



STATE OF SERVICES IN NELSON

Nelson Committee on Homelessness (NCOH)

ncoh@nelsoncares.ca



This bulletin updates basic information on changes due to Covid-19 and other factors.

Service Changes: December 2022

24/7 CRISIS PHONE LINES (Call 911 if emergency)

- Crisis Line: 1-888-353-2273
- Suicide Prevention Line: 1-800-784-2433
- Mental Health Line: 310-6789 (no area code)
- VictimLinkBC: 1-800-563-0808
- Kids Help Phone: 1-800-668-6868
- Seniors' Distress Line: 604-872-1234
- KUU-US Crisis Line (Indigenous): 1-800-588-8717
- Kootenay Lake Hospital: 250.352.3111

COORDINATED ACCESS HUB

COORDINATED ACCESS HUB: 521 Vernon Street – 1:00-5:00 p.m. daily

- The Hub is open daily for drop-in service, with COVID protocols.
- Coffee bar, hygiene supplies, first aid supplies, and clothing are available.
- Harm reduction supplies are available, and the e-OPS is open daily.
- Drug checking is happening twice per month, every other Monday.
- Street Outreach is onsite Mon. and Thurs., and are available/on call Tues., Wed. and Fri.
- The Advocacy Centre is onsite on Fridays for drop-in service between 1:00pm and 5:00pm.

FOOD & WATER & HYGIENE

SALVATION ARMY: 250-352-3488

- Drop-in is open Monday – Thursday, open at 9am. Coffee and Snacks only.
- Last day of regular drop-in is December 15th. No Drop-In between December 15th and January 3rd.
- Showers are available Monday and Thursday afternoons, 1:00 to 3:30 p.m. on a first-come, first-served basis. Last person in will be at 3:15, to allow for cleaning.
- Food Bank is on the top floor, and is by appt. Please call David at 250-352-9819, for more info.
- Free bread is available Monday through Friday, in the foyer. Amount and variety depends on what is donated. A list of our other activities are listed on the board in this foyer as well.
- Christmas Hamper Applications began November 21. Please call and book an appointment @ 250-352-3488
- December 18th is the "Christmas Kickoff" 2:00pm-6:00pm. Outside event on Vernon, come and have a hot dog and hot chocolate! Rumours of Santa ...
- Holiday Hamper Pickup Dates – December 19th through December 21st.
- Holiday Closures – Closed December 23rd through January 3, 2023.

OUR DAILY BREAD: 250-352-1722 or office@kcfoffice.com

- ODB lunch is at 11:30am. Last entry for meals will be 12:50pm. Meals offered plated to stay or in a 'to-go' container. Open Monday - Friday.
- Cost is a \$20 donation for 22 meals; volunteer opportunities in exchange for a meal may be available.
- ODB Community Christmas Eve Dinner at 5pm. Free meal with all the fixin's at ODB/KCF 520 Fall Street.
- Holiday Closures – Closed December 26th and 27th, and January 2, 2023.

NELSON COMMUNITY FOOD CENTRE: 250-354-1633

- We're back at 602 Silica Street in the United Church!
- The Good Food Bank is on Tuesdays 12-2 and Wednesdays 1-4. No appointment needed. It is a market style food bank where participants come in and take items they need.
- Holiday Closures – Closed December 23rd through January 2nd, 2023. Reopens January 3rd



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ST. SAVIOUR'S FOOD PANTRY: 250-352-5711 or kokaneanglicans@gmail.com

- Open Friday Mornings, 9:00 a.m. – 11:00 a.m. including Holidays. Everyone is Welcome!

NDCC: Nelson & District Community Complex: 250-354-4386

- Hours until Dec. 31st:
 - Monday - Friday: 6:00 a.m. – 8:00 p.m., Saturday 8:00 a.m. – 8:00 p.m., and Sunday 9:00 a.m. – 6:00 p.m.
- Showers for a \$7.62 charge.
- Holiday Closures – Early Closure at 5:00pm on December 24th and December 31st. Closed December 25th and 26th, 2022, and January 1, 2023

EMERGENCY SHELTERS & TRANSITION HOUSE

STEPPING STONES EMERGENCY SHELTER (Nelson CARES): 250-352-9876

- Back at normal capacity.
- Drop-in is 8:00 a.m. – 4:00 p.m., 7:00 p.m. – 9:00 p.m. (closed 4:00-7:00 p.m.): 1 drop-in per day per person.
- NOTE: Drop-in services are available to past clients only
- For the North Shore Inn, referrals are through Coordinated Access (coordinatedaccess@nelsoncares.ca).

AIMEE BEAULIEU TRANSITION HOUSE: 250-354-4357

- For women leaving violence (and their children). Call 24/7: 250-354-4357
- Secure text and online chat service for self-identifying women experiencing violence. 8:30am-midnight, 7 days a week. Emotional support, information, and referrals. Text 778-608-3900 or use the online chat services at <https://www.servicesfyi.ca/aimee-beaulieu-transition-house/>
- Now offering Elder Support to Indigenous women accessing our service.
- Nelson Sexual Assault Response Team providing confidential services to youth and adults, ages 13 and older, who have been sexually assaulted (see *Nelson Sexual Assault Response Team* section below for more info)

PHYSICAL/MENTAL HEALTH, HARM REDUCTION, OUTREACH

ANKORS: 250-505-5506, 101 Baker Street

- Office hours: Monday – Thursday 9:30 a.m. - 12:00 p.m., and 1:00 p.m. – 4:30 p.m.
 - Providing Naloxone, harm reduction supplies & services, hydration & nutrition, vitamins, access to restrooms
 - OPS running during office hours and Saturdays 12:00-5:00, serving three people at a time.
 - OPS also 7 days/week at the HUB, 521 Vernon, 1:00-5:00, including distribution of harm reduction supplies.
 - Take-home Fentanyl test strips available during office hours
 - Drop-off drug testing with FTIR Spectrometer. For after-hours drop-off, call 250-505-5506 for arrangements
 - Call 250-505-5506 for info on following programs: Gender Outlaws; Kootenay Boundary Adult Support Recovery Program; Counselling/Support and Info re: HIV and Hepatitis C
 - Pathway to OAT throughout the region – Alita at RISE BC Wellness Centre: 250-352-5259
 - Coordinator for the Men's Health Initiative – Chris Kling: kootenaymhi@gmail.com
 - Support & Outreach – Katia Dolan: 250-505-5506 (office); 250-505-2426 (cell), ankorsoutreach@gmail.com
 - West Kootenay Mobile Harm Reduction Outreach – Robert: 250-777-0733
 - Peer Navigator support – Holly: 250-505-9690 or coordinator.redun@gmail.com
 - For a complete list of services and contacts, see 'Programs & Services' section of the website: ankors.bc.ca
- Holiday Info – ANKORS will be offering some essential services Dec 23rd through Jan 3rd. Please call ANKORS 250-505-5506 for further information.



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REDUN (Rural Empowered Drug Users Network): Coordinator (Tiffany) – 1-236-972-6282 or nelson.redun@gmail.com for more info, Office – 601 Front St. #203

- REDUN is a group by and for PWLLE (people with lived or living experience) of Illicit substance use.
- We offer support, education, and advocacy. We also have socks, snacks, harm reduction supplies, etc.
- Offering e-OPS Mobile Outreach Friday and Saturday nights at 8:00pm - 12:00 a.m.
- In-person meetings are NOW Tuesday's at 2:00 pm to 3:30pm AT OUR NEW MEETING LOCATION the MHSU Clubhouse located at 818 Vernon St. (stipend provided)
- For pickup of improperly disposed of harm reduction supplies and/or syringes please call and leave a detailed message for Tiffany @ 1-236-972-6282 or ANKORS @ 250-505-5506
- Holly ANKORS peer Health Navigator can be reached at 250-505-9690
- Amber Streukens with ANKORS Street Collage can be reached at 250-551-7224

NELSON MENTAL HEALTH AND SUBSTANCE USE (MHSU): 250-505-7248

- Services open Monday to Friday 8:30 a.m. - 4:30 p.m.
- Intake services are available by phone at 310-MHSU (6478)
- Urgent response services are available, please contact 250-505-7248
- Counsellors and Case Managers, Outreach staff and Psychiatric services are available to MHSU clients/patients. We are providing 1-1 and group services via phone, Zoom and in-person.
- Nelson OAT Clinic continuing to provide opiate agonist treatment using video and phone to intake new patients and support care for on-going patients
- Nurse Practitioners providing primary care to current patients and new patients
- Holiday Closures - Offices are closed December 26 and 27, 2022, and January 2, 2023.

NELSON COMMUNITY SERVICES: 250-352-3504

- **Children and Youth counselling and support** programs continue to maintain contact with existing clients and are open to new referrals.
- **Street Outreach Program** - working as part of broader community response to vulnerable populations
- **Homelessness Prevention Program** – help to find rental housing & rent supplements (for those who qualify)
- **Stopping the Violence Women's Counselling and Women's Outreach** – maintaining contact with existing clients and open to new referrals
- **Aimee Beaulieu Transition House & Cicada Place** – see corresponding sections of this doc for detailed info
- In-person services in all programs are available based on need and ensuring everyone's safety

NELSON SEXUAL ASSAULT RESPONSE TEAM

- Survivors of sexual assault aged 13 and older can access confidential services and supports by:
 - ⇒ Visiting or calling The Kootenay Lake Hospital (KLH) Emergency Department (open 24/7): 3 View Street, Nelson (250-352-3111). Sexual Assault Response Team (SART) Responders are available to offer trauma-informed support 24/7 upon request of the survivor at the hospital.
 - ⇒ Calling Community Based Victim Services at 778-463-5275, Monday – Friday, 9:00 a.m. – 4:00 p.m.



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EMPLOYMENT RESOURCES

KOOTENAY CAREER DEVELOPMENT SOCIETY (KCDS): 250-352-6200

- Offering Employment Services virtually and in-person by appointment. The Employment Centre is open Monday-Thursday 8:30 a.m. – 6:30 p.m., Friday 8:30 a.m. – 4:30 p.m.
- Visit <https://kcds.ca/services> for list of services & <https://kcds.ca/events> for schedule of events/programming.
- Holiday Closures - Offices are closed December 26 and 27, 2022, and January 2, 2023.

INDIGENOUS SERVICES

CIRCLE OF INDIGENOUS NATIONS SOCIETY (C.O.I.N.S.): 1-877-904-2634

- The Nelson Healing Our Spirits circles are ongoing at the Nelson United Church (602 Silica St.) every 1st and 3rd Thursdays of the month on the 3rd floor in the Fairview room from 1-3pm. *Please use the side door up the sidewalk next to the house, not the main entrances.* All are welcome.
- Information about all COINS groups and gatherings can be found on our website: <https://www.coinations.net/events-gatherings-calendar>
- Holiday Closures – Aboriginal Early Years & Early Intervention Program is closed December 16th to January 2nd.

KOOTENAY KIDS SOCIETY: info@kootenaykids.ca or kootenaykids.ca

- Kootenay Kids Society offers our Indigenous Family Gatherings every 1st and 3rd Tuesday of the month from 4:00 to 6:30pm hosted by Daniele Boily, Indigenous Family Support Worker, as well as Home Support and other services for Indigenous Families and Children. For more information contact Daniele at danieleb@kootenaykids.ca
- There is also a weekly drumming circle taking place every Friday from 4:30-6pm.
- Holiday Closures - Programming closed between Monday December 19th and January 2, 2023, with exception to the programming identified above.

WOMEN

NELSON & DISTRICT WOMEN'S CENTRE: 250-352-9916 or dropin@nelsonwomenscentre.com

- The Women's Centre is open for our regular Drop-In Hours: Tuesday, Wednesday, Thursday from 11:00 a.m. – 3:00 p.m. The Drop-In provides:
 - ⇒ A community of supportive women with volunteer opportunities
 - ⇒ Coffee, tea, and snacks, and free nutritious food to take home
 - ⇒ Resources and referral information about health, employment, financial assistance, housing and abuse
 - ⇒ Access to computers, free internet
 - ⇒ A feminist lending library with hundreds of fiction and non-fiction works by women authors
 - ⇒ Compassionate peer counselling
 - ⇒ A free clothing store
 - ⇒ A children's play area
 - ⇒ A meeting place for a variety of groups
- Kendra Wilks offers peer-support counselling, for more information or to meet with Kendra, please contact info@yanaroot.com.
- Holiday Closures - Centre is closed between Monday December 19th and January 2, 2023. Email dropin@nelsonwomenscentre.com if resources are needed during the closure.



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CHILDREN, FAMILIES, YOUTH

KOOTENAY KIDS SOCIETY: info@kootenaykids.ca or kootenaykids.ca

- Family Place offers a weekly support group, “Mothers for Recovery” for all people who identify as a mother and are on their path of recovery. For more information contact Cathy at cathys@kootenaykids.ca
- We offer a host of in-person children’s programming and parent support and education programming including Pancake Breakfasts, Storytelling, Babysteps, Bellies to Babies, Adulting 101, Mother Goose, Dad’s Pancakes, Nobody’s Perfect and much much more. Check out our website at kootenaykids.ca or call 250-352-6678. Programs run everyday but Sunday.
- See online calendar for details: kootenaykids.ca/events/
- Holiday Closures – Programming is closed between Monday December 19th and January 2, 2023.

CICADA PLACE, Youth Housing and Outreach (Nelson Community Services): 250-352-3504 ext. 200

- Remains open to those who live there; call for inquiries
- Youth Outreach available for youth ages 13-19

FREEDOM QUEST YOUTH SERVICES: www.freedomquestyouthservices.ca or call to confirm service information: 250-304-2676 / 1-877-304-2676

- **Youth Substance Use Counselling:** In-person, phone & video counselling, call 250-505-9804 (Mandy’s cell)
- **Regional Substance Use Day Treatment Program (RADD):** For the next intake, call 250-231-0316 (Cindy’s cell)
- **Concurrent Disorders Clinician:** No referrals can be made for Concurrent Disorders at this time. The position is currently vacant. For information about this position please visit the agency’s [website](#).
- **Therapeutic Recreation Programming:** No referrals can be made at this time as these positions are currently vacant - for information about them, please visit the agency’s [website](#).

SENIORS

KOOTENAY SENIORS: 250-352-2708, www.kootenayseniors.ca

- Home Support Program: We provide light housekeeping for seniors on a sliding scale. Seeking home support workers for our growing client list!
- Volunteer Driver Program is safely operating, with plexiglass barriers available between driver and passenger. Transportation is for seniors to medical/non-medical appts and for vaccinations. Seeking volunteer drivers, REIMBURSEMENT FOR GAS TO VOLUNTEER DRIVERS! Call 778-463-5247 or email seniorstransportation@nelsoncares.ca
- Medical transportation (wheelchair accessible) to Kootenay Boundary Regional Hospital 3 times/week
 - ⇒ Transportation is on Tuesday, Thursday, and Saturdays.
 - ⇒ Leaves Nelson 6:30 am returns to Nelson at approximately 2:00 pm.
 - ⇒ Call 778-463-5247 for details.
- Resources, information & support for advocacy for health care, filling out forms online, banking, landlords, etc.
- In person group activities at Lakeside Place. www.kootenayseniors.ca for schedule or call 778-463-5249
- Digital literacy support. Learn privately or with a group through a program to boost seniors’ digital literacy skills and confidence, while reducing loneliness, increasing independence and social connectedness.



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LEGAL RESOURCES

THE ADVOCACY CENTRE: 250-352-5777 or advocacycentre@nelsoncares.ca, 205 Hall Street.

- Help with financial supports, tenancy, debt, legal resources, family law, and support to victims of relationship/sexual violence
- Applications for legal aid
- Contact for appointment - Monday-Thursday, 8:30-12:00 and 1:00-4:00 p.m.
- The Advocacy Centre is onsite at the HUB on Fridays for drop-in service between 1:00pm and 5:00pm.
- Holiday Closures - Offices are closed December 23, 2022 through January 3, 2023.

LIBRARY

NELSON PUBLIC LIBRARY: 250-352-6333, www.nelsonlibrary.ca

- Hours: Mon., Wed., Fri., Sat. 10:00 a.m. – 6:00 p.m. / Tues. & Thurs. 10:00 a.m. – 7:00 p.m.
- Access to public computers: drop in with limited assistance from staff.
- Access to tech hub rooms: Digitize, record and use the Adobe Creative Suite
- Access to public washrooms
- Printing and Scanning services
- Quiet rooms available – first come, first served: use the room for studying, interviews, work
- 24/7: Wi-Fi available outside the building & Online Library: ebooks, eaudio, online courses, and videos
- Weekly story times and afterschool activities for children and families. Book Babes Tuesday at 10:30, Family Storytime Thursday at 10:30 & Kids Afterschool at the Library Tuesday at 3:30.
- Holiday Hours: December 24th 10:00am-3:00pm. December 28th 10:00am-6:00pm, December 29th 10:00am-7:00pm; December 30th and 31st 10:00am-6:00pm. Return to regular hours on January 3rd, 2023
- Holiday Closures - CLOSED on December 25th, 26th, and 27th, 2022, and January 1st and 2nd 2023