

Closing the Gaps in Seniors' Care



A Guide

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

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

September 2024

This Guide and many more services posted on-line:

www.kb.fetchbc.ca

This Seniors' Services Guide was Developed and Funded by:

- ❖ Trail FAIR Centre Society
- ❖ Interior Health Authority

Disclaimer:

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

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

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

FOR MORE DETAILED INFORMATION about a wide variety of services and resources in the Kootenay Boundary region go to the Kootenay Boundary FETCH website: www.kb.fetchbc.ca Seniors Directories for all 8 KB sub-regions are posted on 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
24 / 7 Crisis Lines: <ul style="list-style-type: none"> For support in a crisis, or concerns about the safety of another person BC Mental Health Support Line Interior Crisis Line Network Suicide Crisis Helpline (National) Suicide Prevention Crisis Line (BC) 	310-6789 1-888-353-2273 988 1-800-784-2433
Seniors Abuse & Information Line (SAIL) www.seniorsfirstbc.ca <ul style="list-style-type: none"> Phone: Mon – Fri: 8am – 8pm; Sat & Sun: 10am – 5:30pm Call re concerns about senior abuse or mistreatment 	1-866-437-1940 1-855-306-1443 TTY
Report Concerns re Possible Elder Abuse or Neglect to: <ul style="list-style-type: none"> Report Adult Abuse & Neglect (IHA) Mon-Fri: 8:30am-4:30pm Trail Area RCMP (re a crime) 	1-844-870-4754 250-364-2566
Police Based (RCMP) Victim Services 3601 Laburnum Street <ul style="list-style-type: none"> Offers victims of crime & tragedy crisis intervention, emotional support, justice system information, court orientation and referrals; On call 24/7 	250-368-2184 250-364-2566 (after office hours)
Community Based Victim Services Program <ul style="list-style-type: none"> Offers victims of elder abuse, sexual assault & family violence crisis intervention, support, assistance, justice system & legal aid information, court orientation & referrals 	Nadia 250-364-2326 ext 227 24/7 VictimLink 1-800-563-0808
WINS Transition House, Trail FAIR Society <ul style="list-style-type: none"> 24/7 phone line and free confidential services for women. Includes provision of safe shelter, support and referrals for women (their children & pets) experiencing domestic abuse, violence & threats 	250-364-1543
La Nina Homeless Shelter Back door Inclusion Centre 1458 Bay Ave <ul style="list-style-type: none"> Drop-in, food & support from 8am to 10pm Open 10pm to 8am for those needing an overnight bed 	250-368-3476 CDS Office 250-364-1104
Beaver Valley Community Response Network (CRN) Jayme <ul style="list-style-type: none"> Organizes prevention and education activities to help end abuse, neglect and self-neglect of adults in BC 	250-367-7428 250-512-1231 http://www.bccrns.ca

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

Alpine Drug Mart-IDA 2060 Columbia Ave, Rossland	250-362-5622
Fruitvale IDA Pharmacy 1942 Main St, Fruitvale (free delivery-Fridays)	250-367-9331
No Frills (Loblaws) Pharmacy Waneta Plaza (delivers to RoseWood)	250-368-8544
Pharmasave 1280 Cedar Avenue, Trail (free prescription delivery)	250-368-3364
Safeway Pharmacy 1599 2 nd Avenue, Trail	250-368-3790
Shoppers Drug Mart 1305 Cedar Ave, Trail (free prescription delivery)	250-368-3341
Trail Apothecary Pharmachoice 1101 Dewdney, Trail	250-364-1993
Wal-Mart Pharmacy 1601 Marcolin Drive, Trail	250-364-2707

FOOD / MEAL SERVICES

❖ **FOOD BANKS**

<p>Beaver Valley**: 1846 1st Street, Fruitvale</p> <ul style="list-style-type: none"> • BV residents only; One hamper per month • Operates Thursdays by appointment only • Phone by Wednesday for appointment to pick up hamper on Thursday: 	250-368-7513
<p>Rossland**: Arena back entrance: 1860 Second Avenue</p> <ul style="list-style-type: none"> • Rossland residents only: Tuesdays:10am to noon; 5 to 7pm 	<p>Dolf 250-897-6622 Jana 250-231-8720</p>
<p>Trail Salvation Army Community Services: 1460 Cedar Ave</p> <ul style="list-style-type: none"> • Monthly Food hampers; Call for appointment to register & pickup 	250-368-3814
<p>Trail United Church**: Basement ; 1300 Pine Avenue</p> <ul style="list-style-type: none"> • Tuesdays (except 2nd Tuesday/month): 9:30 – 11:30am; All welcome 	Marylynn 250-231-7884
<p>** Farmers' Market Nutrition Coupons https://bcfarmersmarket.org</p> <ul style="list-style-type: none"> • \$27 coupons/market for seniors and those on low incomes to buy food at local markets which are generally open from May to October • Trail Esplanade: Saturdays (bi-weekly): 10am – 2pm • Fruitvale: Pole Yard Lane Tuesdays (bi-weekly): 3 – 6pm • Rossland: Queen St /Columbia Ave:Thursdays (bi-weekly) 2 – 5:30pm • Contact a local food bank (see**above) for coupons 	

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

Beaver Valley Seniors' Lunch , Fruitvale Hall, 1968 Main Street <ul style="list-style-type: none"> Monthly lunches provided by Beaver Valley Recreation Call for dates, details & to book a \$10 ticket Jayne For more info: https://rdkb.com/Recreation-Culture/Beaver-Valley 	250-231-7260
Columbia Seniors Wellness Wednesdays Jayne <ul style="list-style-type: none"> Beaver Valley Manor 24 Laurier Ave, Fruitvale; 10am – 1pm Drop-in, socializing, resources, wellness checks, lunch and coffee. 	250-512-1231
La Nina Homeless Shelter Back door Inclusion Centre 1458 Bay Ave <ul style="list-style-type: none"> Drop-in, food & support from 8am to 10pm Open 10pm to 8am for those needing an overnight bed CDS Office 	250-368-3476 250-364-1104
Sally's Place Salvation Army Community Services: 1460 Cedar Ave, Trail <ul style="list-style-type: none"> Free (by donation) lunches: Monday to Friday: 11:30am – 1:30pm 	250-368-3814
Silver City Seniors Circle Trail FAIR Better at Home Stephanie <ul style="list-style-type: none"> Food, activities, socializing for seniors every other Tuesday: 11am-1pm Trail Legion Hall 2141 Columbia Ave, Trail 	250-364-2326 ext 233
South Kootenay Seniors Heather <ul style="list-style-type: none"> Coordinates a wide variety of drop-in and other activities for seniors in Trail, Rossland and Warfield. https://www.facebook.com/skseniors 	250-368-1896
Downtown Trail Sunday Dinners Trail United Church 1300 Pine Ave <ul style="list-style-type: none"> Free dinners 5pm in church hall, 3rd Sun/ month (except July, Aug, Dec) 	250-368-3225

❖ FROZEN MEALS

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

FOOT CARE

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

Dr Alumbaugh Podiatrist	http://drdanapodiatry.com	
• Clinic location: Kootenay Columbia Therapeutics, 1686 2 nd Ave, Trail		250-364-1516
Dee's Home Foot Care	City of Trail to Castlegar	250-365-0244
Fairlite Rogers	Fruitvale and Trail	250-254-0876
Feet First Mobile Foot Care (not Rossland)	Donna Tjader: FCN,LPN	250-367-7263
Gentle Soles Foot Care	Tiffany Paylado: FCN,LPN	604-396-7457
Healthy Feet	Krysta Rissoti: FCN,LPN	250-505-9944
Judi's Foot Care (Rossland & City of Trail)		250-362-5627
Pampered Sole Mobile Foot Care	Miranda Hildebrandt: FCN, LPN	250-870-1589
Vince DeVito Shoes, 415 Hall St, Nelson	certified Pedorthist	250-352-1384
West Kootenay Foot Care	Julie Spizawka: FCN,RN	306-227-2049

FRAUD / FINANCIAL

Banks and Credit Unions		
• Includes Automatic deposit, Bill paying, Internet & telephone banking		
Better Business Bureau of Mainland BC	www.bbb.org/mbc	1-888-803-1222
• Services include business info, scam warnings & receiving complaints		1-604-682-2711
Canadian Anti-Fraud Centre		
• Report scams / suspected fraud. Mon-Fri: 6am-1:45pm PST		1-888-495-8501
Credit Counselling Canada	www.nomoredebts.org	1-888-527-8999
• Free credit & debt counselling & personal budgeting services		
Trail Area RCMP	Contact re concerns regarding possible financial abuse	250-364-2566

GOVERNMENT SERVICES / ADVOCACY / SUPPORT

<p>BC Housing Subsidy: Shelter Aid for Elderly Renters (SAFER)</p> <ul style="list-style-type: none"> • A rent subsidy for those over 60 paying over 30% of gross income • See website re other qualifications for program www.bchousing.org 	<p>1-800-257-7756</p>
<p>Community Volunteer Income Tax Preparation</p> <ul style="list-style-type: none"> • Trained volunteers offer free annual tax filing services for those living on a low income. For details contact: Noma at Trail FAIR • Service available at several locations in Trail and Area in March and April and by appointment year round 	<p>250-364-2326 ext 221</p>
<p>Income Assistance</p> <ul style="list-style-type: none"> • Service BC Centre, 1520 Bay Avenue, Trail; Mon – Fri: 9am – 4:30pm • An income supplement and other support available to eligible seniors 	<p>1-866-866-0800</p>
<p>Poverty Advocate Trail FAIR Centre, 2079 Columbia Ave</p> <ul style="list-style-type: none"> • Call for an appointment Naomi • Assists low income residents with issues related to tenancy, debt, social assistance (welfare), income supports such as OAS, GIS, disability benefits as well as other issues. 	<p>250-364-2326 ext 235</p>
<p>SeniorsBC www.seniorsbc.ca</p> <ul style="list-style-type: none"> • Website offers a comprehensive description of health care and other services for seniors & includes the on-line Seniors' Guide 	
<p>Service BC Centre (Government Agent / Access Centre)</p> <ul style="list-style-type: none"> • 1520 Bay Avenue, Trail: Mon to Fri: 9am - 4:30pm • BC government forms, information, services, licences & assistance applying for programs such as MSP, Pharmacare, seniors' subsidies for housing & transportation as well as income & disability (welfare) • BC gov't services: https://www2.gov.bc.ca/gov/content/home/services-a-z 	<p>250-364-0591</p>
<p>Service Canada Centre 101 - 1101 Dewdney Avenue, Trail</p> <ul style="list-style-type: none"> • Office Hours: Tuesday to Thursday: 8:30am - 12 noon; ! – 4pm • Federal Government forms, information & assistance re a variety of services & programs including CPP, OAS & GIS, passports, EI, Veterans Affairs, etc • Federal govt services: https://www.servicecanada.gc.ca/ 	<p>1-800-622-6232</p>

HEALTH CARE SERVICES: GENERAL INFORMATION

<p>Advance Care Planning</p> <ul style="list-style-type: none"> • BC Government Website www.gov.bc.ca/advancecare provides links to the planning document “My Voice” & information on planning re future care, support and other needs • Nidus Personal Planning Resource Centre & Registry https://www.nidus.ca/ provides comprehensive online information, forms & support for all aspects of Personal Planning including: <ul style="list-style-type: none"> ○ Legal and Financial planning including the creation of an Enduring Power of Attorney document ○ Health and Personal Care planning including the creation of a Representation Agreement document ○ Estate Planning including creating a Will • GreaterTrail Hospice offers related info & workshops (page 13) 	<p>250-364-6204</p>
<p>Ambulance Billing Services Info Line Monday to Friday: 9am - 4pm</p> <ul style="list-style-type: none"> • For Billing information: http://www.bcehs.ca/about/billing 	<p>1-800-665-7199</p>
<p>Health Insurance BC https://www2.gov.bc.ca/gov/content/health</p> <ul style="list-style-type: none"> • Medical Services Plan, Pharmacare & Fair Pharmacare • Forms and info also available at the Service BC Centre (page 5) 	<p>1-800-663-7100</p>
<p>HealthLinkBC Toll free</p> <ul style="list-style-type: none"> • Navigator or Nurse: 24 hours / 7 days a week • Dietitian and Exercise Professional: Monday to Friday: 9am - 5pm • Pharmacist: 7 days a week: 5pm-9am • Information and links to services: www.healthlinkbc.ca • Special Line for Hearing Impaired persons: Toll free 	<p>811</p> <p>711</p>
<p>Office of the Seniors’ Advocate Information & Referral Line</p> <ul style="list-style-type: none"> • Monday to Friday: 8:30am - 4:30pm www.seniorsadvocatebc.ca • Offers BC Seniors information and referrals to relevant services • Monitors and analyzes seniors’ services; offers recommendations to government & Service providers to address systemic issues in Health care, Housing, Income support, Community support & Transportation. • See the website for information, the BC Seniors Guide and a number of reports & studies including the Long Term Care & Assisted Living Directory https://www.seniorsadvocatebc.ca/quickfacts/location/ 	<p>1-877-952-3181</p>

HEALTH CARE SERVICES: INTERIOR HEALTH (IHA)

❖ KOOTENAY BOUNDARY REGIONAL HOSPITAL

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

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

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

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

❖ MEDICAL LABORATORIES

Associate Medical Clinic Lab 1973 Columbia Ave. Rossland Lab <ul style="list-style-type: none"> Book online https://www.labonlinebooking.ca/ or Book by phone 	250-364-3401 1-844-870-4756
Beaver Valley Medical Clinic 1957 Columbia Gardens Rd, Fruitvale <ul style="list-style-type: none"> Available to B. V. Medical Clinic patients <u>only</u>. Phone to book app't 	250-367-9211
Trail Health Centre Laboratory #308 – 1101 Dewdney Ave Lab <ul style="list-style-type: none"> Book online https://www.labonlinebooking.ca/ or Book by phone 	250-368-8141 1-844-870-4756

❖ MOBILE

Community Paramedic Program: www.bcehs.ca/our-services <ul style="list-style-type: none"> A free BC Emergency Health Services program for isolated Beaver Valley & Rossland seniors Offers home visits, health assessments, referrals, basic care Referral required from Physician, Home Health or Community Nurse 	
See page 4: Foot Care; page 12: Home Support & page 13: Hospice for other possibilities	

❖ RESPITE/ DAY PROGRAMS

Bridges Day Program Home Health Intake /Assessment <ul style="list-style-type: none"> Offers personal, social and recreational opportunities for adults still living at home, but requiring care & support 	1-800-707-8550
Respite Services Home Health Intake /Assessment <ul style="list-style-type: none"> Short-term, temporary relief for those caring for a family member Provided either in-home or in a long term care facility 	1-800-707-8550
See page 12 Home Support & page 13 Hospice for other possibilities	

HEALTH CARE SERVICES: NON IHA

❖ DENTAL

Canadian Dental Care Plan <ul style="list-style-type: none"> Seniors (over 65) without a current plan now eligible for services See website or phone for eligibility requirements and application form 		1-833-537-4342
Kootenay River Mobile Dental Hygiene Services <ul style="list-style-type: none"> Private in-home & care facility dental hygiene services https://krdh.ca/ 	Noel	250-304-5754
West Kootenay Community TEETH Clinic <ul style="list-style-type: none"> Lower cost dental care for those living on a low income In the Trail Area, phone for an appointment to complete an application form and register for assistance Clinic: 632 Front St., Nelson https://www.teethclinicwk.ca/applications/ 	Esther	250-921-5484

❖ PRIMARY CARE

➤ FOR THOSE WITHOUT A PRIMARY CARE PROVIDER

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

Associate Medical Clinic 1973 Columbia Avenue, Rossland	250-362-7307
Beaver Valley Medical Clinic 1957 Columbia Gardens Road, Fruitvale	250-367-9211
Columbia Primary Care Clinic 302 - 1101 Dewdney Avenue, Trail	250-368-9394
Monashee Medical Clinic 2067b Columbia Avenue, Rossland	250-362-9040
Riverside Family Medicine 304 - 1101 Dewdney Avenue	250-368-5656
Waneta Primary Care Clinic 242 - 8100 Highway 3B, Trail	250-368-0053

HEALTH CARE: SUPPORT / NAVIGATION / COMPLAINTS

❖ INTERIOR HEALTH (IHA)

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

❖ OTHER (NON-IHA)

<p>Aboriginal Health Circle of Indigenous Nations (COINS) https://coinations.net</p> <ul style="list-style-type: none"> Aboriginal Patient Navigator Katie Provides a range of culturally sensitive supports to hospitalized Aboriginal patients, caregivers & their families Aboriginal Health Coordinator Sage Supports Aboriginal patients' access to community services that enhance continuity of care and cultural safety in the West Kootenay 	<p>1-877-904-2634 250-399-0699 250-551-4395 250-399-0731 250-608-4552</p>
<p>KB Mental Health & Substance Use Consumer, Family & Peer Support Trail FAIR Society, 2079 Columbia Ave https://www.trailfair.ca</p> <ul style="list-style-type: none"> Provides support, education & resources to individuals (& families) with long-term mental health & substance use (addiction) concerns 	<p>250-364-2326 Ext 225 1-877-364-2326</p>
<p>Nav-CARE Program GreaterTrail Hospice Society www.trailhospice.org</p> <ul style="list-style-type: none"> Trained volunteers support those diagnosed with life-limiting illness, help navigate services, find resources, and anticipate future needs 	<p>250-368-7347</p>
<p>Office of the Seniors' Advocate Monday to Friday: 8:30am - 4:30pm</p> <ul style="list-style-type: none"> BC seniors information, resources and referrals; see page 7 for details 	<p>1-877-952-3181</p>
<p>Society for the Protection & Care of Seniors (SPCS) Carol</p> <ul style="list-style-type: none"> Advocates for safe continuing care & health services for Trail seniors Phone for info or go to https://spcstrail.weebly.com/about-us.html/ 	<p>250-362-5767</p>
<p>West Kootenay Boundary Caregiver Support Trail Coordinator</p> <ul style="list-style-type: none"> Education, resources, 1:1 support and support groups for caregivers See page 13 or website for details http://wkbcaregiver.org/ 	<p>778-671-1017 1-888-212-2337 ext 4</p>

HEALTH / MEDICAL EQUIPMENT & SUPPLIES

❖ NON-PROFIT

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

Drug Stores / Pharmacies: May carry medical equipment (page 2)	
<p>Hearing Tests / Hearing Aids <i>All offer free screening for seniors</i></p> <ul style="list-style-type: none"> • Connect Hearing 104-1101 Dewdney Ave www.connecthearing.ca • Kootenay Hearing & Audiology Clinic 1184 Bay Ave Merged with Dynamic Hearing www.dynamichearingsolutions.ca 	<p>250-368-5105</p> <p>778-901-5707</p>
<p>Kootenay Columbia Home Medical Equipment</p> <ul style="list-style-type: none"> • 130-630 17th Street, Castlegar www.kchomemedical.ca • Sells, rents and repairs a wide range of medical equipment 	<p>1-866-515-7772</p> <p>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</p> <p>250-364 2524</p>
<p>Respiratory Tests & Equipment</p> <ul style="list-style-type: none"> • Columbia Respiratory 240 - Waneta Plaza Hwy 3B, Trail https://www.facebook.com/columbiarespiratory/ Appointment • Independent Respiratory Services www.irscanada.ca Regional Clinic, 865 Columbia Avenue, Castlegar Appointment 	<p>250-364-6204</p> <p>1-877-365-6952</p>

HOME SAFETY

<p>Trail RCMP</p> <ul style="list-style-type: none"> • Responds to seniors' safety concerns, financial & other abuse 	250-364-2566
<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 	1-800-257-7756

HOME SUPPORT SERVICES

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

❖ NON-PROFIT / PUBLIC

Lower Columbia Better at Home www.trailfair.ca Stephanie	250-364-2326 Ext 233
<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 	
Interior Health Home Support Services: See page 8	

❖ PRIVATE

April's Caregiving for Seniors	250-231-5033
Confluence Cleaning	250-304-5420
Liberty Foods Delivery Services , Fruitvale www.libertyfoods.ca	250-367-9911
<ul style="list-style-type: none"> • Online shopping & groceries packed for pickup or delivered for a fee. • Fruitvale Seniors Delivery on Wed; Also delivers to other communities 	
Grey Owl Moving & Removals http://www.greyowlmovingservice.ca/	778-256-1201
Hair at Home by Angela	250-304-5734
Home Support by Laurie Boyes	250-231-5622
Jen Cant: Home Cooked Meal Preparation & Delivery	250-231-3093
Lou's Helping Hands Home Support / Long Term Care Aide Lynda	250-231-6057
Margaret Doherty housekeeping only	250-512-9548
Neighborhood Nursing https://neighborhoodnursing.ca/ Tara	250-693-2299
Sadie's Cleaning Services	250-231-6637
Trail Safeway Delivery Services 1599 2 nd Avenue, Trail	250-368-8710
<ul style="list-style-type: none"> • Shops & packs groceries for pickup & delivers for a fee Tues & Fri 	
Spectrum Home & Family Care www.spectrumcares.ca	250-265-3842

HOSPICE / GRIEF / CAREGIVING

<p>Greater Trail Hospice Society www.trailhospice.org</p> <ul style="list-style-type: none"> • Kiro Wellness Centre 7-1500 Columbia Ave, Trail • Support & services for those with life-limiting illness or in need of end-of-life care as well as for those journeying through grief & loss • Hospice staff and trained volunteers provide confidential resources and support in homes, hospital, long term care or residential facilities • Nav-CARE program Coordinator <ul style="list-style-type: none"> ○ Provides free on-going support for those with life-limiting illness ○ Helps individual and families to navigate services, find resources, and anticipate future needs; Call or check the website for details 	<p>250-364-6204</p> <p>250-368-7347</p>
<p>Bereavement BC Helpline https://bcbh.ca/grief-support/</p> <ul style="list-style-type: none"> • Connects callers to BC grief support services Mon- Fri: 9am- 5pm 	<p>1-877-779-2223</p>
<p>West Kootenay Boundary Caregiver Support Trail Coordinator</p> <ul style="list-style-type: none"> • Free services for unpaid caregivers(19+) who care for someone 55+ • Offers emotional 1:1 support, peer support groups, healthcare navigation & information and/or referrals to local community resources. • Trail support group: 1st & 3rd Thurs/month: 1 to 2:30pm • For more Info: Phone or see website http://wkbcaregiver.org/ 	<p>778-671-1017</p> <p>1-888-212-2337 ext 4</p>

HOUSING / RESIDENTIAL ACCOMODATION

❖ INDEPENDENT (UNASSISTED) RENTAL HOUSING: PRIVATE PAY

In some cases, SAFER Rent subsidies may be available from BC Housing (see page 5)

<p>Affordable Housing Directory</p> <ul style="list-style-type: none"> • https://skillscentre.ca/how-we-help/affordable-housing • Includes contact & other info for non-profit affordable housing in area 	
<p>Beaver Valley Manor 24 Laurier, Fruitvale David</p> <ul style="list-style-type: none"> • For low income seniors To apply, contact Grace 	<p>250-367-7612</p> <p>250-367-9498</p>
<p>Columbia Park 1232 Columbia Avenue, Trail Violet</p> <ul style="list-style-type: none"> • For low income seniors, families & persons with disabilities 	<p>250-368-7803</p>
<p>Golden City Manor Maureen</p> <ul style="list-style-type: none"> • For low income seniors; 2112 2nd Ave, Rossland 	<p>250-362-5030</p>

HOUSING / RESIDENTIAL ACCOMODATION (continued)

❖ INDEPENDENT RENTAL HOUSING: PRIVATE PAY (continued)

<p>Jubilee Place 1651 Bay Ave Trail</p> <ul style="list-style-type: none"> • For low income seniors https://sites.google.com/view/trailjubilee/home 	<p>250-364-0331</p>
<p>Lower Columbia Affordable Housing Society</p> <ul style="list-style-type: none"> • Offers over 18 lower cost rental units in various locations in the Greater Trail Area • For details & application information see the website https://www.lowercolumbiashousing.ca/our-properties 	
<p>Rossland Yards Housing 2350 Spokane St, Rossland</p> <ul style="list-style-type: none"> • Primarily available to low to moderate income working individuals & families, but others also considered 	<p>Violet 250-368-7803</p>
<p>Silver City Gardens 1939 Columbia Avenue, Trail</p> <ul style="list-style-type: none"> • For low income seniors 55+ • Managed by the Canadian Mental Health Association 	<p>250-368-5223</p>
<p>Trail Seniors Villa 1955 7th Avenue, Trail</p> <ul style="list-style-type: none"> • For low income seniors 	<p>Gord Violet 250-364-1474 250-368-7803</p>

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

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

HOUSING / RESIDENTIAL ACCOMODATION (continued)

❖ ASSISTED LIVING: PUBLICLY SUBSIDIZED

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

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

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

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

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

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

❖ LONG TERM CARE; UNSUBSIDIZED

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

Castlevue Care Centre , 2300 14 th Avenue, Castlegar <ul style="list-style-type: none"> 12 private pay units; https://www.chantellegroup.com/castlevue.htm 	1-250-365-7277
Rose Wood Village 8125 Devito Dr, Trail <ul style="list-style-type: none"> One private pay units; https://goldenlife.ca/villages/rose-wood-village/ 	250-364-3150

LIBRARIES

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

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

RECREATION / ADULT & COMMUNITY EDUCATION

Community Recreation <i>May offer swimming, fitness & seniors programs. Phone or check websites for leisure guides and for info about the Leisure Access Program offering fee reductions for low income residents.</i> <ul style="list-style-type: none"> • Beaver Valley Recreation https://rdkb.com/ Kelly 250-231-5172 • Genelle Recreation Society Genelle Community Hall 250-693-2216 • Rossland Recreation www.rossland.ca/recreation 250-521-0137 • Trail Parks and Recreation Program www.trail.ca/en/ 250-364-0858 • Warfield Recreation https://warfield.ca/warfield-recreation/ 250-368-8202 	
Beaver Valley Gym 1968 Main St (Memorial Hall bsmt), Fruitvale <ul style="list-style-type: none"> • Register & pay monthly fee at Fruitvale Village Office 1947 Beaver St • Hours for Seniors (50+): 5am to 10pm 	250-367-7551
Columbia Basin Alliance for Literacy (CBAL) <ul style="list-style-type: none"> • 1160 Cedar Ave, Trail https://cbal.org/trail-area/ • Monday to Thursday: 9am – 2pm; Friday: 9am-noon • Free programs to help adults with basic math, computer & ipad use and other literacy skills as well as family & children’s programs • Also offers settlement & citizenship services, language & cultural programs for immigrants, refugees and temporary foreign workers 	250-368-6770

SUPPORT / INFO LINES / CONTACTS for SPECIFIC CONDITIONS

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

<p>Addictions / Substance Use</p> <ul style="list-style-type: none"> • Alcohol & Drug Information & Referral Line (24/7) • Alcoholics Anonymous (AA) www.bcyukonaa.org Phone for help & detailed info about AA meetings in the Trail Area & West Kootenay or see website https://aawestkootenays.org/ <ul style="list-style-type: none"> ○ Fruitvale Meeting: Sun 7:30pm; 1878 Columbia Gardens Rd ○ Rossland Meeting: Tues 7pm; Seniors Centre 1916 1st Ave ○ Trail Meetings: Mon,Wed,Fri: 7pm United Church 1300 Pine Ave • Al-Anon: <ul style="list-style-type: none"> ○ Trail Mtng: Thurs 7pm Presbyterian Church 1139 Pine Ave Jenny ○ Other meetings & info: http://bcyukon-al-anon.org • Mental Health & Substance Use Services (IH) (page 8) • Narcotics Anonymous (NA) www.bcrna.ca <ul style="list-style-type: none"> ○ Trail Mtng: Thursdays 7pm United Church 1300 Pine Avenue • Nar-Anon Family Group: www.naranonbc.com <ul style="list-style-type: none"> ○ Trail Mtng: Fridays 7pm United Church 1300 Pine Ave • Quit Now Smoking cessation info: online & phone www.quitnow.ca • Smoking Cessation Program: Free Nicotine Replacement Therapy (NRT) products or medications. Talk to a local pharmacist 	<p>1-800-663-1441</p> <p>1-250-800-4125</p> <p>250-362-9507</p> <p>250-364-6262</p> <p>1-877-455-2233</p>
<p>ALS (Amyotrophic Lateral Sclerosis) Society www.alsbc.ca</p> <ul style="list-style-type: none"> • Info, clinics & support groups; Phone: Monday to Friday: 8am to 4pm 	<p>1-800-708-3228</p>
<p>Alzheimer & Dementia Helpline: Monday to Friday: 9am - 8pm</p> <ul style="list-style-type: none"> • Alzheimer Society of BC www.alzheimer.ca/bc • West Kootenay Alzheimer Resource Centre Toll free Call or check the website for information re resources, local family caregiver support groups, workshops & other services 	<p>1-800-936-6033</p> <p>1-855-301-6742 or 778-774-2133</p>
<p>Arthritis</p> <ul style="list-style-type: none"> • ArthritisBC & Me: Info & services https://arthritisbcandme.info/ • Arthritis Society Canada https://arthritis.ca/ 	<p>1-800-321-1433</p>
<p>Bereavement BC Helpline Monday to Friday: 9am - 5pm</p> <ul style="list-style-type: none"> • Connects callers to grief support services within BC. www.bcbh.ca 	<p>1-877-779-2223</p>

SUPPORT / INFO LINES / CONTACTS for SPECIFIC CONDITIONS

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

<p>Brain Injury</p> <ul style="list-style-type: none"> • Kootenay Brain Injury Ass’n Room 3 – 1250 26th St, Castlegar <ul style="list-style-type: none"> ○ Offers outreach support & activities www.kootenaybia.ca ○ Participants need to provide documents re injury or a referral • KB Acquired Brain Injury Services (Interior Health) Intake <ul style="list-style-type: none"> ○ Office: Castlegar Health Centre M-Th:8:30am - 4pm Coord 	<p>778-460-4500</p> <p>1-800-707-8550</p> <p>250-365-9547</p>
<p>Cancer</p> <ul style="list-style-type: none"> • BC Cancer Agency: Cancer Care for the Southern Interior http://www.bccancer.bc.ca/our-services/centres-clinics/ <ul style="list-style-type: none"> ○ 399 Royal Avenue, Kelowna ○ Prevention, screening & early detection, diagnosis & treatment services, pain & symptom management clinic, support, etc • Southern Interior Rotary Lodge 330 Strathcona Ave, Kelowna <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 and many supports, including travel assistance 	<p>1-888-563-7773</p> <p>1-877-712-2203</p> <p>1-888-939-3333</p>
<p>Caregiving: WKB Caregiver Support Trail Coordinator</p> <ul style="list-style-type: none"> • Education, resources, 1:1 support and support groups for caregivers • See page 13 or website for services’ details http://wkbcaregiver.org/ 	<p>778-671-1017</p> <p>1-888-212-2337 ext 4</p>
<p>Chronic Disease Management</p> <ul style="list-style-type: none"> • Support and clinics for chronic disease management at the Kiro Wellness Centre (page 7) • Self-Management Program: A free, 6 week program (on-line & in communities) offering info & skills to manage various chronic health problems, pain, cancer & diabetes https://www.selfmanagementbc.ca 	<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 – 4pm https://painbc.ca/ • KBRH Pain Medicine Clinic, Trail - Referral required • Regional Resources & Information https://divisionsbc.ca/kootenay-boundary/chronic-pain-tools 	<p>1-844-880-7246</p> <p>250-368-3311 ext 2479</p>

SUPPORT / INFO LINES / CONTACTS for SPECIFIC CONDITIONS

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

Crohn's & Colitis Canada Info & resources www.crohnsandcolitis.ca	1-800-513-8202
Deaf & Hard of Hearing <ul style="list-style-type: none"> • Wavefront Centre for Communication Accessibility TTY www.wavefrontcentre.ca	1-604-736-7391 1-604-736-2527
Dental: Details regarding the following programs on page 9 <ul style="list-style-type: none"> • Canadian Dental Care Plan for seniors • Kootenay River Mobile Dental Hygiene Services • WK TEETH Clinic Low cost dental care for those on a low income 	1-833-537-4342 250-304-5754 250-921-5484
Diabetes <ul style="list-style-type: none"> • See Chronic Disease Management (page 19) • Diabetes Canada Info & Support Line https://www.diabetes.ca/ 	1-800-226-8464
End of Life / Palliative Care <ul style="list-style-type: none"> • Greater Trail Hospice Society www.trailhospice.org See Hospice (page 13) for full description of available services • Home Health Services (IHA) (page 7) Central intake 	250-364-6204 1-800-707-8550
Fibromyalgia & Chronic Fatigue Syndrome <ul style="list-style-type: none"> • ME/FM Society of BC www.mefm.bc.ca 	1-888-353-6322
Heart <ul style="list-style-type: none"> • See Chronic Disease Management (page 19) • Heart & Stroke Foundation www.heartandstroke.ca 	1-888-473-4636
Kidney (Renal) Disease <ul style="list-style-type: none"> • KB Chronic Kidney Disease Clinic: Kiro Wellness Centre Support, referrals, info, resources for non-hospitalized patients Clinic • BC Renal: information, support, resources http://www.bcrenal.ca/ 	250-364-6270 1-604-875-7340
Lupus Society (BC) Offers an on-line support group www.bclupus.org	1-866-585-8787
Medication Concerns HealthLinkBC: Pharmacist: 7 days/wk: 5pm-9am	811

SUPPORT / INFO LINES / CONTACTS for SPECIFIC CONDITIONS

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

<p>Mental Health</p> <ul style="list-style-type: none"> • BC Mental Health Support Line (24/7) 310-6789 • Canadian Mental Health Ass'n (CMHA) www.cmha.bc.ca 1-800-555-8222 • CMHA "Bounce Back": Free online, video or phone programs help manage low mood, stress & anxiety. https://bouncebackbc.ca/ 1-866-639-0522 • Here To Help: www.heretohelp.bc.ca Info re mental health illnesses, substance use & eating disorders • Trail Mental Health & Substance Use Services (IH) (pg 7) 250-364-6262 • Mental Health & Substance Use Regional Consumer & Family Support Trail FAIR Centre, 2079 Columbia Ave (page 10) 250-364-2326 ext 225 • Alzheimer / Dementia Support Information: (page 18) 1-855-301-6742 	
<p>MS (Multiple Sclerosis) Canada https://mscanada.ca/</p> <ul style="list-style-type: none"> • Phone or see website for support & info MS Navigator 	1-844-859-6789
<p>Nutrition: Call the HealthLinkBC: Dietician Monday to Friday: 9am-5pm</p>	811
<p>Parkinson Society of BC www.parkinson.bc.ca</p> <ul style="list-style-type: none"> • Support group 3rd Tues/mo 11:30am-1:30pm @ Colander Sheila 	1-800-668-3330 250-231-7705
<p>Respiratory (Lung) Disease</p> <ul style="list-style-type: none"> • See Chronic Disease Management (page 19) • Private Respiratory testing & equipment (page 11) • BC Lung Foundation https://bclung.ca/ 	1-800-665-5864
<p>Scleroderma Association of BC https://sclerodermabc.ca/</p> <ul style="list-style-type: none"> • For online toolkits & research info:: https://spinsclero.com/ 	1-604-371-1005
<p>Stroke Recovery Assn BC https://strokerecoverybc.ca/</p> <ul style="list-style-type: none"> • New Support Group for stroke survivors & caregivers in Castlegar • Meets Thursdays, 10am – 12 noon, Castlegar Recreation Centre • For more info re group: https://kb.fetchbc.ca/service.html?i=2671 	1-888-540-6666
<p>Vision Loss</p> <ul style="list-style-type: none"> • Cndn National Institute for the Blind (CNIB) www.cnib.ca • Support & services re vision loss: online & in-person Kelowna office 	1-800-563-2642 250-763-1191

TRANSPORTATION**❖ MEDICAL APPOINTMENTS**

Hope Air www.hopeair.ca	1-877-346-4673
<ul style="list-style-type: none"> Free air travel for those in need who have to travel for non-emergency specialist medical care. 	
Interior Medical Transport (IMT) https://www.bcimt.ca/	250-368-7978
<ul style="list-style-type: none"> Private service offering a variety of patient transport services options 	
Travel Assistance Program (TAP) Inquiries	1-800-663-7100
<ul style="list-style-type: none"> Fee reductions on some carriers (eg Pacific Coastal, BC Ferries) for eligible BC residents travelling to non-emergency medical specialists 	
Travel Treatment Fund Canadian Cancer Society Info & Register	1-888-939-3333
<ul style="list-style-type: none"> Helps offset cancer treatment travel expenses https://cancer.ca 	

❖ REGULAR / DISABILITIES

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