

Closing the Gaps in Seniors' Care



A Guide To Public, Community & Private Services for Castlegar & Area Seniors September 2025

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

The Seniors' Services Guide was Developed and Funded by:

- ❖ Trail FAIR Centre Society
- ❖ Interior Health Authority

Disclaimer:

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

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

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

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

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

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

To SUGGEST additions, changes and corrections for future editions

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ABUSE / CRISIS / EMERGENCIES

<p>24 / 7 Emergency (Ambulance, Fire, Police)</p>	<p>911</p>
<p>24 / 7 Crisis Lines: Support in a crisis / concerns re another’s safety</p> <ul style="list-style-type: none"> • BC Mental Health Support Line • Interior Crisis Line Network • Suicide Crisis Helpline (National) • Suicide Prevention Crisis Line (BC) 	<p>310-6789 1-888-353-2273 988 1-800-784-2433</p>
<p>Seniors Abuse & Information Line (SAIL) https://seniorsfirstbc.ca/</p> <ul style="list-style-type: none"> • Phone: Monday to Friday: 8am – 8pm • Call re concerns about senior abuse or mistreatment 	<p>1-866-437-1940 1-855-306-1443 TTY</p>
<p>Report Concerns re Possible Elder Abuse or Neglect to:</p> <ul style="list-style-type: none"> • Report Adult Abuse & Neglect (IHA) Mon-Fri: 8:30am–4:30pm • Castlegar RCMP (re a crime) 	<p>1-844-870-4754 250-365-7721</p>
<p>Police Based (RCMP) Victim Services 440 Columbia Ave Kayla</p> <ul style="list-style-type: none"> • Offers victims of crime & tragedy crisis intervention, emotional support, justice system information, court orientation and referrals 	<p>250-304-6353 1-800-563-0808 (after office hours)</p>
<p>For Women: Safe, free emergency shelter & support for women & their children affected by domestic abuse, violence & threats:</p> <ul style="list-style-type: none"> ○ Castlegar Safe Home Call 24/7 ○ Women’s Transition Houses: Call 24/7 	<p>Coordinator 250-608-3710 Nelson 250-354-4357 Trail 250-364-1543</p>
<p>Castlegar Community Response Network (CRN) Sandi</p> <ul style="list-style-type: none"> • Prevention & education to help end abuse, neglect and self-neglect of adults in BC; Also sponsors the IRIS program (page 3) 	<p>250-608-0706 250-365-2104 ext 223</p>
<p>Castlegar “Out of the Cold” Homeless Shelter 1660 Columbia Ave</p> <ul style="list-style-type: none"> • Open 24/7 until new shelter is completed • Supports available during the day for unhoused individuals • Those staying overnight must check in by 10pm • Phone for more information 	<p>778-460-1421</p>

DRUG STORES / PHARMACIES

Pharmasave 1128 3 rd Street (free prescription delivery)	250-365-7813
Safeway Pharmacy 1721 Columbia Avenue	250-365-7141
Shoppers Drug Mart 1965 Columbia Ave (free prescription delivery)	250-365-5888
Shoppers Simply Pharmacy 117 - 1983 Columbia Ave (free delivery)	250-365-3400

FOOD / MEAL SERVICES

❖ FOOD BANKS

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

❖ FROZEN MEALS

There is a charge for this service

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

FOOD / MEAL SERVICES (continued)

❖ MEAL PROGRAMS / DROP-IN

<p>Castlegar Better at Home Monthly Seniors Coffee & Drop-in</p> <ul style="list-style-type: none"> • “Toonie Tuesday” on the last Tuesday/month 9 – 11am • For more information or to register Sandi • Held at New Life Church 602 7th St (enter around back in basement) 	<p>250-365-2104 ext 223</p>
<p>Castlegar Community Harvest Drop-in & Lunch Program</p> <ul style="list-style-type: none"> • Anglican Church Basement, 614 Christina Place • Drop-in & Lunch Mon, Wed & Fri; 9am – 12:30pm • For lunch (or a hamper) Order by phone / text: 9:30 – 10:30am • Eat in or take-out: 11:30am – 12pm 	<p>250-687-1105</p>
<p>Kootenay IRIS (Increasing Recreation Involving Seniors) Sandi</p> <ul style="list-style-type: none"> • Located in the Kinnaird Park Community Church Building 1250 26th St • Offers seniors 60+ many no-cost (donations welcome) opportunities for recreational and social activities including coffee gatherings, presentations, craft projects and exercise classes. • Phone for more information & schedule • A program of the Castlegar Community Response Network (pg 1) • https://www.facebook.com/p/Kootenay-IRIS-100064688017358/ 	<p>250-608-0706</p>
<p>Operation Feast New Life Church 602 7th Street</p> <ul style="list-style-type: none"> • Free, take-home, cooked meal available every Thursday from mid-September to end of June • Meals picked up between 3 & 4:30pm or are delivered on request • Phone Bette Armstrong to register Bette 	<p>250-365-5212 250-551-3075</p>

FOOT CARE

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

Dr Alumbaugh Podiatrist	http://drdanapodiatry.com	
<ul style="list-style-type: none"> Clinic location: 1686 2nd Ave, Trail: Mondays & Thursdays 		250-364-1516
Dee's Home Foot Care		Dee
		250-365-0244
Foot Care by Janet		Janet Bruce
		250-777-1265
Nurturing Medical Foot Care	Amanda Trembath: FCN, RPN	
		778-965-0242
Pampered Sole Mobile Foot Care	Miranda Hildebrandt: FCN, LPN	
		250-870-1589
Vince DeVito Orthotics, 415 Hall St, Nelson	certified Pedorthist	
		250-352-1384
West Kootenay Foot Care	Julie Spizawka: FCN, RN	
		306-227-0249

FRAUD / FINANCIAL

Banks and Credit Unions		
<ul style="list-style-type: none"> Includes Automatic deposit, Bill paying, Internet & telephone banking 		
Better Business Bureau of Mainland BC	www.bbb.org/mbc	
<ul style="list-style-type: none"> Services include business info, scam warnings & receiving complaints 		1-888-803-1222 1-604-682-2711
Canadian Anti-Fraud Centre		
<ul style="list-style-type: none"> Report scams / suspected fraud. Mon-Fri: 7am-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
Castlegar RCMP	Contact re any concerns re possible financial abuse	
		250-365-7721

GOVERNMENT SERVICES / ADVOCACY / SUPPORT

<p>Advocacy Centre 205 Hall Street, Nelson www.advocacycentre.org</p> <ul style="list-style-type: none"> • Help with issues connected with income supports, disability benefits, tenancy, debt, other government programs. Provides info re legal aid • Staff travel to Castlegar Community Services (1695 Columbia Ave) twice a month to meet with residents Call for an appointment 	<p>1-877-352-5777</p>
<p>BC Housing Subsidy: Shelter Aid for Elderly Renters (SAFER)</p> <ul style="list-style-type: none"> • A rent subsidy for those over 60 paying over 30% of gross income • See website re other qualifications for program www.bchousing.org 	<p>1-800-257-7756</p>
<p>Community Volunteer Income Tax Program</p> <ul style="list-style-type: none"> • Free tax filing services in March & April for those on a low income • Year round assistance re taxes as needed • Drop-off info at Castlegar Community Services 1695 Columbia Avenue 	<p>250-365-2104</p>
<p>Income Assistance</p> <ul style="list-style-type: none"> • Service BC Centre, 1520 Bay Avenue, Trail; Mon – Fri: 9am – 4:30pm • An income supplement or other support available to eligible seniors 	<p>1-866-866-0800</p>
<p>SeniorsBC www.seniorsbc.ca</p> <ul style="list-style-type: none"> • Website offers a comprehensive description of health care and other services for seniors & includes the on-line Seniors' Guide 	
<p>Service 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> <p style="text-align: right;">TTY 1-800-926-9105</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 • The BC Centre for Palliative Care https://www.bc-cpc.ca/acp/ also provides excellent Advance Care Planning guidance 	
<p>Ambulance Billing Services Info Line Monday to Friday: 9am - 4pm</p> <ul style="list-style-type: none"> • For Billing information: http://www.bcehs.ca/about/billing 	<p>1-800-665-7199</p>
<p>Health Insurance BC https://www2.gov.bc.ca/gov/content/health</p> <ul style="list-style-type: none"> • Medical Services Plan, Pharmacare & Fair Pharmacare • Forms and other info available at the Trail Service BC Centre (pg 5) 	<p>1-800-663-7100</p>
<p>HealthLinkBC</p> <ul style="list-style-type: none"> • Navigator or Nurse: 24 hours / 7 days a week • Dietician 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: 	<p>Toll free 811</p> <p>Toll free 711</p>
<p>Office of the Seniors’ Advocate Information & Referral Line</p> <ul style="list-style-type: none"> • Monday to Friday: 8:30am - 4:30pm www.seniorsadvocatebc.ca • Offers BC Seniors information and referrals to relevant services • Monitors and analyzes seniors’ services; offers recommendations to government & Service providers to address systemic issues in Health care, Housing, Income support, Community support & Transportation. • See the website for information, the BC Seniors Guide and a number of reports & studies including the Long Term Care & Assisted Living Directory https://www.seniorsadvocatebc.ca/quickfacts/location/ 	<p>1-877-952-3181</p>

HEALTH CARE SERVICES: INTERIOR HEALTH (IHA)

❖ CASTLEGAR & DISTRICT COMMUNITY HEALTH CENTRE

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

<p>Emergency Services available 8am to 8pm Call 911 or</p> <ul style="list-style-type: none"> • For after-hours emergency services: KB Regional Hospital in Trail 	<p>250-365-7711 1-866-368-3314</p>
<p>Urgent and Primary Care Centre</p> <ul style="list-style-type: none"> • Team based care for non-life threatening illnesses or injuries that need attention within 12-24 hours: Open 7 days/week: 8am to 8pm only • Available to anyone in the KB region; Must book appointment 	<p>250-304-1289</p>
<p>Home Health Services Central Intake /Assessment Castlegar 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 250-365-4333</p>
<p>Home Support Services Central Intake /Assessment Castlegar Home Support</p> <ul style="list-style-type: none"> • A scheduled, subsidized service (income dependent) providing simple meal preparation, help with managing personal health care needs, caregiver respite & palliative home support. Does NOT include bulk meal prep, cooking, housekeeping, driving, shopping... • Home Support Scheduling 7 days/week: 6:30am - 8pm 	<p>1-800-707-8550 250-365-4333</p> <p>1-800-707-8550</p>
<p>Medical Laboratory: Book online www.labonlinebooking.ca or call</p> <ul style="list-style-type: none"> • Limited walk-in services available Mon-Fri 9am to 3pm Lab # 	<p>1-844-870-4756 250-365-7711 ext 2</p>
<p>Mental Health & Substance Use (MH&SU) Services Office</p> <ul style="list-style-type: none"> • Supports those with mental health and substance use concerns • Assists seniors (& caregivers) with MH issues associated with aging 	<p>250-304-1846 or 310-MHSU(6478)</p>
<p>Public Health / Promotion & Prevention Services</p> <ul style="list-style-type: none"> • Provides a wide range of public health services for all ages 	<p>250-365-7711</p>

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

❖ MOBILE

<p>Community Paramedic Program: www.bcehs.ca/our-services</p> <ul style="list-style-type: none"> • A free BC Emergency Health Services program for isolated and vulnerable Castlegar residents • Provides home visits, health assessments, referrals, basic care • Referral required from Physician, Home Health or Community Nurse 	
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❖ RESPITE /DAY PROGRAMS

<p>Day Program at Castle Wood Village 525 Columbia Avenue</p> <ul style="list-style-type: none"> • For a referral from Home Health (IHA) call: Intake /Assessment • Private pay participants call Castle Wood Village for details & register 	<p>1-800-707-8550 250-365-6686</p>
<p>Talarico Place 709 10th Street</p> <ul style="list-style-type: none"> • Respite Care, Convalescent Care & Palliative Care Bed • Referral required from Home Health (IHA) Intake /Assessment 	<p>250-365-7221 1-800-707-8550</p>
<p>See page 12 <i>Home Services</i> & page 13 <i>Hospice</i> for other possibilities</p>	

HEALTH CARE SERVICES: NON IHA

❖ DENTAL

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

❖ PRIMARY CARE

➤ FOR THOSE WITHOUT A PRIMARY CARE PROVIDER

<p>Kootenay Boundary Health Connect Registry HealthLink BC</p> <ul style="list-style-type: none"> For those KB residents looking for a physician or nurse practitioner Register by phone or online: www.healthlinkbc.ca/health-connect-registry 	<p>811</p>
<p>KB Access Clinic https://kbaccess.ca/</p> <ul style="list-style-type: none"> For those who don't have a family doctor or nurse practitioner Offers in-person care in Nelson & Castlegar (may soon expand to Trail) and virtual visits to patients in all the Kootenay Boundary region 	<p>778-508-3112</p>
<p>Also see: Primary Care Clinic, Castlegar Health Centre page 8</p>	

➤ MEDICAL CLINICS

<p>Castlegar Medical Associates</p> <ul style="list-style-type: none"> 1008 Columbia Ave https://castlegarmedicalassociates.ca/ 	<p>250-365-2161</p>
<p>Castlegar Medical Clinic 1840 8th Ave https://castlegarmedicalclinic.ca/</p>	<p>250-365-7255</p>
<p>IHA Urgent & Primary Care Centre (page 7) Phone for appointment</p>	<p>250-304-1289</p>

HEALTH CARE: NAVIGATION / SUPPORT / COMPLAINTS

❖ INTERIOR HEALTH (IHA)

<p>IHA Patient Care Quality Office Info & Register a Complaint:</p> <ul style="list-style-type: none"> Assists patients through the complaint process with regard to care they have received from Interior Health services & staff 	<p>1-877-442-2001</p>
<p>KB Regional Hospital, Trail - Social Work Department</p> <ul style="list-style-type: none"> Provides psycho-social care for hospital patients & families, including support, practical assistance, advocacy & referrals to resources 	<p>250-364-5163 or 1-866-368-3314</p>

❖ OTHER: NON-IHA

<p>Aboriginal Health Circle of Indigenous Nations (COINS) https://coinations.net</p> <ul style="list-style-type: none"> Aboriginal Patient Navigator Carrie Provides a range of culturally sensitive supports to hospitalized Aboriginal patients, caregivers & their families Aboriginal Health Coordinator Sage Supports Aboriginal patients' access to community services that enhance continuity of care and cultural safety in the West Kootenay 	<p>1-877-904-2634 250-399-0699 250-551-4395 250-399-0731 250-608-4552</p>
<p>KB Mental Health & Substance Use Consumer, Family & Peer Support Trail FAIR Society, 2079 Columbia Ave https://www.trailfair.ca</p> <ul style="list-style-type: none"> Provides support, education & resources to individuals(& their families) with long-term mental health & substance use (addiction) concerns 	<p>250-231-7552 250-364-2326 Ext 225</p>
<p>Office of the Seniors' Advocate Monday to Friday: 8:30am - 4:30pm</p> <ul style="list-style-type: none"> Phone & website offers BC seniors information, resources and referrals to relevant services. See page 6 for more information 	<p>1-877-952-3181</p>
<p>West Kootenay Boundary Caregiver Support</p> <ul style="list-style-type: none"> Education, resources, 1:1 support and groups for caregivers See page 13 or website for details http://wkbcaregiver.org/ 	<p>1-888-212-2337 Ext 5</p>
<p>West Kootenay Nav-CARE Program Castlegar Coordinator, Leslie</p> <ul style="list-style-type: none"> Trained volunteers support adults living with chronic illness, increased frailty, and social isolation to help navigate services & find resources For more info see page 13 or go to https://westkootenaynavcare.org/ 	<p>250-608-4565</p>

HEALTH / MEDICAL EQUIPMENT & SUPPLIES

❖ NON-PROFIT

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

<p>Drug Stores / Pharmacies</p> <ul style="list-style-type: none"> Several carry medical supplies & equipment. (page 2) 	
<p>Hearing Tests / Hearing Aids <i>All offer free screening for seniors</i></p> <ul style="list-style-type: none"> Connect Hearing 104-1101 Dewdney Ave, Trail www.connecthearing.ca Kootenay Hearing & Audiology 4-425 Columbia Ave, Castlegar Merged with Dynamic Hearing www.dynamichearingsolutions.ca 	<p>250-368-5105</p> <p>778-901-5908</p>
<p>Kootenay Columbia Home Medical Equipment</p> <ul style="list-style-type: none"> 130 - 630 17th Street, Castlegar www.kchomemedical.ca Rents, sells and repairs a wide range of medical equipment 	<p>250-365-7772</p> <p>1-866-515-7772</p>
<p>Personal Emergency Response Systems/ Medical Alarms</p> <ul style="list-style-type: none"> Lifeline www.lifeline.ca Kootenay contact: Rhandean Lacktin 	<p>1-888-832-6071</p> <p>250-364 2524</p>
<p>Respiratory Tests & Equipment</p> <ul style="list-style-type: none"> Independent Respiratory Services https://irscanada.ca/ Regional Clinic, 865 Columbia Avenue, Castlegar Appointment MedPro Respiratory Care https://www.medprorespiratory.com/ 3 – 425 Columbia Avenue, Castlegar 	<p>1-877-365-6952</p> <p>1-888-310-1444</p>
<p>See pages 16 - 19 for additional services for specific conditions</p>	

HOME SAFETY

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

❖ **NON-PROFIT / PUBLIC**

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

❖ **PRIVATE**

<p>Confluence Cleaning https://confluencecleaning.ca/</p>	250-304-5420
<p>Dreamgarden Home Help Services Marina (Liz)</p>	250-359-2275
<p>Elite Cleaning https://www.elite-cleaners-online.com/ Topaze</p>	250-551-2838
<p>Grey Owl Moving & Removals http://www.greyowlmoverservice.ca/</p>	778-256-1201
<p>Hair at Home by Angela</p>	250-304-5734
<p>Neighborhood Nursing www.neighborhoodnursing.ca Tara</p>	250-693-2299
<p>(re)Fresh Cleaning Services https://refreshcleaning.ca/ Amanda</p>	250-509-0215
<p>Spectrum Home & Family Care www.spectrumcares.ca</p>	250-265-3842
<p>Tiziana's Home Care (may come to Castlegar depending on hours)</p>	250-226-0050
<p>Trixie's Cleaning & Junk Removal www.trixiecleaners.ca</p>	250-365-9313

HOSPICE / GRIEF / CAREGIVING

<p>Bereavement BC Helpline https://bcbh.ca/grief-support/</p> <ul style="list-style-type: none"> Connects callers to BC grief support services <p>Mon- Fri: 9am- 5pm</p>	<p>1-877-779-2223</p>
<p>Castlegar Hospice Society Castlegar Health Centre, 20A - 709 10th St</p> <ul style="list-style-type: none"> For end-of-life care or for those with a life-limiting illness Provides needs assessments, trained volunteers for companionship or family respite, coordination of care, support for the family, grief support https://www.facebook.com/people/Castlegar-Hospice-Society/61557947081798/ 	<p>250-304-1266</p>
<p>Home Health Services (IHA) (page 7) Central Intake</p> <ul style="list-style-type: none"> End of life in-home palliative care and support for families 	<p>1-800-707-8550</p>
<p>WKB Caregiver Support http://wkbcaregiver.org/</p> <ul style="list-style-type: none"> Free service for unpaid caregivers(19+) who care for someone 55+ Offers emotional 1:1 support, peer support groups, healthcare navigation & information and/or referrals to local community resources 	<p>1-888-212-2337 Ext 5</p>
<p>West Kootenay Nav-CARE Program Castlegar Coordinator, Leslie</p> <ul style="list-style-type: none"> Support for adults living with chronic illness, frailty and social isolation. Trained volunteers make visits to individual and family to help navigate through changes & challenges, find resources, build social connections <p>https://westkootenaynavcare.org/</p> <p>WK Program Manager</p>	<p>250-608-4565</p> <p>250-551-6190</p>

HOUSING / RESIDENTIAL ACCOMODATION

❖ INDEPENDENT (UNASSISTED) RENTAL HOUSING; PRIVATE PAY

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

<p>Maranatha Court 601 8th St and Rosewood Manor 1008 2nd St</p> <ul style="list-style-type: none"> Subsidized housing (rent geared to income) for low income persons Apply Only through BC Housing www.bchousing.org or Phone Managed by Canadian Mental Health Association (CMHA) 	<p>1-800-257-7756 250-365-5055</p>
<p>Cedar Manor 2204 6th Ave & Selkirk Manor 2117 Columbia Ave</p> <ul style="list-style-type: none"> Senior friendly apartments; Apply to selkirkmanor@gmail.com 	<p>250-365-3034</p>
<p>Rota Villa 711 11th St; Apply Castlegar Villa Society 100 - 718 Valhalla St</p>	<p>250-365-7010</p>
<p>Woodland Park Housing Co-op 1-1692 Silverwood Crescent</p> <ul style="list-style-type: none"> Senior friendly; Application info: https://woodlandparkcoop.ca/ 	<p>250-365-2677</p>

HOUSING / RESIDENTIAL ACCOMODATION (continued)

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

<p>Castle Wood Village 525 Columbia Avenue, Castlegar</p> <ul style="list-style-type: none"> 60 private pay units www.goldenlifemanagement.ca 	<p>250-365-6686</p>
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❖ **ASSISTED LIVING: SUBSIDIZED**

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

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

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

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

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

<p>Castleview Care Centre 2300 14th Avenue www.chantellegroup.com</p> <ul style="list-style-type: none"> 45 publicly subsidized units 	<p>250-365-7277</p>
<p>Talarico Place 709 10th Street www.interiorhealth.ca/locations/talarico-place</p> <ul style="list-style-type: none"> 60 publicly subsidized units 	<p>250-365-7221</p>

❖ **LONG TERM CARE; UNSUBSIDIZED**

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

<p>Castleview Care Centre 2300 14th Avenue www.chantellegroup.com</p> <ul style="list-style-type: none"> 16 private pay units 	<p>250-365-7277</p>
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LIBRARIES

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

<p>Castlegar & District Recreation 2101 6th Ave www.rdck.bc.ca</p> <ul style="list-style-type: none"> • Phone or see website for Castlegar Leisure Guide’s seniors’ programs • Leisure Access Program offers reduced fees to those on low incomes 	250-365-3386
<p>Columbia Basin Alliance for Literacy https://cbal.org/castlegar/</p> <ul style="list-style-type: none"> • 1406 Columbia Avenue Rhonda • Free adult, family and early literacy programs including helping seniors with computers & other technology; Also offers Settlement Services 	250-687-4983
<p>Selkirk College Castlegar Campus 301 Frank Beinder Way</p> <ul style="list-style-type: none"> • Offers a wide range of academic and non-academic programs & courses including community education https://selkirk.ca/ce/ 	250-365-7292
<p>Seniors Health & Wellness Institute Workshops</p> <ul style="list-style-type: none"> • Free workshops on various topics and concerns of interest to seniors. • For info: www.seniorshelpingseniors.ca or contact Theresa 	250-367-9791

SENIOR’S SOCIAL GROUPS, ASSOCIATIONS & COORDINATION

<p>Castlegar Senior Citizens Association Branch 46 Centre</p> <ul style="list-style-type: none"> • Located in the Castlegar & District Community Complex, 2101 6th Ave • Various scheduled activities all week; Mon - Fri 9am to 4pm 	250-365-3386 Ext 5255
<p>Kootenay IRIS (Increasing Recreation Involving Seniors) 1250 26th St</p> <ul style="list-style-type: none"> • Offers seniors 60+ many no-cost opportunities for recreational and social activities including coffee gatherings & chair yoga classes • Phone for more information & schedule (also see page 3) Sandi • A project of the Castlegar Community Response Network (page 1) 	250-608-0706
See page 3 for additional drop-in activities	

SUPPORT / INFO LINES / CONTACTS for SPECIFIC CONDITIONS

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

<p>Addictions / Substance Use</p> <ul style="list-style-type: none"> • Alcohol & Drug Information & Referral Line (24/7) • Alcoholics Anonymous (AA) - www.bcyukonaa.org Phone for help & detailed info about AA meetings in Castlegar & West Kootenay or see website https://aawestkootenays.org/ Meetings: Mon,Thurs,Sat: 12noon; Tues,Fri: 7am; Tues:7pm Castlegar United Church 809 Merry Creek Rd Sunday: 10am 1801 Connors Rd • Al-Anon Area meetings: www.bcyukon-al-anon.org <ul style="list-style-type: none"> ○ Mon 7:30pm: 2404 Columbia Ave; Online mtng: Wed 12 noon • Castlegar Mental Health & Substance Use Services (pg 7) • Narcotics Anonymous (NA) www.bcrna.ca BC Region # ○ Wed 7pm Castlegar United Church 809 Merry Creek Rd • Nar-Anon Family Group www.naranonbc.com <ul style="list-style-type: none"> ○ Fridays 7pm Trail United 1300 Pine Ave, Trail • Quit Now (smoking): phone & online support www.quitnow.ca • Smoking Cessation Program: Free Nicotine Replacement Therapy (NRT) products or medications. Talk to a local pharmacist 	<p>1-800-663-1441</p> <p>1-250-800-4125</p> <p>250-304-1846</p> <p>1-855-444-2262</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 • Trail Support Group meets 2nd Wednesday / month, 1 to 2:30 pm 	<p>1-800-936-6033</p> <p>1-855-301-6742 or 778-774-2133</p>
<p>Arthritis Society Canada https://arthritis.ca/ Info Line</p>	<p>1-800-321-1433</p>
<p>Bereavement BC Helpline Monday to Friday: 9am - 5pm</p> <ul style="list-style-type: none"> • Connects callers to grief support services within BC. www.bcbh.ca 	<p>1-877-779-2223</p>

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 202-1060 Eldorado Street, Trail Participants are asked to provide documents re injury or be referred Offers outreach support, groups & activities www.kootenaybia.ca • Acquired Brain Injury Services (Interior Health) Intake Office: Castlegar Health Centre M - Th: 8:30am - 4pm Coordinator 	<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: Southern Interior Cancer Care, Kelowna 399 Royal Ave http://www.bccancer.bc.ca/our-services/centres-clinics/ Offers prevention, screening & early detection, diagnosis & treatment services, pain & symptom management clinic, support and more • Southern Interior Rotary Lodge 330 Strathcona Ave, Kelowna Offers a safe, supportive, reasonably priced lodge for cancer patients while accessing treatment at the Cancer Centre • Canadian Cancer Society www.cancer.ca Info/Helpline and many supports, including travel assistance (page 22) 	<p>1-888-563-7773</p> <p>1-888-939-3333</p> <p>1-888-939-3333</p>
<p>Caregiving: West Kootenay Boundary Caregiver Support</p> <ul style="list-style-type: none"> • Education, resources, 1:1 support and groups for caregivers • See page 13 or website for details http://wkbcaregiver.org/ 	<p>1-888-212-2337</p> <p>Ext 5</p>
<p>Chronic Disease Management</p> <ul style="list-style-type: none"> • Support and Information programs for chronic disease management at the Castlegar & District Community Health Centre Intake • Self-Management Program https://www.selfmanagementbc.ca A free, 6 week program (on-line & in communities) offering info & skills to manage various chronic health problems, pain, cancer & diabetes 	<p>1-800-707-8550</p> <p>250-365-7711</p> <p>1-866-902-3767</p>
<p>Chronic Pain Management & Local Resources</p> <ul style="list-style-type: none"> • Bill Nelems Pain & Research Centre https://nelemspain.ca/ Administers the KBRH Pain Medicine Clinic, Trail • Pain BC Support: Mon – Fri: 9am – 4pm https://painbc.ca/ • Regional Resources & Information https://divisionsbc.ca/kootenay-boundary/chronic-pain-tools 	<p>250-231-3299</p> <p>1-844-880-7246</p>

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
Dental: See page 9 for details re: <ul style="list-style-type: none"> • Canadian Dental Care Plan • Kootenay River Mobile Dental Hygiene Services • The Travelling Hygienist • WK Community TEETH Clinic 	250-304-5754 778-231-0475 778-463-2232
Diabetes <ul style="list-style-type: none"> • See Chronic Disease Management (page 17) • Diabetes Canada Info & Support Line https://www.diabetes.ca/ 	1-800-226-8464
End of Life / Palliative Care <ul style="list-style-type: none"> • Castlegar Hospice Society www.castlegarhospice.org See Hospice (page 13) for full description of available services • Home Health Services (IHA) (page 7) Central Intake 	250-304-1266 1-800-707-8550
Fibromyalgia & Chronic Fatigue Syndrome <ul style="list-style-type: none"> • ME/FM Society of BC www.mefm.bc.ca 	1-888-353-6322
Hearing Tests/Hearing Aids <i>All offer free screening for seniors (pg 11)</i> <ul style="list-style-type: none"> • Connect Hearing 104-1101 Dewdney Ave, Trail • Kootenay Hearing & Audiology 4-425 Columbia Ave, Castlegar 	250-368-5105 778-901-5908
Heart <ul style="list-style-type: none"> • See Chronic Disease Management (page 17) • 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 Ctre, Trail 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"> • Alzheimer / Dementia Support Information: (page 16) • BC Mental Health Support Line (24/7) • Canadian Mental Health Ass'n (CMHA) www.cmha.bc.ca CMHA "Bounce Back": Free online, video or phone programs help manage low mood, stress & anxiety. https://bouncebackbc.ca/ • Here To Help: www.heretohelp.bc.ca Info re mental health illnesses, substance use & eating disorders • Castlegar Mental Health & Substance Use Services (pg 7) • Mental Health & Substance Use Regional Consumer & Family Support Trail FAIR Centre, 2079 Columbia Ave (page 10) 	<p>1-855-301-6742 310-6789 1-800-555-8222 1-866-639-0522 250-304-1846 250-231-7552</p>
<p>MS (Multiple Sclerosis) Canada https://mscanada.ca/</p> <ul style="list-style-type: none"> • Phone or see website for support & info <p style="text-align: right;">MS Navigator</p>	<p>1-844-859-6789</p>
<p>Nutrition: Call the HealthLinkBC: Dietician Monday to Friday: 9am-5pm</p>	<p>811</p>
<p>Parkinson Society of BC www.parkinson.bc.ca</p> <ul style="list-style-type: none"> • Trail - Castlegar Area support group contact: <p style="text-align: right;">Sheila</p>	<p>1-800-668-3330 250-231-7705</p>
<p>Respiratory (Lung) Disease</p> <ul style="list-style-type: none"> • See Chronic Disease Management (page 17) • 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"> • Castlegar Support Group for stroke survivors and caregivers Meets Wed 11am – 12noon Castle Wood Village 525 Columbia Ave • For more info re group: https://kb.fetchbc.ca/service.html?i=2671 	<p>1-888-313-3377</p>
<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 <p style="text-align: right;">Kelowna office</p>	<p>1-800-563-2642 250-763-1191</p>

TRANSPORTATION

❖ MEDICAL APPOINTMENTS

Hope Air Free air travel to non-emerg medical specialists www.hopeair.ca	1-877-346-4673
Private Medical Transportation Services <ul style="list-style-type: none"> • Interior Medical Transport (IMT) https://www.bcimt.ca/ • NOW Shuttle https://www.nowshuttle.ca/ 	250-368-7978 250-540-6746
Travel Assistance Program (TAP) <ul style="list-style-type: none"> • Reductions on some carriers (eg Pacific Coastal) for eligible BC residents who must travel for non-emergency specialist care. 	Inquiries 1-800-663-7100
Travel Treatment Fund Canadian Cancer Society <ul style="list-style-type: none"> • Helps offset cancer treatment travel expenses 	Info & Register https://cancer.ca 1-888-939-3333

❖ REGULAR / DISABILITIES

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