

# ***Closing the Gaps in Seniors' Care***



## **A Guide To Public, Community & Private Services for Castlegar & Area Seniors August 2023**

This Guide and many more services posted on-line:  
[www.kb.fetchbc.ca](http://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](http://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](http://www.kb.fetchbc.ca)***

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

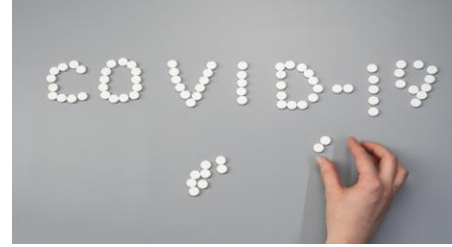
***To SUGGEST additions, changes and corrections for future editions***

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## August 2023

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

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

## ABUSE / CRISIS / EMERGENCIES

<b>24 / 7 Emergency (Ambulance, Fire, Police)</b>	<b>911</b>
<b>24 / 7 Crisis Lines:</b> <ul style="list-style-type: none"> <li>• For support in a crisis, or concerns about the safety of another person</li> <li>• <b>BC Mental Health Support Line</b></li> <li>• <b>Interior Crisis Line Network</b></li> <li>• <b>Suicide Hotline</b></li> </ul>	<b>310-6789</b> <b>1-888-353-2273</b> <b>1-800-784-2433</b>
<b>Seniors Abuse &amp; Information Line (SAIL)</b> <a href="http://www.seniorsfirstbc.ca">www.seniorsfirstbc.ca</a> <ul style="list-style-type: none"> <li>• Phone: Mon – Fri: 8am – 8pm; Sat: 10:30am - 5pm</li> <li>• Call re concerns about senior abuse or mistreatment</li> </ul>	<b>1-866-437-1940</b> <b>1-855-306-1443</b> TTY
<b>Report Concerns re Elder Abuse or Neglect to:</b> <ul style="list-style-type: none"> <li>• <b>Report Adult Abuse &amp; Neglect (IHA)</b> Mon-Fri: 8:30am–4:30pm</li> <li>• <b>Castlegar RCMP</b> (re a crime)</li> </ul>	<b>1-844-870-4754</b> <b>250-365-7721</b>
<b>Police Based (RCMP) Victim Services</b> 440 Columbia Avenue <ul style="list-style-type: none"> <li>• Offers victims of crime &amp; tragedy crisis intervention, emotional support, justice system information, court orientation and referrals</li> </ul>	<b>250-304-6353</b> <b>1-800-563-0808</b> (after office hours)
<b>For Women:</b> Safe shelter & support for women & their children affected by domestic abuse, violence & threats <ul style="list-style-type: none"> <li>• <b>Safe Homes &amp; Outreach</b> <a href="http://www.cdcss.ca">www.cdcss.ca</a> 1007 2<sup>nd</sup> Street</li> <li>• <b>Women’s Transition Houses:</b> 24/7 safe shelter</li> </ul>	<b>250-365-2104</b> <b>250-354-4357</b> <b>250-364-1543</b> Nelson Trail
<b>Castlegar Connections Centre</b> 1660 Columbia Avenue <ul style="list-style-type: none"> <li>• Help available to assist vulnerable low income folk, and those who are homeless or at risk of homelessness; Drop-in Thursdays: 9am – 5pm</li> <li>• Street Outreach services: Wednesday to Sunday: 11am - 4pm</li> </ul>	<b>250-608-5019</b>  <b>250-608-9763</b>
<b>Castlegar Community Harvest Food Bank Emergency Shelter</b> <ul style="list-style-type: none"> <li>• Phone/ text if in need of emergency support; See more info on <b>page 2</b></li> </ul>	<b>250-608-1047</b>
<b>Castlegar Community Response Network (CRN)</b> Sandi <ul style="list-style-type: none"> <li>• Prevention &amp; education to help end abuse, neglect and self-neglect of adults in BC; Also sponsors the IRIS program (<b>page 14</b>)</li> </ul>	<b>250-608-0706</b>

**DRUG STORES / PHARMACIES**

<b>Pharmasave</b> 1128 3 <sup>rd</sup> Street	(delivers)	<b>250-365-7813</b>
<b>Safeway Pharmacy</b> 1721 Columbia Avenue		<b>250-365-7141</b>
<b>Shoppers Drug Mart</b> 1965 Columbia Avenue	(delivers)	<b>250-365-5888</b>
<b>Shoppers Simply Pharmacy</b> 117 - 1983 Columbia Avenue	(delivers)	<b>250-365-3400</b>
<b>T.H.E. Pharmacy (Columbia River Pharmacy)</b> 1002 Columbia Ave	(delivers)	<b>250-365-0001</b>

**FOOD / MEAL SERVICES**

❖ **FOOD BANKS**

<p><b>Castlegar Community Harvest Food Bank</b></p> <ul style="list-style-type: none"> <li>• Anglican Church Basement, 614 Christina Place</li> <li>• Mon, Wed &amp; Fri: provides drop-in, lunches and hampers</li> <li>• Register by phone or text 9-10:30am; pick-up 11:30am -12pm</li> <li>• Generally, one hamper / person is given out each month</li> <li>• Other supports available include shower &amp; laundry coupons, harm reduction supplies, sleeping bags, clothing, hygiene kits, dog/cat food and emergency shelter support.</li> <li>• Facebook page <a href="https://www.facebook.com/Castlegarfoodbank/">https://www.facebook.com/Castlegarfoodbank/</a></li> </ul>	<b>250-608-1047</b>
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❖ **FROZEN MEALS**

*There is a charge for these services*

<p><b>Dinners at Home</b></p> <ul style="list-style-type: none"> <li>• Order by phone &amp; pick up from Talarico Place, 709 10<sup>th</sup> Ave</li> <li>• Low cost, nutritious, frozen meals which can be re-heated at home.</li> </ul>	<b>Susan</b>	<b>250-304-1269</b> <b>or</b> <b>250-304-1213</b>
<p><b>Other Frozen Meals Suppliers</b> (in addition to Grocery Stores)</p> <ul style="list-style-type: none"> <li>• <b>Marino Wholesale:</b> 1883 Fifth Ave, Trail; Mon –Fri: 8am – 1pm</li> </ul>		<b>250-368-6955</b>

**FOOD / MEAL SERVICES (continued)**

**❖ MEAL PROGRAMS / DROP-IN**

<p><b>Castlegar Better at Home Monthly Coffee &amp; Drop-in</b></p> <ul style="list-style-type: none"> <li>• “Toonie Tuesday” (last Tuesday/month) 9 – 11:30am</li> <li>• Call to register</li> <li>• New Life Church 602 7<sup>th</sup> St (enter around back in basement)</li> </ul> <p style="text-align: right;"><b>Michelle</b></p>	<p style="text-align: right;"><b>250-365-2104</b> <b>ext 225</b></p>
<p><b>Castlegar Community Harvest Drop-in &amp; Lunch Program</b></p> <ul style="list-style-type: none"> <li>• Anglican Church Basement, 614 Christina Place;</li> <li>• Drop-in &amp; Lunch Mon, Wed &amp; Fri; 9am – 12:30pm</li> <li>• For lunch (or a hamper) Register by phone / text: 9:30 – 10:30am</li> <li>• Eat in or take-out: 11:30am – 12pm</li> </ul>	<p style="text-align: right;"><b>250-608-1047</b></p>
<p><b>IRIS Program (Increasing Recreation Involving Seniors)</b></p> <ul style="list-style-type: none"> <li>• 1250 26<sup>th</sup> Street</li> <li>• Offers seniors 60+ many no-cost (donations welcome) opportunities for recreational and social activities including meals, coffee gatherings, lunch and learn activities, cook &amp; share projects and exercise classes</li> <li>• Phone for more information &amp; schedule</li> <li>• A program of the Castlegar Community Response Network (<b>pg 1</b>)</li> <li>• Located in the Kinnaird Park Community Church Building 1250 26<sup>th</sup> St</li> </ul> <p style="text-align: right;"><b>Sandi</b></p>	<p style="text-align: right;"><b>250-608-0706</b></p>
<p><b>Operation Feast</b> New Life Church 602 7<sup>th</sup> Street</p> <ul style="list-style-type: none"> <li>• Free hot dinner Thursdays 4:30pm (mid-September to end of June)</li> <li>• Meals can be picked up or are delivered (when possible).</li> <li>• Phone to register (phone only <b><u>after September 1</u></b>)</li> <li>• Church Office open Monday to Thursday: 10am to 2pm</li> </ul> <p style="text-align: right;"><b>Betty</b></p>	<p style="text-align: right;"><b>250-551-3075</b> <b>250-365-5212</b></p>

**FOOT CARE**

<b>Dr Alumbaugh Podiatrist</b>	<a href="http://drdanapodiatry.com">http://drdanapodiatry.com</a>	
<ul style="list-style-type: none"> <li>• Clinic location: 1686 2<sup>nd</sup> Ave, Trail: Mondays &amp; Thursdays</li> </ul>		<b>250-364-1516</b>
<b>Dee's Home Foot Care</b>		<b>Dee</b>
		<b>250-365-0244</b>
<b>Feet First Foot Care</b>		<b>Tara</b>
		<b>250-505-0842</b>
<b>Foot Care by Bonnie</b>		<b>Bonnie Thompson</b>
		<b>250-365-3492</b>
<b>Oasis Foot Care</b>		<b>Anita</b>
		<b>250-368-1342</b>
<b>Pampered Sole Foot Care</b>		<b>Miranda</b>
		<b>250-777-4337</b>
<b>Sole Comfort Advanced Foot Care</b>		<b>Lori</b>
		<b>250-231-0112</b>
<b>Ten Digit Foot Care</b>		<b>Joan</b>
		<b>250-365-1857</b>

**FRAUD / FINANCIAL**

<b>Banking</b>		
<ul style="list-style-type: none"> <li>• Contact your Bank or Credit Union to set up services such as Automatic Deposit, Bill Paying, Internet, Telephone Banking</li> </ul>		
<b>Better Business Bureau of Mainland BC</b>	<a href="http://www.bbb.org/mbc">www.bbb.org/mbc</a>	
<ul style="list-style-type: none"> <li>• Services include business info, scam warnings &amp; receiving complaints</li> <li>• Open: Monday to Friday: 9am - 4pm</li> </ul>		<b>1-888-803-1222</b> <b>1-604-682-2711</b>
<b>Canadian Anti-Fraud Centre</b>		
<ul style="list-style-type: none"> <li>• Contact re any scams / suspected fraud. Mon-Fri: 6am-1:45pm PST</li> </ul>		<b>1-888-495-8501</b>
<b>Credit Counselling Society</b>	<a href="http://www.nomoredebts.org">www.nomoredebts.org</a>	<b>Kelowna Office</b>
<ul style="list-style-type: none"> <li>• Free credit &amp; debt counselling &amp; personal budgeting services</li> </ul>		<b>1-888-948-8960</b> <b>1-888-527-8999</b>
<b>Castlegar RCMP</b>		
<ul style="list-style-type: none"> <li>• Contact re any concerns regarding possible financial abuse</li> </ul>		<b>250-365-7721</b>



**GOVERNMENT SERVICES / ADVOCACY / SUPPORT**

<p><b>Advocacy Centre</b> 205 Hall Street, Nelson <a href="http://www.advocacycentre.org">www.advocacycentre.org</a></p> <ul style="list-style-type: none"> <li>• Help with issues connected with income supports, disability benefits, tenancy, debt, other government programs &amp; provides info re legal aid.</li> <li>• Staff travel to Castlegar Community Services 1007 2nd St and Community Connection Centre 1660 Columbia Ave twice a month. Call for an appointment:</li> </ul>	<p><b>1-877-352-5777</b></p> <p><b>250-608-0589</b></p>
<p><b>BC Housing Subsidy: Shelter Aid for Elderly Renters (SAFER)</b></p> <ul style="list-style-type: none"> <li>• A rent subsidy for those over 60 living on an unsubsidized low income</li> <li>• See website re qualifying for program <a href="http://www.bchousing.org">www.bchousing.org</a></li> </ul>	<p><b>1-800-257-7756</b></p>
<p><b>Community Volunteer Income Tax Program</b> 1007 2<sup>nd</sup> Street</p> <ul style="list-style-type: none"> <li>• Free tax filing services in <b>March &amp; April</b> for those on a low income</li> <li>• Year round assistance re taxes as needed</li> <li>• Forms picked up &amp; dropped off at Castlegar Community Services</li> </ul>	<p><b>250-365-2104</b></p>
<p><b>Income Assistance</b></p> <ul style="list-style-type: none"> <li>• Service BC Centre, 1520 Bay Avenue, Trail; Mon – Fri: 9am – 4:30pm</li> <li>• An income supplement or other support available to eligible seniors</li> </ul>	<p><b>1-866-866-0800</b></p>
<p><b>SeniorsBC</b> <a href="http://www.seniorsbc.ca">www.seniorsbc.ca</a></p> <ul style="list-style-type: none"> <li>• Website offers a comprehensive description of health care and other services for seniors &amp; includes the on-line Seniors' Guide</li> </ul>	
<p><b>Service BC Centre (Government Agent / Access Centre)</b></p> <ul style="list-style-type: none"> <li>• 1520 Bay Avenue, Trail: Mon to Fri: 9am – noon; 1 - 4:30pm</li> <li>• Walk-in or make an appointment</li> <li>• <b>BC government</b> forms, information, services, licences &amp; assistance applying for a wide variety of programs such as MSP, Pharmacare, seniors' subsidies for housing &amp; transportation as well as income &amp; disability (welfare) services <a href="https://www2.gov.bc.ca/gov/">https://www2.gov.bc.ca/gov/</a></li> </ul>	<p><b>250-364-0591</b></p>
<p><b>Service Canada Centre</b> 101 - 1101 Dewdney Avenue, Trail</p> <ul style="list-style-type: none"> <li>• Office Hours: Tuesday to Thursday: 8:30am – 4pm <b>TTY</b></li> <li>• <b>Federal Government</b> forms, information &amp; assistance re a variety of services &amp; programs including CPP, OAS &amp; GIS, passports, EI, Veterans Affairs, etc</li> <li>• <a href="https://www.canada.ca/en/employment-social-development/corporate/">https://www.canada.ca/en/employment-social-development/corporate/</a></li> </ul>	<p><b>1-800-622-6232</b></p> <p><b>1-800-926-9105</b></p>

**HEALTH CARE SERVICES: GENERAL INFORMATION**

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

**HEALTH CARE SERVICES: INTERIOR HEALTH (IHA)****❖ CASTLEGAR & DISTRICT COMMUNITY HEALTH CENTRE**

- 709 10<sup>th</sup> Street, Castlegar      **250-365-7711**

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

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

**❖ RESPITE /DAY PROGRAMS**

<p><b>Day Program at Castle Wood Village</b> 525 Columbia Avenue</p> <ul style="list-style-type: none"> <li>For a referral from Home Health (IHA) call: <b>Intake /Assessment</b></li> <li>Private pay participants call Castle Wood Village for details &amp; register</li> </ul>	<p><b>1-800-707-8550</b> <b>250-365-6686</b></p>
<p><b>Talarico Place</b> 709 10th Street</p> <ul style="list-style-type: none"> <li>Respite Care, Convalescent Care &amp; Palliative Care Bed</li> <li>Referral required from Home Health (IHA) <b>Intake /Assessment</b></li> </ul>	<p><b>250 365-7221</b> <b>1-800-707-8550</b></p>
<p><b>See page 11 <i>Home Services</i> &amp; page 12 <i>Hospice</i> for other possibilities</b></p>	

**HEALTH CARE SERVICES: OTHER**

**❖ MOBILE**

<p><b>Community Paramedic Program:</b> <a href="http://www.bcehs.ca/our-services">www.bcehs.ca/our-services</a></p> <ul style="list-style-type: none"> <li>Free BC program serving isolated seniors in the Castlegar Area</li> <li>Offers home visits, health assessments, referrals, basic care</li> <li><b>Referral required</b> from doctor, home health or community nurse</li> </ul>	
<p><b>Kootenay River Mobile Dental Hygiene Services</b> <a href="https://krdh.ca/">https://krdh.ca/</a></p> <ul style="list-style-type: none"> <li>Private in-home/ residence dental hygiene services</li> </ul>	<p><b>Noel</b> <b>250-304-5754</b></p>

**❖ PRIMARY CARE**

**➤ FOR THOSE WITHOUT A PRIMARY CARE PROVIDER**

<p><b>Kootenay Boundary Health Connect Registry</b> <b>HealthLink BC</b></p> <ul style="list-style-type: none"> <li>For those KB residents looking for a physician or nurse practitioner</li> <li>Register by phone or online: <a href="http://www.healthlinkbc.ca/health-connect-registry">www.healthlinkbc.ca/health-connect-registry</a></li> </ul>	<p><b>811</b></p>
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**➤ MEDICAL CLINICS**

<p><b>Castlegar Medical Associates</b> 1008 Columbia Avenue</p>	<p><b>250-365-2161</b></p>
<p><b>Castlegar Medical Clinic Downtown</b> 1101 3<sup>rd</sup> Street</p>	<p><b>250-365-7717</b></p>
<p><b>Castlegar Medical Clinic Uptown (Kinnaird)</b> 1840 8<sup>th</sup> Avenue</p>	<p><b>250-365-7255</b></p>
<p><b>IHA Urgent &amp; Primary Care Services (page 7)</b></p>	<p><b>250-304-1289</b></p>

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

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

**❖ OTHER (NON-IHA)**

<b>Aboriginal Patient Navigator</b> Kootenay Boundary Area <b>Katie</b> <ul style="list-style-type: none"> <li>Provides a range of culturally sensitive support to Aboriginal patients, caregivers and their families while in the health care system</li> <li>Funded by IHA; A Circle of Indigenous Nations (COINS) program</li> <li><a href="https://www.coinations.net">https://www.coinations.net</a></li> </ul>	<b>250-399-0699</b> <b>250-304-5621</b>
<b>COINS Office</b>	<b>1-877-904-2634</b>
<b>KB Mental Health &amp; Substance Use Consumer, Family &amp; Peer Support</b> Trail FAIR Centre, 2079 Columbia Ave <a href="https://www.trailfair.ca">https://www.trailfair.ca</a> <ul style="list-style-type: none"> <li>Provides support, education &amp; resources to individuals (&amp; families) with long-term mental health &amp; substance use (addiction) concerns</li> </ul>	<b>250-364-2326</b> Ext 225 <b>1-877-364-2326</b>
<b>Nav-CARE Program</b> Castlegar Hospice Society <a href="http://www.castlegarhospice.org">www.castlegarhospice.org</a> <ul style="list-style-type: none"> <li>Trained volunteers support those diagnosed with life-limiting illness, help navigate services, find resources, and anticipate future needs</li> </ul>	<b>250-304-1266</b>
<b>Office of the Seniors' Advocate</b> Monday to Friday: 8:30am - 4:30pm <ul style="list-style-type: none"> <li>Phone &amp; website offers BC seniors information, resources and referrals to relevant services. See <b>page 7</b> for more information</li> </ul>	<b>1-877-952-3181</b>
<b>West Kootenay Boundary Caregiver Support</b> <b>Coordinator</b> <ul style="list-style-type: none"> <li>Education, resources, groups for caregivers      <a href="http://wkbcaregiver.org/">http://wkbcaregiver.org/</a></li> </ul>	<b>1-888-212-2337</b>
<b>See pages 15 - 18 for additional services for specific conditions</b>	

## HEALTH / MEDICAL EQUIPMENT & SUPPLIES

### ❖ NON-PROFIT

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

<p><b>Drug Stores / Pharmacies</b></p> <ul style="list-style-type: none"> <li>• Several carry medical supplies &amp; equipment. <b>(page 2)</b></li> </ul>	
<p><b>Hearing Tests / Hearing Aids</b> <i>All offer free screening for seniors</i></p> <ul style="list-style-type: none"> <li>• <b>Connect Hearing</b> 104-1101 Dewdney Ave, Trail <a href="http://www.connecthearing.ca">www.connecthearing.ca</a></li> <li>• <b>Kootenay Hearing &amp; Audiology</b> 4-425 Columbia Ave, Castlegar Merged with <b>Dynamic Hearing</b> <a href="http://www.dynamichearingsolutions.ca">www.dynamichearingsolutions.ca</a></li> </ul>	<p><b>250-368-5105</b></p> <p><b>778-901-9038</b></p>
<p><b>Kootenay Columbia Home Medical Equipment</b></p> <ul style="list-style-type: none"> <li>• 130-630 17<sup>th</sup> Street, Castlegar <a href="http://www.kchomemedical.ca">www.kchomemedical.ca</a></li> <li>• Rents, sells and repairs a wide range of medical equipment</li> </ul>	<p><b>250-365-7772</b></p> <p><b>1-866-515-7772</b></p>
<p><b>Personal Emergency Response Systems/ Medical Alarms</b></p> <ul style="list-style-type: none"> <li>• <b>Lifeline</b> <a href="http://www.lifeline.ca">www.lifeline.ca</a> Kootenay contact: <b>Rhandean Lacktin</b></li> </ul>	<p><b>1-888-832-6071</b></p> <p><b>250-364 2524</b></p>
<p><b>Respiratory Tests &amp; Equipment</b></p> <ul style="list-style-type: none"> <li>• <b>Independent Respiratory Services</b> <a href="http://www.irscanada.ca">www.irscanada.ca</a> 865 Columbia Avenue, Castlegar <b>Appointment</b></li> <li>• <b>MedPro Respiratory Care</b> <a href="https://www.medprorespiratory.com/">https://www.medprorespiratory.com/</a> 3 – 425 Columbia Avenue, Castlegar</li> </ul>	<p><b>1-877-365-6952</b></p> <p><b>1-888-310-1444</b></p>
<p><b>See pages 15 - 18 for additional services for specific conditions</b></p>	

**HOME SAFETY**

<p><b>Castlegar RCMP</b></p> <ul style="list-style-type: none"> <li>• Responds to seniors’ safety concerns, financial &amp; other abuse</li> </ul>	<p><b>250-365-7721</b></p>
<p><b>BC Rebate for Accessible Home Adaptation (BC RAHA)</b></p> <ul style="list-style-type: none"> <li>• 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 <a href="https://www.bchousing.org/housing-assistance/BC-RAHA">https://www.bchousing.org/housing-assistance/BC-RAHA</a>.</li> </ul>	<p><b>1-800-257-7756</b></p>

**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><b>Castlegar Better at Home</b> <a href="http://www.cdcss.ca">www.cdcss.ca</a> or <a href="http://www.betterathome.ca">www.betterathome.ca</a></p> <ul style="list-style-type: none"> <li>• Castlegar &amp; District Community Services 1007 2<sup>nd</sup> St.</li> <li>• Non-medical supports (housekeeping, friendly visits, etc) for seniors 65+ living at home; Fees based on income</li> </ul>	<p><b>Sandi</b> ext 223 <b>Michelle</b> ext 225</p>
<p><b>Interior Health Home Support Services: See page 7</b></p>	

❖ **PRIVATE**

<p><b>Confluence Home &amp; Family Services</b></p>	<p><b>250-304-5420</b></p>
<p><b>Dreamgarden Home Help Services</b></p>	<p><b>Liz</b> 250-359-2275</p>
<p><b>Hair at Home by Angela</b></p>	<p><b>250-304-5734</b></p>
<p><b>Neighborhood Nursing</b> <a href="http://www.neighborhoodnursing.ca">www.neighborhoodnursing.ca</a></p>	<p><b>250-693-2299</b></p>
<p><b>(re)Fresh Cleaning Services</b> <a href="https://refreshcleaning.ca/">https://refreshcleaning.ca/</a></p>	<p><b>Amanda</b> 250-509-0215</p>
<p><b>Spectrum Home &amp; Family Care</b> <a href="http://www.spectrumcares.ca">www.spectrumcares.ca</a></p>	<p><b>250-265-3842</b></p>
<p><b>Tiziana’s Home Care</b> will come to Castlegar if 4 hours of work available</p>	<p><b>250-226-0050</b></p>
<p><b>Trixie’s Cleaning &amp; Junk Removal</b> <a href="http://www.trixiecleaners.ca">www.trixiecleaners.ca</a></p>	<p><b>250-365-9313</b></p>

## HOSPICE / GRIEF / CAREGIVING

<p><b>Castlegar Hospice Society</b> <a href="http://www.castlegarhospice.org">www.castlegarhospice.org</a></p> <ul style="list-style-type: none"> <li>• Castlegar &amp; District Community Health Centre, 709 10<sup>th</sup> Street</li> <li>• For end-of-life care or for those with a life-limiting illness</li> <li>• Provides needs assessments, trained volunteers for companionship or family respite, palliative equipment loans, coordination of care</li> <li>• Offers a resource library, education and a grief support group</li> <li>• <b>Nav-CARE</b> services provides trained volunteers to support those diagnosed with life-limiting illness, help navigate various services, find resources, and anticipate future needs</li> </ul>	<p><b>250-304-1266</b></p>
<p><b>Bereavement BC Helpline</b> Mon to Fri: 9am to 5pm; Sat: 9am to 1pm</p> <ul style="list-style-type: none"> <li>• Connects callers to grief support services within BC. <a href="http://www.bcbh.ca">www.bcbh.ca</a></li> </ul>	<p><b>1-877-779-2223</b></p>
<p><b>West Kootenay Boundary Caregiver Support</b> <b>Coordinator</b></p> <ul style="list-style-type: none"> <li>• Education, resources, caregiver support <a href="http://wkbcaregiver.org/">http://wkbcaregiver.org/</a></li> <li>• Call for information about online &amp; local in-person support groups</li> <li>• Castlegar contact: <a href="mailto:castlegar@wkbcaregiver.org">castlegar@wkbcaregiver.org</a></li> </ul>	<p><b>1-888-212-2337</b></p>

## HOUSING / RESIDENTIAL ACCOMODATION

### ❖ INDEPENDENT (UNASSISTED) RENTAL HOUSING; PRIVATE PAY

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

<p><b>Maranatha Court</b> 601 8<sup>th</sup> Street  <b>Rosewood Manor</b> 1008 2<sup>nd</sup> Street</p> <ul style="list-style-type: none"> <li>• <b>Apply Only</b> through BC Housing <a href="http://www.bchousing.org">www.bchousing.org</a></li> <li>• Housing managed by <b>Canadian Mental Health Association</b></li> <li>• Call for information or concerns (no applications)</li> <li>• Subsidized housing (rent geared to income) for low income persons</li> </ul>	<p><b>1-800-257-7756</b> <b>250-365-5055</b></p>
<p><b>Cedar Manor</b> 2204 6<sup>th</sup> Avenue; Senior friendly <b>Robert</b></p>	<p><b>250-365-3034</b></p>
<p><b>Rota Villa</b> (Castlegar Villa Society) 711 11<sup>th</sup> Street</p>	<p><b>250-365-7010</b></p>
<p><b>Selkirk Manor</b> 2117 Columbia Avenue; Senior friendly <b>Robert</b></p>	<p><b>250-365-3034</b></p>
<p><b>Woodland Park Housing Co-op</b> 1-1692 Silverwood Cresc.; Sr friendly  <a href="https://woodlandparkcoop.ca/">https://woodlandparkcoop.ca/</a></p>	<p><b>250-365-2677</b></p>



**HOUSING / RESIDENTIAL ACCOMODATION (continued)**

- ❖ **SUPPORTIVE HOUSING; PRIVATE PAY** (SAFER rent subsidies may apply)  
*Independent living with support; may includes meal(s), housekeeping, etc*

<b>Castle Wood Village</b> 525 Columbia Ave <a href="http://www.goldenlifemanagement.ca">www.goldenlifemanagement.ca</a>	<b>250-365-6686</b>
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- ❖ **ASSISTED LIVING: SUBSIDIZED**  
*Supportive 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***

<b>Castle Wood Village</b> 525 Columbia Ave <a href="http://www.goldenlifemanagement.ca">www.goldenlifemanagement.ca</a>	<b>250-365-6686</b>
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- ❖ **ASSISTED LIVING: UNSUBSIDIZED**  
*Supportive housing with a higher level of personal care – contact provider*

<b>Castle Wood Village</b> 525 Columbia Ave <a href="http://www.goldenlifemanagement.ca">www.goldenlifemanagement.ca</a>	<b>250-365-6686</b>
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- ❖ **LONG TERM CARE: SUBSIDIZED**  
*For 24/7 “complex care”: **Only through Home Health 1-800-707-8550***

<b>Castleview Care Centre</b> 2300 14 <sup>th</sup> Avenue <a href="http://www.chantellegroup.com">www.chantellegroup.com</a>	<b>250-365-7277</b>
<b>Talarico Place</b> 709 10 <sup>th</sup> Street <a href="http://www.interiorhealth.ca/locations/talarico-place">www.interiorhealth.ca/locations/talarico-place</a>	<b>250-365-7221</b>

- ❖ **LONG TERM CARE; UNSUBSIDIZED**  
*For those needing 24/7 “complex care” Contact provider directly*

<b>Castleview Care Centre</b> 2300 14 <sup>th</sup> Avenue <a href="http://www.chantellegroup.com">www.chantellegroup.com</a>	<b>250-365-7277</b>
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**LIBRARIES**

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

<p><b>Castlegar &amp; District Recreation</b> 2101 6<sup>th</sup> Ave <a href="http://www.rdck.bc.ca">www.rdck.bc.ca</a></p> <ul style="list-style-type: none"> <li>• Phone or see website for Castlegar Leisure Guide seniors programs</li> <li>• Leisure Access Program offers reduced fees to those on a low income</li> </ul>	<p><b>250-365-3386</b></p>
<p><b>Columbia Basin Alliance for Literacy</b> <a href="http://www.cbal.org">www.cbal.org</a> Rhonda</p> <ul style="list-style-type: none"> <li>• 140 – 1402 Columbia Avenue; Mon-Thu:10am-2pm; Fri: 12 – 2pm</li> <li>• Free programs to help adults with basic math, computer &amp; ipad use, other literacy skills, settlement services and citizenship</li> </ul>	<p><b>250-687-4983</b></p>
<p><b>Selkirk College Castlegar Campus</b> 301 Frank Beinder Way</p> <ul style="list-style-type: none"> <li>• Offers many programs &amp; courses including community education <a href="https://selkirk.ca/ce/">https://selkirk.ca/ce/</a></li> </ul>	<p><b>250-365-7292</b></p>
<p><b>Seniors Health &amp; Wellness Institute Workshops</b></p> <ul style="list-style-type: none"> <li>• Over forty 60 – 90 minute workshops on various topics and concerns of interest to seniors. Available free of charge to any seniors’ group</li> <li>• For info: <a href="http://www.seniorshelpingseniors.ca">www.seniorshelpingseniors.ca</a> or contact <b>Theresa</b></li> </ul>	<p><b>250-367-9791</b></p>

**SENIOR’S SOCIAL GROUPS, ASSOCIATIONS & COORDINATION**

<p><b>Castlegar Better at Home Monthly Coffee &amp; Drop-in</b></p> <ul style="list-style-type: none"> <li>• <i>Toonie Tuesday</i> (last Tues/mo) 9 - 11:30am; Pre-register: <b>Michelle</b></li> <li>• New Life Church 602 7<sup>th</sup> St (enter around back in basement)</li> </ul>	<p><b>250-365-2104</b> ext 225</p>
<p><b>Castlegar Senior Citizens Association Branch 46</b> Centre</p> <ul style="list-style-type: none"> <li>• Located in the Castlegar &amp; District Community Complex, 2101 6<sup>th</sup> Ave</li> <li>• Open Monday to Friday 9am to 4pm</li> <li>• Various scheduled activities during the week</li> </ul>	<p><b>250-365-3386</b> Ext 5250</p>
<p><b>Kootenay IRIS (Increasing Recreation Involving Seniors)</b> Sandi</p> <ul style="list-style-type: none"> <li>• Kinnaird Park Community Church Library, 1250 26<sup>th</sup> Street</li> <li>• Offers seniors 60+ many no-cost (donations welcome) opportunities for recreational and social activities including meals, coffee gatherings, lunch and learn activities, cook &amp; share projects and exercise classes</li> <li>• Phone for more information &amp; schedule</li> <li>• A project of the Castlegar Community Response Network (pg 1)</li> </ul>	<p><b>250-608-0706</b></p>

## SUPPORT / INFO LINES / CONTACTS for SPECIFIC CONDITIONS

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

<p><b>Addictions / Substance Use</b></p> <ul style="list-style-type: none"> <li>• <b>Alcohol &amp; Drug Information &amp; Referral Line (24/7)</b></li> <li>• <b>Alcoholics Anonymous (AA) - District 75</b> Phone for help &amp; detailed info about AA meetings in Castlegar &amp; West Kootenay or see website <a href="https://aawestkootenays.org/">https://aawestkootenays.org/</a> Various meetings every day except Wednesday in either: <ul style="list-style-type: none"> <li>○ Castlegar United Church 809 Merry Creek Rd or</li> <li>○ Casalano Club 925 Columbia Ave (Back of the Arena)</li> </ul> </li> <li>• <b>Al-Anon</b> Area meetings: <a href="http://www.bcyukon-al-anon.org">www.bcyukon-al-anon.org</a> <ul style="list-style-type: none"> <li>○ Mon 7:30pm: 2404 Columbia Ave; Wed 12 noon:online mtng <b>May</b></li> </ul> </li> <li>• <b>Castlegar Mental Health &amp; Substance Use Services</b></li> <li>• <b>WK Narcotics Anonymous</b> <a href="http://www.bcrna.ca">www.bcrna.ca</a> <ul style="list-style-type: none"> <li>○ Sun 7pm Castlegar United Church 809 Merry Creek Rd</li> <li>○ Wed 7pm 925 Columbia Ave (Back of the Arena)</li> </ul> </li> <li>• <b>Nar-Anon Family Group</b> <a href="http://www.naranonbc.com">www.naranonbc.com</a> <ul style="list-style-type: none"> <li>○ Fri 7pm Trail United 1300 Pine Ave, Trail <b>Joyce</b></li> </ul> </li> <li>• <b>Quit Now</b> (smoking): phone &amp; online support <a href="http://www.quitnow.ca">www.quitnow.ca</a></li> <li>• <b>Smoking Cessation Program:</b> Talk to a local pharmacist</li> </ul>	<p><b>1-800-663-1441</b></p> <p><b>1-250-800-4125</b></p> <p><b>250-608-4207</b></p> <p><b>250-304-1846</b></p> <p><b>250-364-0066</b></p> <p><b>1-877-455-2233</b></p>
<p><b>ALS (Amyotrophic Lateral Sclerosis) Society</b> <a href="http://www.alsbc.ca">www.alsbc.ca</a></p> <ul style="list-style-type: none"> <li>• Info, clinics &amp; support groups; Phone: Monday to Friday: 8am to 4pm</li> </ul>	<p><b>1-800-708-3228</b></p>
<p><b>Alzheimer &amp; Dementia</b> Helpline: Monday to Friday: 9am - 8pm</p> <ul style="list-style-type: none"> <li>• <b>Alzheimer Society of BC</b> <a href="http://www.alzheimer.ca/bc">www.alzheimer.ca/bc</a></li> <li>• <b>Alzheimer West Kootenay Resource Centre</b> <b>Toll free</b> Call or check the BC website for information re resources, local family caregiver support groups, workshops &amp; other services</li> </ul>	<p><b>1-800-936-6033</b></p> <p><b>1-855-301-6742</b> <b>or</b> <b>778-774-2133</b></p>
<p><b>Arthritis</b></p> <ul style="list-style-type: none"> <li>• <b>Society Info Line</b> <a href="https://arthritis.ca/">https://arthritis.ca/</a> Mon to Fri: 9am-4pm</li> <li>• <b>ArthritisBC &amp; Me:</b> Info &amp; services <a href="https://arthritisbcandme.info/">https://arthritisbcandme.info/</a></li> </ul>	<p><b>1-800-321-1433</b></p>
<p><b>Bereavement BC Helpline</b> Mon - Fri: 9am - 5pm; Sat: 9am - 1pm</p> <ul style="list-style-type: none"> <li>• Connects callers to grief support services within BC. <a href="http://www.bcbh.ca">www.bcbh.ca</a></li> </ul>	<p><b>1-877-779-2223</b></p>

## SUPPORT / INFO LINES / CONTACTS for SPECIFIC CONDITIONS

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

<p><b>Brain Injury</b></p> <ul style="list-style-type: none"> <li>• <b>Kootenay Brain Injury Ass'n</b> Room 3 – 1250 26<sup>th</sup> St, Castlegar <ul style="list-style-type: none"> <li>○ Offers outreach support &amp; activities <a href="http://www.kootenaybia.ca">www.kootenaybia.ca</a></li> <li>○ Participants need to provide documents re injury or a referral</li> </ul> </li> <li>• <b>Acquired Brain Injury Services (Interior Health)</b> <ul style="list-style-type: none"> <li>○ Office: Castlegar Health Centre M-Th:8:30am - 4pm</li> </ul> </li> </ul>	<p><b>778-460-4500</b></p> <p><b>Intake 1-800-707-8550</b></p> <p><b>Coord 250-365-9547</b></p>
<p><b>Canadian National Institute for the Blind (CNIB)</b> <a href="http://www.cnib.ca">www.cnib.ca</a></p> <ul style="list-style-type: none"> <li>• Support &amp; services to help with vision loss</li> </ul> <p><b>Kelowna office:</b></p>	<p><b>1-800-563-2642</b></p> <p><b>250-763-1191</b></p>
<p><b>Cancer</b></p> <ul style="list-style-type: none"> <li>• <b>BC Cancer Agency: Cancer Care for the Southern Interior</b> <ul style="list-style-type: none"> <li>○ 399 Royal Avenue, Kelowna</li> <li>○ <a href="http://www.bccancer.bc.ca/our-services/centres-clinics/">http://www.bccancer.bc.ca/our-services/centres-clinics/</a></li> <li>○ Prevention, screening &amp; early detection, diagnosis &amp; treatment services, Pain &amp; Symptom management clinic, support, etc</li> </ul> </li> <li>• <b>Southern Interior Rotary Lodge</b> 330 Strathcona Ave, Kelowna <ul style="list-style-type: none"> <li>○ Offers a safe, supportive, reasonably priced lodge for cancer patients while accessing treatment at the Cancer Centre</li> </ul> </li> <li>• <b>Canadian Cancer Society</b> <a href="http://www.cancer.ca">www.cancer.ca</a> <ul style="list-style-type: none"> <li>○ Information Helpline: Open 6am to 4pm PST</li> </ul> </li> </ul>	<p><b>1-888-563-7773</b></p> <p><b>1-877-712-2203</b></p> <p><b>1-888-939-3333</b></p>
<p><b>Caregiving: West Kootenay Boundary Caregiver Support</b></p> <ul style="list-style-type: none"> <li>• Provides education, resources, information, groups &amp; other supports for caregivers. <a href="http://wkbccaregiver.org/">http://wkbccaregiver.org/</a></li> </ul>	<p><b>1-888-212-2337</b></p> <p><b>250-505-4272</b></p>
<p><b>Chronic Disease Management</b></p> <ul style="list-style-type: none"> <li>• Support and Information programs for chronic disease management at the Castlegar &amp; District Community Health Centre</li> <li>• <b>Self-Management Program:</b> A free, 6 week program (on-line &amp; in communities) offering info &amp; skills to manage various chronic health problems, pain, cancer &amp; diabetes <a href="https://www.selfmanagementbc.ca">https://www.selfmanagementbc.ca</a></li> </ul>	<p><b>Intake 1-800-707-8550</b></p> <p><b>250-365-7711</b></p> <p><b>1-866-902-3767</b></p>
<p><b>Chronic Pain Management &amp; Local Resources</b></p> <ul style="list-style-type: none"> <li>• <b>Pain BC Support:</b> Mon–Fri: 9am –2 noon; 1–4pm <a href="https://painbc.ca/">https://painbc.ca/</a></li> <li>• <b>Local Info:</b> <a href="https://divisionsbc.ca/kootenay-boundary/chronic-pain-tools">https://divisionsbc.ca/kootenay-boundary/chronic-pain-tools</a></li> </ul>	<p><b>1-844-880-PAIN (7246)</b></p>

**SUPPORT / INFO LINES / CONTACTS for SPECIFIC CONDITIONS**

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

<b>Crohn's &amp; Colitis Canada</b> <a href="http://www.crohnsandcolitis.ca">www.crohnsandcolitis.ca</a> <ul style="list-style-type: none"> <li>• Call or see website for information &amp; resources</li> </ul>	<b>1-800-513-8202</b>
<b>Deaf &amp; Hard of Hearing</b> <a href="http://www.wavefrontcentre.ca">www.wavefrontcentre.ca</a> <ul style="list-style-type: none"> <li>• <b>Wavefront Centre for Communication Accessibility</b> TTY</li> </ul>	<b>1-888-736-7391</b> <b>1-604-736-2527</b>
<b>Dental: West Kootenay Community TEETH Clinic</b> <ul style="list-style-type: none"> <li>• Lower cost dental care for those living on a low income.</li> <li>• Make appointment to apply/register <b>Community Harvest Food Bank</b></li> </ul>	<b>778-463-2232</b> <b>250-608-1047</b>
<b>Diabetes</b> <ul style="list-style-type: none"> <li>• <b>Diabetes Education:</b> resources/ support at Castlegar Community Health Centre: 709 10<sup>th</sup> Street</li> <li>• Also see <b>Chronic Disease Management (page 16)</b></li> <li>• <b>Diabetes Canada</b> Info &amp; Support 10:30am – 9:30pm <ul style="list-style-type: none"> <li>○ <b>BC Regional Office</b> <a href="http://www.diabetes.ca">www.diabetes.ca</a></li> </ul> </li> </ul>	<b>250-365-7711</b> <b>1-800-226-8464</b> <b>1-800-665-6526</b>
<b>End of Life / Palliative Care</b> <ul style="list-style-type: none"> <li>• <b>Castlegar Hospice Society</b> <a href="http://www.castlegarhospice.org">www.castlegarhospice.org</a> See Hospice (page 12) for full description of available services</li> <li>• <b>Home Health Services (IHA) (page 7)</b> Central Intake</li> </ul>	<b>250-304-1266</b> <b>1-800-707-8550</b>
<b>Fibromyalgia &amp; Chronic Fatigue Syndrome</b> <ul style="list-style-type: none"> <li>• <b>ME/FM Society of BC</b> <a href="http://www.mefm.bc.ca">www.mefm.bc.ca</a></li> </ul>	<b>1-888-353-6322</b>
<b>Heart</b> <ul style="list-style-type: none"> <li>• See <b>Chronic Disease Management (page 16)</b></li> <li>• <b>Heart &amp; Stroke Foundation</b> <a href="http://www.heartandstroke.ca">www.heartandstroke.ca</a> BC Office</li> </ul>	<b>1-888-473-4636</b>
<b>Kidney (Renal) Disease</b> <ul style="list-style-type: none"> <li>• <b>Kiro Kidney Care &amp; Clinic:</b> Psychosocial support, referrals, info and resources for non-hospitalized patients. Intake Clinic</li> <li>• <b>Kidney Foundation of Canada</b> <a href="http://www.kidney.ca">www.kidney.ca</a> See website for information, support, support, resources</li> </ul>	<b>1-800-707-8550</b> <b>250-364-6270</b> <b>1-800-567-8112</b>

**SUPPORT / INFO LINES / CONTACTS for SPECIFIC CONDITIONS**

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

<b>Lupus Society (BC)</b> Offers an on-line support group <a href="http://www.bclupus.org">www.bclupus.org</a>	<b>1-866-585-8787</b>
<b>Medication Concerns: HealthlinkBC: Pharmacist:</b> 7 days/wk: 5pm-9am	<b>811</b>
<b>Mental Health</b> <ul style="list-style-type: none"> <li>• <b>BC Mental Health Support Line (24/7)</b> <b>310-6789</b></li> <li>• <b>Canadian Mental Health Ass'n (CMHA)</b> <a href="http://www.cmha.bc.ca">www.cmha.bc.ca</a> <b>1-800-555-8222</b>  <b>CMHA "Bounce Back":</b> Free online, video or phone programs help manage low mood, stress &amp; anxiety. <a href="https://bouncebackbc.ca/">https://bouncebackbc.ca/</a> <b>1-866-639-0522</b></li> <li>• <b>Here To Help:</b> <a href="http://www.heretohelp.bc.ca">www.heretohelp.bc.ca</a>  Comprehensive website with resources &amp; links to information re specific mental health illnesses, substance use &amp; eating disorders</li> <li>• <b>Castlegar Mental Health &amp; Substance Use Services (pg 7)</b> <b>250-304-1846</b></li> <li>• <b>Mental Health &amp; Substance Use Consumer &amp; Family Support</b> Trail FAIR Centre, 2079 Columbia Avenue, Trail <b>1-877-364-2326</b>  <b>Ext 225</b></li> <li>• <b>Alzheimer / Dementia Support Information: (page 15)</b></li> </ul>	
<b>MS (Multiple Sclerosis) Canada</b> <a href="https://mscanada.ca/">https://mscanada.ca/</a> <b>Office</b> <b>1-800-268-7582</b> <ul style="list-style-type: none"> <li>• Phone or see website for support &amp; info <b>MS Navigator</b> <b>1-844-859-6789</b></li> </ul>	
<b>Nutrition:</b> Call the <b>HealthLinkBC: Dietician</b> Monday to Friday: 9am-5pm	<b>811</b>
<b>Parkinson Society of BC</b> <a href="http://www.parkinson.bc.ca">www.parkinson.bc.ca</a> <b>1-800-668-3330</b> <ul style="list-style-type: none"> <li>• Website has valuable information including education &amp; supports</li> <li>• Trail - Castlegar Area support group contact: <b>Patti</b> <b>250-367-9258</b></li> </ul>	
<b>Respiratory (Lung) Disease</b> <ul style="list-style-type: none"> <li>• <b>See Chronic Disease Management (page 16)</b></li> <li>• <b>Private Respiratory</b> testing &amp; equipment (page 10)</li> <li>• <b>BC Lung Foundation</b> <a href="https://bclung.ca/">https://bclung.ca/</a> <b>1-800-665-5864</b></li> </ul>	
<b>Scleroderma Association of BC</b> <a href="https://sclerodermabc.ca/">https://sclerodermabc.ca/</a> <b>1-604-371-1005</b> <ul style="list-style-type: none"> <li>• For online toolkits &amp; research info:: <a href="https://spinsclero.com/">https://spinsclero.com/</a></li> </ul>	
<b>Stroke Recovery Assn BC</b> <a href="https://strokerecoverybc.ca/">https://strokerecoverybc.ca/</a> <b>1-888-313-3377</b> <ul style="list-style-type: none"> <li>• Website offers many online groups and activities via zoom</li> <li>• <b>Support Group</b> for stroke survivors and caregivers in Nelson <b>Marg</b> <b>250-354-4453</b></li> </ul>	

## TRANSPORTATION

### ❖ MEDICAL APPOINTMENTS

<b>Hope Air</b> <a href="http://www.hopeair.ca">www.hopeair.ca</a> <ul style="list-style-type: none"> <li>Free air travel provided to low income Canadians who must travel to obtain non-emergency specialist medical care.</li> </ul>		<b>1-877-346-4673</b>
<b>Interior Medical Transport (IMT)</b> <a href="https://www.bcimt.ca/">https://www.bcimt.ca/</a> <ul style="list-style-type: none"> <li>Private service offering a variety of patient transport services options</li> </ul>		<b>250-368-7978</b>
<b>Travel Assistance Program (TAP)</b> <a href="http://www.health.gov.bc.ca/tapbc">www.health.gov.bc.ca/tapbc</a> <ul style="list-style-type: none"> <li>Reductions on some carriers (eg Pacific Coastal) for eligible BC residents who must travel for non-emergency specialist care.</li> </ul>	<b>Info</b>	<b>1-800-663-7100</b>
<b>West Kootenay Volunteer Driver Program</b> <ul style="list-style-type: none"> <li>For medical appointments <b>only</b>; Cost by distance</li> <li>Call Monday to Friday: 9am to 4pm</li> </ul>	<b>Michelle</b>  <b>Toll-free</b>	<b>250-365-2104</b> <b>ext 225</b>  <b>1-877-304-2990</b>

### ❖ REGULAR / DISABILITIES

<b>BC Bus Pass Program</b> <ul style="list-style-type: none"> <li>For low income seniors &amp; Persons with Disabilities</li> </ul>		<b>1-866-866-0800</b>
<b>Castlegar Taxi Service</b> <a href="http://www.castlegartaxi.ca">www.castlegartaxi.ca</a>		<b>250-687-0133</b>
<b>Kootenay Seniors Volunteer Driver Program</b> <ul style="list-style-type: none"> <li>Medical &amp; non-medical rides; cost /distance <a href="https://kootenayseniors.ca">https://kootenayseniors.ca</a></li> </ul>	<b>Joanne</b>	<b>778-463-5247</b>
<b>Mountain Man Mike's Bus Service</b> <a href="http://www.mountainmanmikes.ca">www.mountainmanmikes.ca</a> <ul style="list-style-type: none"> <li>Travel WK- Vancouver return (2 days/wk) &amp; to/from Calgary (1 day/wk)</li> <li>Book online and/or phone for more information</li> </ul>		<b>778-382-7729</b>
<b>Silver City Stagelines</b> for support: email: <a href="mailto:support@fritztravels.com">support@fritztravels.com</a> <ul style="list-style-type: none"> <li>Travel several days a week between Nelson and Kelowna</li> <li>Info &amp; book online via the website <a href="https://fritztravels.com/before/">https://fritztravels.com/before/</a></li> </ul>		<b>(778) 760-1891</b> <b>(text only)</b>
<b>West Kootenay Transit Services &amp; HandyDART</b> <ul style="list-style-type: none"> <li>WK Area bus services info <a href="https://www.bctransit.com/west-kootenay">https://www.bctransit.com/west-kootenay</a></li> <li><b>handyDART</b>: Register &amp; Book: Monday to Friday: 8am -4pm For those unable to use regular local transit due to disability/health</li> </ul>		<b>1-855-993-3100</b>