program 311 Railway Ave www.scrs.ca • Women's Transition Houses: <ul style="list-style-type: none"> ○ 24-hour, 7 days a week outreach support and safe shelter from domestic abuse & violence Nelson Trail 	250-357-2277 250-354-4357 250-364-1543

DRUG STORES / PHARMACIES

Salmo Valley Pharmacy 107 4 th Street	free delivery within Salmo	250-357-9444

FOOD / MEAL SERVICES

❖ **FOOD BANKS**

Salmo Food Bank Salmo Community Services, 311 Railway Avenue		250-357-2277
<ul style="list-style-type: none"> • Wednesdays: 9:30 – 11:45am; Pick up a hamper once a month / family • Call at least a day ahead for an appointment www.scrs.ca 		

❖ **DROP-IN / MEAL PROGRAMS**

Lunches Salmo Valley Estates, 730 Railway	Melanie	250-357-2629
<ul style="list-style-type: none"> • Take out lunch available for a fee • Check out their menu & order one or several meals in advance. 		

❖ **FROZEN MEALS**

There is a charge for these meals

Dinners at Home		
<ul style="list-style-type: none"> • Nutritious frozen meals • Pre-order in bulk & pick up • Call for menu & cost 	Jubilee Manor, Nelson Talarico Place, Castlegar Columbia View Lodge Trail KB Hospital Gift Shop, Trail	250-352-7053 250-304-1269 250-231-2947 250-368-3311 ext 2330
Other Frozen Meals Suppliers (in addition to Grocery Stores)		
<ul style="list-style-type: none"> • Marino Wholesale: 1883 Fifth Ave, Trail 	Mon-Fri: 8am – 1pm	250-368-6955

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
Pampered Sole Foot Care	Miranda	250-870-1589
Sole Comfort Foot Care https://shadaisy300.wixsite.com/therapies Lori <ul style="list-style-type: none"> Offers mobile in-home services on Tuesdays & is at the Willow Healing Arts Centre 313 Railway Ave, Salmo on Mondays. 		250-231-0112

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"> Salmo RCMP: regarding concerns of possible financial abuse 		250-257-2212

GOVERNMENT SERVICES / ADVOCACY / SUPPORT

<p>Advocacy Centre 205 Hall Street, Nelson www.advocacycentre.org</p> <ul style="list-style-type: none"> • Helps with disability benefits, tenants' rights, welfare appeals, etc. • Offers remote services by phone, email, etc to Salmo residents who cannot travel to Nelson <p style="text-align: right;">Advocate</p>	<p>1-877-352-5777</p> <p>250-352-5723</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 Dev. Office 566 Stanley St, Nelson</p> <ul style="list-style-type: none"> • An income supplement and other support available to eligible seniors 	<p>1-866-866-0800</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 • For an appointment contact the Salmo Public Library 106 4th Street 	<p>250-357-2312</p>
<p>Seniors' Information, Support & Advocacy www.nelsonseniors.ca</p> <ul style="list-style-type: none"> • Nelson & District Seniors' Coordinating Society 719 Vernon Street • Open: Tuesday to Thursday; 9am to 12noon; Call for appointment • Services include information and form completion for CPP, OAS, GIS, BC Medical/MSP, Fair Pharmacare, Bus passes, Seniors' discounts & many other federal & provincial government programs 	<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) 310 Ward Street, Nelson</p> <ul style="list-style-type: none"> • Offices open Mon to Fri: 9am to 4:30pm 1520 Bay Ave, Trail • 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>250-364-0591</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 	
<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 	1-800-665-7199
<p>Health Insurance BC https://www2.gov.bc.ca/gov/content/health</p> <ul style="list-style-type: none"> • Medical Services Plan, Pharmacare & Fair Pharmacare • Forms and info also available at a Service BC Centre (page 4) 	1-800-663-7100
<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 	811 711
<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: <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 • Monitors and analyzes seniors’ services and makes recommendations to address systemic issues in five areas: health care, housing, income support, community support and transportation. • See the website for a number of reports and studies re all these areas; Includes the online Seniors’ Guide & BC Long Term Care Directory 	1-877-952-3181

HEALTH CARE SERVICES: INTERIOR HEALTH (IHA)**❖ HOSPITALS / EMERGENCY**

Kootenay Boundary Regional Hospital 1200 Hospital Bench Rd, Trail	1-866-368-3314
Kootenay Lake Hospital 3 View Street, Nelson	1-866-352-3111

❖ SALMO HEALTH & WELLNESS CENTRE 413 Baker Avenue **250-357-0104**

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 Salmo Home Health	1-800-707-8550 250-357-0109
Home Support Services <ul style="list-style-type: none"> A scheduled, subsidized service (cost depends on income) providing simple meal preparation, help managing personal health care needs, caregiver respite & palliative home support. NOTE: Does NOT include bulk meal preparation, cooking, housekeeping, driving, shopping, etc. Home Support Scheduling 7 days/week: 6:30am - 8pm 	Central Intake/Assessment	1-800-707-8550 1-800-707-8550
Salmo Health & Wellness Centre Medical Laboratory Lab # <ul style="list-style-type: none"> Preferable to Book online www.labonlinebooking.ca or by phone Tues: 9am-1:30pm; Fri: 8am – 1:30pm; Limited walk-in service 		250-364-3401 1-844-870-4756
Public Health / Promotion & Prevention Services <ul style="list-style-type: none"> Provides services for infants, children & youth, adults & families 		250-357-0104

MHSU OFFICE, KIRO WELLNESS CENTRE 3 -1500 Columbia Avenue, Trail

Senior Services, Mental Health & Substance Use (MHSU) Office <ul style="list-style-type: none"> Serves Salmo residents with mental health concerns related to aging 	250-364-6262
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HEALTH CARE SERVICES: INTERIOR HEALTH (IHA) (continued)**❖ RESPITE / DAY PROGRAMS**

Broader Horizons Adult Day Centre 905 Gordon Road, Nelson <ul style="list-style-type: none"> • Call Home Health for an assessment & referral Intake/Assessment • Centre offers social stimulation, exercise & support 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. Intake/Assessment 	1-800-707-8550
See page 10 Home Support Services for private service providers	

HEALTH CARE SERVICES: OTHER (NON-IHA)**❖ MENTAL HEALTH & SUBSTANCE USE**

Mental Health & Substance Use (MHSU) Services www.scrs.ca <ul style="list-style-type: none"> • Salmo Community Services 311 Railway Avenue • Counselling, support, groups and referrals • Note: Seniors' MHSU services provided by IHA's Trail Office (page 6) 	250-357-2277
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❖ MOBILE / IN-HOME

Community Paramedic Program: www.bcehs.ca/our-services <ul style="list-style-type: none"> • Referral required from doctor, home health or community nurse • Paramedics serve isolated seniors in the Salmo Area • Offers free home visits, health assessments, referrals, basic care 	
Kootenay River Mobile Dental Hygiene Services Noel <ul style="list-style-type: none"> • Private in-home or care facility dental hygiene services; https://krdh.ca/ 	250-304-5754

❖ PRIMARY CARE

Kootenay Boundary Health Connect Registry HealthLink BC <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 	811
Salmo Wellness Centre Primary Health Clinic 413 Baker Avenue <ul style="list-style-type: none"> • Open: Monday to Friday 9am - 5pm 	250-357-0104

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

Hospital Social Work (primarily serves hospital patients) <ul style="list-style-type: none"> Provides psycho-social care for patients & families, including support, adjustment counselling, practical assistance, advocacy and referrals Kootenay Boundary Regional Hospital, Trail Social Worker Kootenay Lake District Hospital, Nelson Social Worker 	250-364-5163 250-354-2394
IHA Patient Care Quality Office Info & Register a Complaint: <ul style="list-style-type: none"> Assists patients through the complaint process with regard to care they have received from Interior Health services & staff 	1-877-442-2001

❖ OTHER (NON-IHA)

Aboriginal Health Services https://www.coinations.net <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. Circle of Indigenous Nations (COINS) Programs COINS Office 	250-399-0699 250-304-5621 250-399-0731 1-877-904-2634
KB Mental Health & Substance Use Regional Consumer, Family & Peer Support Trail FAIR Society www.trailfair.ca Lisa <ul style="list-style-type: none"> Provides support, education & resources to individuals (and their families) with long term mental health & substance use concerns. 	1-877-364-2326 Ext 225
Kootenay Nav-CARE Program Salmo Coordinator, Toni <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 11 or go to https://westkootenaynavcare.org/ 	778-760-3659
Office of the Seniors' Advocate Monday to Friday: 8:30am - 4:30pm <ul style="list-style-type: none"> Phone & website offers BC seniors information, resources and referrals to relevant services. See page 5 for more info 	1-877-952-3181
West Kootenay Boundary Caregivers Support Coordinator <ul style="list-style-type: none"> Education, resources, groups for caregivers http://wkbcaregiver.org/ 	1-888-212-2337

HEALTH / MEDICAL EQUIPMENT & SUPPLIES

❖ NON-PROFIT

<p>Health Equipment Loan Program (HELP)</p> <ul style="list-style-type: none"> • HELP Castlegar 1250 A 26th St: Mon to Thurs: 11am to 2pm • HELP Nelson 614 Front Street: Mon, Tues, Thurs, Fri: 10am to 1pm • HELP Trail 104-1199 Bay Ave: Mon, Tues, Wed: 10:30am to 3pm • Offers a wide variety of medical equipment for up to 3 months • By donation. Needs a referral from a health care professional. • Phone first for location & confirm when open 	<p>250-365-3911 250-354-4456 250-368-9129</p>
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❖ PRIVATE

<p>Drug Stores / Pharmacies:</p> <ul style="list-style-type: none"> • May 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 www.connecthearing.ca 259 Baker St., Nelson 104 - 1101 Dewdney Ave, Trail • Dynamic Hearing Solutions 105- 518 Lake Street, Nelson www.dynamichearingsolutions.ca • Kootenay Hearing Aid & Audiology Clinic 1184 Bay Ave, Trail www.kootenayhearingclinic.com 4-425 Columbia Ave, Castlegar 	<p>250-354-4949 250-368-5105 236-703-5426 778-901-5894 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>1-866-515-7772 250-365-7772</p>
<p>Lifeline www.lifeline.ca Kootenay contact: Rhandean Lacktin</p> <ul style="list-style-type: none"> • Personal Emergency Response Systems/ Medical Alarms 	<p>1-888-832-6071 250-364 2524</p>
<p>Respiratory Services: Testing & equipment; Appointments needed</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 865 Columbia Ave,Castlegar or 806 Vernon St,Nelson Appointment 	<p>250-364-0277 1-877-365-6952</p>

HOME SAFETY

Police <ul style="list-style-type: none"> • Salmo RCMP responds to safety concerns, financial & other abuse 	250-357-2212
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

Salmo Better at Home Salmo Community Services Helen <ul style="list-style-type: none"> • A variety of non-medical supports for seniors 65+ living at home • Some services free & fees for some on sliding scale based on income • https://kb.fetchbc.ca/service.html?i=2573 	250-357-2277 Ext 202
Interior Health Home Support Services: See page 6	

❖ PRIVATE

Neighborhood Nursing	www.neighborhoodnursing.ca	250-693-2299
ReFRESH Cleaning		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

Salmo and District Hospice Society <ul style="list-style-type: none"> Offers compassionate support to individuals and their families for grief, end of life, and life limiting illness. Includes coordination of care and trained bedside volunteers for support & family respite https://www.facebook.com/SalmoHospice	Coordinator, Shawna	250-777-7523
Nav-CARE Program <ul style="list-style-type: none"> Support for adults living with chronic illness, frailty and social isolation. Trained volunteers make regular visits to individual and family to help navigate through changes & challenges, find resources & information, build social connections and encourage meaningful engagement. https://westkootenaynavcare.org/	Salmo Coordinator Program Manager	778-760-3659 613-795-2460
Bereavement BC Helpline Mon to Fri: 9am to 5pm; Sat: 9am to 1pm <ul style="list-style-type: none"> Connects callers to grief support services within BC. www.bcbh.ca		1-877-779-2223
West Kootenay Boundary Caregiver Support <ul style="list-style-type: none"> Education, resources, caregiver support Call for more information about program & local support groups http://wkbcaregiver.org/	Coordinator	1-888-212-2337

HOUSING / RESIDENTIAL ACCOMODATION**❖ INDEPENDENT (UNASSISTED) RENTAL HOUSING; PRIVATE PAY***SAFER Rent subsidies may be available from BC Housing (see page 4)*

Salmo Valley Villa 517 Davies Avenue	Greg, Villa Manager	250-357-9500
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❖ SUPPORTIVE HOUSING; PRIVATE PAY*Independent Living with support; may includes meal(s), housekeeping, etc**Rent subsidies may be available from BC Housing (see page 4)*

Salmo Valley Estates 730 Railway Avenue	Melanie	250-357-2629
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❖ FOR ADDITIONAL HOUSING, ASSISTED LIVING & LONG TERM CARE

See <u>Seniors Directories</u> (Trail, Castlegar or Nelson) listed in <ul style="list-style-type: none"> KB FETCH https://kb.fetchbc.ca/index.html?c=hea&t=187&e=320 	
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LIBRARY

<p>Salmo Valley Public Library 104 4th St. https://salmo.bc.libraries.coop/</p> <ul style="list-style-type: none"> • Free access to computers, the internet & computer training. • Mobile Outreach to Salmo Valley Estates on the first and second Wednesday of each month 	<p>250-357-2312</p>
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RECREATION / ADULT EDUCATION

<p>Columbia Basin Alliance for Literacy: www.cbal.org</p> <ul style="list-style-type: none"> • Programs include free computer literacy classes for seniors 	<p>Lori 250-687-4760</p>
<p>Salmo Valley Youth & Community Centre, 206 7th Street</p> <ul style="list-style-type: none"> • Various community programs and events www.svycc.ca 	<p>250-357-2320</p>
<p>Salmo Valley Recreation Office & Fitness Centre 206 7th Street</p> <ul style="list-style-type: none"> • Salmo Leisure Guide www.rdck.ca/EN/main/services/recreation.html • Leisure Access Program offers reduced fees to those on low incomes 	<p>250-357-0121</p>

SENIORS ACTIVITIES / COMMUNITY COORDINATION

<p>Senior Coffee Connections</p> <ul style="list-style-type: none"> • All welcome: Salmo Community Services Centre, 311 Railway Ave • Fridays: 10am to 12 noon; phone or email for info & confirm hours • Refreshments, socializing, activities, speakers & information • A Salmo Better at Home activity; email: salmobetterathome@scrs.ca 	<p>Helen Oldershaw 250-357-2277 ext 202</p>
<p>Salmo Valley Estates 730 Railway Avenue</p> <ul style="list-style-type: none"> • Community members are welcome to join residents in a variety of recreational, social and other activities offered from September to June • Call for more information or check the Facebook page https://www.facebook.com/p/Salmo-Valley-Estates-100069022038193/ 	<p>Melanie 250-357-2629</p>

SUPPORT / INFO LINES / CONTACTS for SPECIFIC CONDITIONS

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

<p>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 W K or see https://aawestkootenays.org/; Salmo Mtng: Tues, 8pm: 430 Cady Rd • Al-Anon: List of area meetings: www.bcyukon-al-anon.org • Mental Health & Substance Use Services Salmo Community Services 311 Railway Avenue (page 7) • WK Narcotics Anonymous Mtngs Nelson/Castlegar 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 1-250-800-4125 1-888-425-2666 250-357-2277 1-604-878-8844 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 BC website for information re resources, local family caregiver support groups, workshops & other services 	<p>1-800-936-6033 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 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 Coordinator 	<p>778-460-4500 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 5)

<p>Canadian National Institute for the Blind (CNIB) www.cnib.ca <ul style="list-style-type: none"> Support & services to help with vision loss 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"> West Kootenay Boundary Caregiver Support <ul style="list-style-type: none"> Provides education, resources, information, groups & other supports for caregivers. http://wkbcaregiver.org/ 	<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 Kootenay Lake Hospital offers comprehensive support and information programs for chronic conditions such as diabetes and heart disease. 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 5)

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"> • 632 Front Street (in the West Arm Plaza); https://www.teethclinicwk.ca • Lower cost dental care for those living on a low income • NOTE: Temporarily not accepting applications: please call for update 	778 463 2232	
Diabetes <ul style="list-style-type: none"> • See Chronic Disease Management (page 14) • Diabetes Canada Info & Support 10:30am – 9:30pm <ul style="list-style-type: none"> ○ BC Regional Office www.diabetes.ca 	250-352-3111 1-800-226-8464 1-800-665-6526	
End of Life / Palliative Care <ul style="list-style-type: none"> • Salmo & District Hospice (page 11 for a description of services) • Home Health Services (IHA) (page 6) Central Intake 	250-777-7523 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 14) • Heart & Stroke Foundation www.heartandstroke.ca BC Office 	250-352-3111 1-866-432-7833	
Kidney (Renal) Disease <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 	1-800-707-8550 250-364-6270 1-800-567-8112	
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 5)

Mental Health <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 Comprehensive website with resources & links to information re specific mental health illnesses, substance use & eating disorders • Salmo Mental Health & Substance Use (MHSU) Services 250-357-2277 Salmo Community Services 311 Railway Ave (page 7) • MH&SU Seniors Services Kiro Wellness Centre, Trail (page 6) 250-364-6262 • Mental Health & Substance Use Regional Consumer & Family Support (page 8) 1-877-364-2326 Ext 225 • Alzheimer/Dementia Support Information (page 13) 1-855-301-6742 	
Multiple Sclerosis Society of Canada www.mssociety.ca Office 1-800-268-7582 <ul style="list-style-type: none"> • Phone or see website for support & info MS Navigator 1-844-859-6789 	
Nutrition: Call the HealthLinkBC Dietician Monday to Friday: 9am-5pm 811	
Parkinson Society of BC www.parkinson.bc.ca 1-800-668-3330 <ul style="list-style-type: none"> • Website has valuable information including education & supports • Trail - Castlegar Area support group contact: Patti 250-367-9258 	
Respiratory (Lung) Disease <ul style="list-style-type: none"> • Private Respiratory testing & equipment (page 9) • BC Lung Foundation https://bclung.ca/ 1-800-665-5864 	
Scleroderma Association of BC https://sclerodermabc.ca/ 1-604-371-1005 <ul style="list-style-type: none"> • For online toolkits & research info:: https://spinsclero.com/ 	
Stroke Recovery Assn BC https://strokerecoverybc.ca/ 1-888-313-3377 <ul style="list-style-type: none"> • Website offers many online groups and activities via zoom • Support Group for stroke survivors and caregivers in Nelson Marg 250-354-4453 Meets on Friday mornings. Call for more information 	

TRANSPORTATION

❖ MEDICAL APPOINTMENTS

Health Connections www.bctransit.com/west-kootenay <ul style="list-style-type: none"> • Bus between Salmo & Nelson runs Monday to Friday 3 times / day • Medical appointments have priority but everyone is eligible to use this service if space is available. Book seat 24 hours in advance 	1-855-993-3100
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) 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
Volunteer Driver Program Salmo Community Services www.scrs.ca <ul style="list-style-type: none"> • For medical, dental or other essential appointments; Cost by distance. 	250-357-2277

❖ 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 Cab Company Based in Nelson & goes out to Salmo	250-354-1111
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 www.bctransit.com/west-kootenay <ul style="list-style-type: none"> • See Health Connections Bus info above • handyDART: Register & Book: Monday to Friday: 7:30am to 4pm For those unable to use regular local transit due to disability / health 	1-855-993-3100