

Closing the Gaps in Seniors' Care



A Guide

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

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

April 2021

Directory posted on-line: www.kb.fetchbc.ca

This Seniors' Services Guide was Developed and Funded by:

- ❖ Trail FAIR Centre Society
- ❖ Interior Health Authority

Disclaimer:

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

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

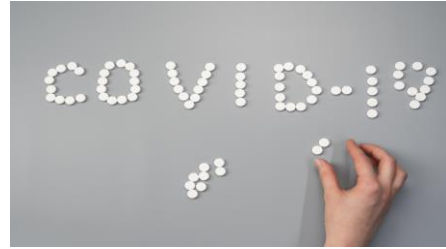
For more information, go to the **Better Business Bureau of Mainland BC** website: www.bbb.org/mbc or phone: 1-888-803-1222

FOR MORE DETAILED INFORMATION about a wide variety of services and resources in the Kootenay Boundary region go to the Kootenay Boundary FETCH website: www.kb.fetchbc.ca

To SUGGEST additions, changes and corrections for future editions

Contact:

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April, 2021

The COVID-19 pandemic has meant changes to many of the services and programs listed in this Seniors' Directory.

- Because of the ever-changing situation, we strongly recommend **always phoning first** before going to an office or other location so as to find out for sure how the service is currently being offered.
- Some services are still offering in-person appointments but some are utilizing telephone, “zoom” or other virtual means to connect. A few may lend out devices to assist with on-line participation and others may provide one-to-one help with learning how to use these new tools.
- In the Directory, the services that we know are temporarily closed or on-hold as of mid-March are marked with this symbol: **X** **The situation could change over the next few months** – It’s best to phone to check.

For information about COVID-19, vaccinations, supportive provincial services & etc:

- **Call 1-833-838-2323** or go **online** www.getvaccinated.gov.bc.ca/s/ for Vaccine registration. Open 7am to 7pm, 7 days / week
- **Call 1-877-740-7747** or go online www.interiorhealth.ca for vaccine information, to book a COVID-19 test and for other health care information. Phone line open 8am to 7pm, 7 days / week
- **Call 811** to talk to someone at HealthLinkBC or go online to www.healthlinkbc.ca for COVID-19 health information and links to current BC government programs
- **Non-health COVID questions? Call: 1-888-COVID-19 (1-888-268-4319)**

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ABUSE / CRISIS / EMERGENCIES

Emergency (Ambulance, Fire, Police)	911
Interior Crisis Line Network <ul style="list-style-type: none"> • Call 24/7 for information about community services, assistance, support in a crisis, or concerns about the safety of another senior 	1-888-353-2273
Seniors Abuse & Information Line (SAIL) www.seniorsfirstbc.ca <ul style="list-style-type: none"> • 8am to 8pm, 7 days a week, excluding statutory holidays • Speak to a trained professional about senior abuse or mistreatment & be referred to an appropriate resource 	1-866-437-1940 TTY 1-855-306-1443
Report Concerns re Possible Elder Abuse or Neglect to: <ul style="list-style-type: none"> • Adult Abuse & Neglect Report Line Mon-Fri: 8:30am-4:30pm • Mental Health & Substance Use Services • Trail Area RCMP (re a crime) 	1-844-870-4754 310-MHSU 250-364-2566
RCMP Victim Services Program <ul style="list-style-type: none"> • Offers victims of crime & tragedy with crisis intervention, emotional support, practical assistance, justice system information, court orientation and referrals 	250-368-2184 1-800-563-0808 (after office hours)
Community Based Victim Services Program <ul style="list-style-type: none"> • Offers victims of elder abuse, sexual assault or family violence with crisis intervention, support, assistance, justice system & legal aid information, court orientation & referrals 	250-364-2326 ext 234 or ext 227
WINS Transition House <ul style="list-style-type: none"> • 24/7 free confidential services for women. Includes provision of safe shelter, support and referrals for women (their children & pets) experiencing domestic abuse, violence & threats 	250-364-1543
La Nina Winter Shelter Community Inclusion Centre, 1458 Bay Avenue <ul style="list-style-type: none"> • Open 9pm to 8am from November to March only • Operated by Career Development Services (CDS) CDS Office 	250-368-3391 250-364-1104
Beaver Valley Community Response Network (CRN) Jayme <ul style="list-style-type: none"> • Organizes prevention and education activities to help end abuse, neglect and self-neglect of adults in BC http://www.bccrns.ca 	250-367-7428

DRUG STORES / PHARMACIES

Loblaws Pharmacy Waneta Plaza, Trail (delivers to RoseWood)	250-368-8544
Fruitvale IDA Pharmacy 1942 Main Street, Fruitvale (Friday deliveries)	250-367-9331
Alpine Drug Mart-IDA 2060 Columbia Ave, Rossland	250-362-5622
Pharmachoice 1101 Dewdney, Trail	250-364-1993
Pharmasave 1280 Cedar Avenue, Trail (delivers)	250-368-3363
Safeway Pharmacy 1599 2 nd Avenue, Trail	250-368-3790
Shoppers Drug Mart 1305 Cedar, Avenue, Trail (delivers)	250-368-3341
Wal-Mart Pharmacy Marcolin Drive, Trail	250-364-2707

FOOD / MEAL SERVICES

❖ FOOD BANKS

<p>Beaver Valley: 1841 B Hwy 3B</p> <ul style="list-style-type: none"> BV residents only: phone by Wednesday for appointment on Thursday <table style="width: 100%; border: none;"> <tr> <td style="text-align: right;">1st week/mo</td> <td>Maddy</td> <td>250-367-9983</td> </tr> <tr> <td style="text-align: right;">2nd week/mo</td> <td>Melva</td> <td>250-367-6481</td> </tr> <tr> <td style="text-align: right;">3rd week/mo</td> <td>Elaine</td> <td>250-367-7094</td> </tr> <tr> <td style="text-align: right;">4th week/mo</td> <td>George</td> <td>250-367-9983</td> </tr> </table>	1st week/mo	Maddy	250-367-9983	2nd week/mo	Melva	250-367-6481	3 rd week/mo	Elaine	250-367-7094	4 th week/mo	George	250-367-9983	
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3 rd week/mo	Elaine	250-367-7094											
4 th week/mo	George	250-367-9983											
<p>Rossland: Arena back entrance: 1860 Second Avenue Maureen</p> <ul style="list-style-type: none"> Residents only: Monday evenings: 5 to 7pm; Tuesdays: 10am to noon 	250-362-7635												
<p>Trail Salvation Army: 730 Rossland Avenue</p> <ul style="list-style-type: none"> By appointment only: Monday to Friday 	250-364-0445												
<p>Trail United Church: Basement ; 1300 Pine Avenue</p> <ul style="list-style-type: none"> Tuesdays (except 2nd Tuesday): 9:30am - noon 	250-368-3225												

FOOD / MEAL SERVICES (continued)

❖ DROP-IN / MEAL PROGRAMS

<p>Beaver Valley Seniors' Monthly Toonie Lunches Village Office</p> <ul style="list-style-type: none"> • Currently only pick-up boxed lunches available • Pre-registration required. Phone or check the Age Friendly calendar for more details: www.village.fruitvale.bc.ca/content/age-friendly • Lunches picked up at the Fruitvale Memorial Centre 1968 Main St 	<p>250-367-7551</p>
<p>X Beaver Valley Seniors' Coffee Club Village Office</p> <ul style="list-style-type: none"> • 2nd Monday /month at 10:30: Fruitvale Memorial Centre 1968 Main St. • Phone or go to: www.village.fruitvale.bc.ca/content/age-friendly 	<p>250-367-7551</p>
<p>Trail: Food Truck Parked in front of Riverfront Centre, 1505 Bay Avenue</p> <ul style="list-style-type: none"> • Free take-home dinners: 5- 6:30pm Mondays, Wednesdays & Fridays & every other week on Saturdays • Provided by the Salvation Army until the end of May Steve 	<p>250-609-1362</p>
<p>Trail: Downtown Residents' Free Dinner United Church, 1300 Pine</p> <ul style="list-style-type: none"> • 3rd Tuesday/month: Call to pre-register • Currently pick up from 9:30 to 11:30 from Sept to June 	<p>250-368-3225</p>
<p>Trail: Kate's Kitchen Salvation Army Family Services, 730 Rossland Ave</p> <ul style="list-style-type: none"> • Low cost meals throughout the year: <ul style="list-style-type: none"> ○ Monday to Friday: 11:30am – 1:45pm (bagged for pick-up) ○ X Thurs: 4:30pm – 5:45pm ○ X Breakfast / Drop-in: Oct to June: Mon - Fri: 8:30 - 11:30am 	<p>250-364-0445</p>
<p>X St. Andrews Anglican Church (lower hall) 1347 Pine Avenue, Trail</p> <ul style="list-style-type: none"> • 2nd Tuesday / month: 10am- 12 noon; coffee, food & conversation 	<p>250-368-5581</p>
<p>X Women's Drop-in: 352 Rossland Avenue, Trail</p> <ul style="list-style-type: none"> • Tuesday afternoons: 1 to 3pm; snacks, socializing, free clothing 	<p>250-364-1543</p>

FOOD / MEAL SERVICES (continued)

❖ **FOOD SHOPPING SERVICES**

There may be a charge for some of these services

<p>Ferraro Foods 2029 Columbia Avenue, Rossland www.ferrarofoods.ca</p> <ul style="list-style-type: none"> Rossland Rotary Club has volunteered to pick up and deliver groceries for seniors unable to shop in person <p style="text-align: right;">John Bill</p>	<p>250-551-2259 250-512-7671</p>
<p>Ferraro Foods 850 Farwell Street, Trail www.ferrarofoods.ca</p> <ul style="list-style-type: none"> Trail Kiwanis Club has volunteered to pick up and deliver groceries for seniors unable to shop in person <p style="text-align: right;">Wayne Chris</p>	<p>250-368-8543 250-368-5342</p>
<p>Liberty Foods 1950 Main Street, Fruitvale www.libertyfoods.ca</p> <ul style="list-style-type: none"> Online shopping available with groceries packed for pickup. Will deliver to Mountain Side Village & Beaver Valley Manor 	<p>250-367-9911</p>
<p>Safeway 1599 2nd Avenue, Trail</p> <ul style="list-style-type: none"> Will pack groceries for pickup & will deliver on Tuesdays and Fridays 	<p>250-368-8710</p>
<p>See page 12: Home Services for a list of service providers who may be able to help with shopping</p>	

❖ **FROZEN MEALS**

There is a charge for these meals

<p>Dinners at Home Pre-order and pick up:</p> <ul style="list-style-type: none"> Columbia View Lodge 2920 Laburnum Drive, Trail Gift Shop Kootenay Boundary Regional Hospital, Trail <p style="text-align: right;">Dawne</p>	<p>250-231-2947 250-368-3311</p>
<p>Other Frozen Meals Suppliers (in addition to Grocery Stores)</p> <ul style="list-style-type: none"> Legion Auxiliary (Frozen Meat Pies) 2141 Columbia Ave, Trail Marino Wholesale 1883 Fifth Avenue, Trail: 8am to 1pm 	<p>250- 364-1422 250-368-6955</p>

FOOT CARE

Dr Alumbaugh Podiatrist	http://drdanapodiatry.com	
<ul style="list-style-type: none"> • Clinic location: 1686 2nd Ave, Trail: Mondays & Thursdays 		250-364-1516
Bayshore Home Health	www.bayshore.ca	1-877-717-7528
Bees Knees Foot Care	Angela Lamoureux	250-512-7627
Donna Tjader		250-367-7263
Janet Bruce		250-365-3926
Judi's Foot Care		250-362-5627
Kootenay Foot Care	Kelly Legere	250-608-0998
Loretta Davidson		250-365-2511
Neighborhood Nursing	www.neighborhoodnursing.ca	250-693-2299
Step Forward Foot Care	Renee Hofsink	250-231-7618
Ten Digit Foot Care		250-365-4857

FRAUD / FINANCIAL

Banking		
<ul style="list-style-type: none"> • Contact your Bank or Credit Union to set up services such as Automatic Deposit, Bill Paying, Internet, Telephone Banking. 		
Better Business Bureau of Mainland BC	www.bbb.org/mbc	
<ul style="list-style-type: none"> • Services include business info, scam warnings & receiving complaints • Open: Monday to Thursday: 9am - 3pm; 24 hour automated line 		1-888-803-1222
Credit Counselling Canada	www.nomoredebts.org	Kelowna Office
<ul style="list-style-type: none"> • Free credit & debt counselling & personal budgeting services 		1-888-527-8999
Trail Area RCMP		
<ul style="list-style-type: none"> • Contact re any concerns regarding possible financial abuse • Contact Canadian Anti-Fraud Centre re any scams / suspected fraud 		250-364-2566 1-888-495-8501

GOVERNMENT SERVICES / ADVOCACY / SUPPORT

<p>Advocacy Program Trail FAIR Centre, 2079 Columbia Ave Naomi</p> <ul style="list-style-type: none"> • Help with disability benefits, tenants' rights, welfare issues, accessing government programs. Call for an appointment 	<p>250-364-2326</p>
<p>BC Housing Subsidy: Shelter Aid for Elderly Renters (SAFER)</p> <ul style="list-style-type: none"> • A rent subsidy for low income people over 60 • See website re qualifying for program www.bchousing.org 	<p>1-800-257-7756</p>
<p>Community Volunteer Income Tax Program</p> <ul style="list-style-type: none"> • Program offers free tax filing services in several locations in March & April for those living on low incomes. Call FAIR Office for schedule 	<p>250-364-2326</p>
<p>Employment & Income Assistance</p> <ul style="list-style-type: none"> • Service BC Centre, 1520 Bay Avenue, Trail • For persons <u>under 65</u> requiring income support 	<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 - 12:30pm; 1 - 4:30pm • Walk-in or make an appointment • Forms, information, licences & assistance applying for a wide variety of BC government services and programs such as MSP, Fair Pharmacare, Seniors' subsidies for housing & transportation as well as Income & Disability (welfare) services. 	<p>250-364-0591</p>
<p>Service Canada Centre 101 - 1101 Dewdney Avenue, Trail</p> <ul style="list-style-type: none"> • Forms, information & assistance re a variety of federal government services & programs including CPP, OAS & GIS. • Because of COVID-19, those needing services must fill in an online service request form at www.canada.ca or by phone • A response to the service request will be given in 2-3 days & an in-person appointment made if needed. 	<p>1-800-622-6232</p>

HEALTH CARE SERVICES: GENERAL INFORMATION

<p>Advance Care Planning www.gov.bc.ca/advancecare</p> <ul style="list-style-type: none"> • Website provides links to the planning document “My Voice” & information on planning re future care, support and other needs 	
<p>Ambulance Billing Services Info Line Monday to Friday: 9am - 4pm</p>	1-800-665-7199
<p>Health Insurance BC www2.gov.bc.ca/gov/content/health</p> <ul style="list-style-type: none"> • Medical Services Plan, Pharmacare & Fair Pharmacare • Forms and other information also available at the Service BC Centre in Trail (see page 6) 	1-800-663-7100
<p>HealthLinkBC Toll-free</p> <ul style="list-style-type: none"> • Navigator or Nurse: 24 hours / 7 days a week • Dietician or Exercise Professional: Monday to Friday: 9am-5pm • Pharmacist: 7 days a week: 5pm-9am • Information and links to services: www.healthlinkbc.ca • Special Line for Hearing Impaired persons: Toll-free • Information & referrals to COVID-19 related issues and services 	811 711
<p>Nidus Personal Planning Resource Centre & Registry</p> <ul style="list-style-type: none"> • www.nidus.ca • Comprehensive online information, forms & support for all aspects of Advance Care Planning, including creating a Representation Agreement which enables an individual to legally authorize others to act on his/her behalf re <u>health & personal care</u>. 	
<p>Office of the Seniors’ Advocate Information & Referral Line</p> <ul style="list-style-type: none"> • Monday to Friday: 8:30am - 4:30pm • Offers BC Seniors information and referrals to relevant services • Website offers a comprehensive summary of services for seniors and includes the on-line Seniors’ Guide: www.seniorsadvocatebc.ca 	1-877-952-3181

HEALTH CARE SERVICES: INTERIOR HEALTH (IHA)

❖ **KOOTENAY BOUNDARY REGIONAL HOSPITAL**

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

❖ **KIRO WELLNESS CENTRE:** 1500 Columbia Avenue, Trail **250-364-6219**

<p>Home Health Services</p> <p>Central Intake / Assessment Trail Home Health</p> <ul style="list-style-type: none"> • Nursing care and self-management teaching for chronic and acute conditions; Ambulatory Care Clinic visits by appointment; Palliative care and navigation with support for families. • 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 Residential care. • New clients must phone the Central Intake/Assessment line. 	<p>1-800-707-8550 250-364-6230</p>
<p>Home Support Services</p> <p>Central Intake /Assessment Trail Office</p> <ul style="list-style-type: none"> • A scheduled, subsidized service (income dependent) providing simple meal preparation, help with managing personal health care needs, caregiver respite & palliative home support. Does NOT include bulk meal prep, cooking, housekeeping, driving, shopping, etc • Home Support Scheduling 7 days/week: 6:30am - 8pm Phone <u>only</u> for clients <u>already</u> receiving services 	<p>1-800-707-8550 250-364-6230</p> <p>1-877-964-3417</p>
<p>Mental Health & Substance Use (MH&SU) Services</p> <ul style="list-style-type: none"> • Elder Services Case Manager offers assessment, support, groups and other services including for seniors and caregivers. Trail Office • Optional to use easy-to -remember single access 310# or office # 	<p>310-MHSU (6478) or 250-364-6262</p>
<p>Public Health / Promotion & Prevention Services</p> <ul style="list-style-type: none"> • Provides a wide range of public health services for infants, children & youth, adults & families 	<p>250-364-6219</p>
<p>Other</p> <p>Central Intake /Assessment Kiro Office</p> <ul style="list-style-type: none"> • A range of Chronic Disease referrals including renal, respiratory, diabetes & heart function clinics and supports 	<p>1-800-707-8550 250-364-6219</p>
<p>See page 12 Home Services & page 13 Hospice for additional services</p>	

HEALTH CARE SERVICES: INTERIOR HEALTH (IHA) (continued)**❖ MEDICAL LABORATORIES**

Associate Medical Clinic Lab 1973 Columbia Ave. Rossland • Book online www.labonlinebooking.ca or book by phone	Lab	250-364-3401 1-877-740-7747
Beaver Valley Medical Clinic 1957 Columbia Gardens Road, Fruitvale • Available to B. V. Medical Clinic patients <u>only</u> . 'Phone to book app't		250-367-9211
Trail Health Centre Laboratory #308 – 1101 Dewdney Ave • Book online www.labonlinebooking.ca or book by phone	Lab	250-368-8141 1-877-740-7747

❖ RESPITE/ DAY PROGRAMS

X Bridges Day Program: Columbia View Lodge 2920 Laburnum Drive • Referral required from Home Health (IH) Intake /Assessment • For program information call Columbia View Lodge		1-800-707-8550 250-364-5357
Respite at Columbia View Lodge 2920 Laburnum Drive • Referral needed from Home Health Intake/Assessment		1-800-707-8550
See page 12 Home Services & page 13 Hospice for other possibilities		

HEALTH CARE SERVICES (NON-IHA): MOBILE

Community Paramedic Program: www.bcehs.ca/our-services • A free BC Emergency Health Services program serving isolated seniors in Beaver Valley & Rossland • Offers home visits, health assessments, referrals, basic care • Referral required from doctor, home health or community nurse		
Kootenay River Mobile Dental Hygiene: www.krdh.ca Andrea • Private in-home service offering dental hygiene services for those with challenges and difficulties getting to a dentist's office.		250-304-5754
PhysioFITT https://physiofitt.ca/ Amanda • Private in-home physiotherapy services		778-716-2205

HEALTH CARE: SUPPORT / NAVIGATION / COMPLAINTS

❖ INTERIOR HEALTH (IHA)

<p>Aboriginal Patient Navigator, Kootenay Boundary Area</p> <ul style="list-style-type: none"> Assists in the early identification of Aboriginal patients' needs and participates in discharge planning. Helps to ensure care is culturally specific and ethno-sensitive 	<p>250-304-5621</p> <p>250-304-1259 (Office)</p>
<p>IHA Patient Care Quality Office</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 To register a complaint, call the central office in Kelowna: 	<p>1-877-442-2001</p>
<p>KBRH Social Work Department</p> <ul style="list-style-type: none"> Provides psycho-social care for hospital patients and families, including adjustment counselling, support, practical assistance, advocacy and referrals to local and provincial resources. 	<p>250-364-3490</p> <p>250-364-5163</p>

❖ OTHER

<p>Mental Health & Substance Use Consumer, Family & Peer Support Trail FAIR Centre, 2079 Columbia Avenue www.trailfair.ca</p> <ul style="list-style-type: none"> A Kootenay Boundary regional program providing support, education & resources to individuals (and their families) with long term mental health & substance use (addiction) concerns. 	<p>250-364-2326 Ext 225</p> <p>1-877-364-2326</p>
<p>Office of the Seniors' Advocate Monday to Friday: 8:30am - 4:30pm</p> <ul style="list-style-type: none"> Offers BC Seniors information and referrals to relevant services Receives feedback concerning seniors' issues Website offers a comprehensive summary of services for seniors and includes the on-line Seniors' Guide: www.seniorsadvocatebc.ca 	<p>1-877-952-3181</p>
<p>Society for the Protection & Care of Seniors (SPCS) Carol</p> <ul style="list-style-type: none"> Supports options for adequate, affordable, accessible and safe continuing care & health services for seniors within Greater Trail Phone for meeting dates or go to https://spcstrail.weebly.com 	<p>250-362-5767</p>
<p>West Kootenay Boundary Caregivers Support Cara</p> <ul style="list-style-type: none"> Education, resources, caregiver support http://wkbcaregiver.org/ 	<p>1-888-212-2337</p>

HEALTH: HEARING TESTS / HEARING AIDS

All offer free hearing screening for seniors;

NOTE: Voice Enhancer Amplifiers available while at KBRH & sold at electronics stores

Connect Hearing 104-1101 Dewdney Ave, Trail www.connecthearing.ca	250-368-5105
Dynamic Hearing 1334 Cedar Ave, Trail www.dynamichearingsolutions.ca	1-778-456-2201
Kootenay Hearing Aid and Audiology Clinic 1184 Bay Ave, Trail www.kootenayhearingclinic.com	250-368-8668 1-800-667-3775

HEALTH / MEDICAL EQUIPMENT & SUPPLIES

Drug Stores / Pharmacies <ul style="list-style-type: none"> Several carry medical supplies & equipment (See page 2) 	
Health Equipment Loan Program (HELP) 104-1199 Bay Ave, Trail <ul style="list-style-type: none"> Monday, Tuesday & Wednesday: 10:30am to 3pm; By donation Requires a referral from a health care professional Offers a wide variety of medical equipment for up to 3 months A Canadian Red Cross Program www.redcross.ca 	250-368-9129
Kootenay Columbia Home Medical Equipment <ul style="list-style-type: none"> 130 - 630 17th Street, Castlegar www.kchomemedical.ca Rents and sells a range of medical equipment 	250-365-7772 1-866-515-7772
Personal Emergency Response Systems/ Medical Alarms <ul style="list-style-type: none"> Kootenay (Philips) Lifeline www.lifeline.ca Rhandean Lacktin LifeSentry: Installed by Accura Alarms 1638 2nd Avenue, Trail 	250-364 2524 Ext 7032 250-364-5808

HEALTH: RESPIRATORY SERVICES

Columbia Respiratory www.columbiarespiratory.ca <ul style="list-style-type: none"> 240-8100 Waneta Plaza Hwy 3B, Trail Phone for an appointment 	250-364-0277
Independent Respiratory Services www.irscanada.ca <ul style="list-style-type: none"> 1518 2nd Avenue, Trail Phone for an appointment 	1-877-365-6952

HOME SAFETY

Trail RCMP <ul style="list-style-type: none"> • Responds to seniors' safety concerns, financial & other abuse • Contact Canadian Anti-Fraud Centre to report scams/ suspected fraud 	250-364-2566 1-888-495-8501
BC Rebate for Accessible Home Adaptation (BC RAHA) <ul style="list-style-type: none"> • Previously known as <i>Home Adaptations for Independence (HAFI)</i> • BC Housing funds low income seniors or persons with disabilities (or their landlords) for home adaptations so they can continue living safely in their own home or rental unit. www.bchousing.org/BC-RAHA 	1-800-257-7756

HOME SERVICES

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

April's Caregiving	acashman@telus.net	250-231-5033
Bayshore Home Health (personal care only)	www.bayshore.ca	1-877-717-7528
Better at Home https://betterathome.ca <ul style="list-style-type: none"> • Non-medical supports (eg house work, yard work ,etc) for seniors 65+ living at home; Fees based on a sliding scale according to income. 	Stephanie	250-364-2326 Ext 233
Interior Health Home Support Services: See page 8		
Hair Care at Home: Angela's Hair Care		250-304-5734
Jocelyne Purcell		250-231-6840
Lynda Bouthillier		250-367-6018
Margaret Doherty (housekeeping only)		250-512-9548
Neighborhood Nursing		250-693-2299
Serendipity Support Services www.serendipitysupportservices.ca		250-368-1313
Spectrum Home & Family Care www.spectrumcares.ca		1-833-983-9898
Trixie's Cleaning & Junk Removal www.trixiecleaners.ca		250-365-9313

HOSPICE / GRIEF / CAREGIVING

Greater Trail Hospice Society www.trailhospice.org <ul style="list-style-type: none"> • Kiro Wellness Centre, 1500 Columbia Ave, Trail • For end-of-life care or for those with a life-limiting illness • Provides needs assessments, trained volunteers for companionship or family respite, palliative equipment loans, coordination of care • Offers one to one and group grief and loss support and a friendly visitor program for those in residential care facilities • The Navigator program provides support for those diagnosed with life-limiting chronic illness. Trained volunteers help the person and their family to navigate through changes and challenges, connect with resources, learn about their condition and anticipate future needs. 	250-364-6204 250-231-7344
Bereavement BC Helpline Monday to Friday: 9am to 5pm <ul style="list-style-type: none"> • www.bcbereavementhelpline.com 	1-877-779-2223
West Kootenay Boundary Caregivers Support Cara <ul style="list-style-type: none"> • Education, resources, caregiver support http://wkbcaregiver.org/ 	1-888-212-2337

HOUSING / RESIDENTIAL ACCOMODATION**❖ INDEPENDENT (UNASSISTED) RENTAL HOUSING; PRIVATE PAY**

In some cases, SAFER Rent subsidies may be available from BC Housing (see Page 6)

Beaver Valley Manor 24 Laurier, Fruitvale	250-367-7612
Columbia Park 1232 Columbia Ave, Trail BC Housing Registry	1-800-257-7756
Esling Park Lodge 2111 Spokane, Rossland	250-362-0001
Golden City Manor 2112 2 nd Avenue, Rossland Maureen	250-362-5030
Jubilee Place 1651 Bay Avenue, Trail	250-364-0331
Lower Columbia Affordable Housing Society <ul style="list-style-type: none"> • Various locations in the Lower Columbia region • See Affordable Housing Directory: www.findaffordablehousing.ca Includes contact info for non-profit affordable housing in area 	250-368-7803
Senior Citizens Villa 1955 7 th Avenue, Trail Gord Ray	250-364-1474 250-364-2893

HOUSING / RESIDENTIAL ACCOMODATION (continued)

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

Chateau Manor 1717 Columbia Avenue, Trail	250-364-0033
Mountain Side Village 135 Mountain Side Drive, Fruitvale www.goldenlifemanagement.ca	250-367-9870
Rose Wood Village 8125 Devito Dr, Trail www.goldenlifemanagement.ca	250-364-3150
Silver City Gardens 1939 Columbia Avenue, Trail	250-368-5223

❖ **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

Rose Wood Village 8125 Devito Dr, Trail www.goldenlifemanagement.ca	250-364-3150
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❖ **ASSISTED LIVING: UNSUBSIDIZED**

Supportive housing with a higher level of personal care – contact provider

Rose Wood Village 8125 Devito Dr, Trail www.goldenlifemanagement.ca	250-364-3150
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❖ **LONG TERM CARE: SUBSIDIZED**

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

Columbia View Lodge 2920 Laburnum Drive, Trail	250-364-1271
Poplar Ridge Pavilion 1200 Hospital Bench Road, Trail	250-364-3488
Rose Wood Village 8125 Devito Dr, Trail www.goldenlifemanagement.ca	250-364-3150

❖ **LONG TERM CARE; UNSUBSIDIZED**

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

Castleview Care Centre, Castlegar: has several private pay units	1-250-365-7277
Rose Wood Village, Trail: has one private pay unit	250-364-3150

LIBRARIES

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

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

RECREATION / ADULT EDUCATION

Community Recreation <i>May offer swimming, fitness & adult education programs. Phone or check websites for leisure guides and for information about fee reductions for seniors & those living on low incomes.</i> <ul style="list-style-type: none"> • Beaver Valley Recreation www.rdkb.com • Genelle Recreation Society Faye Genelle Community Hall • Rossland Parks & Recreation www.rossland.ca/recreation • Trail Parks and Recreation Program www.trail.ca/en/ Offers many seniors' fitness programs for a wide range of abilities • Warfield Recreation www.warfield.ca 	250-367-9319 250-693-8803 250-693-2216 250-362-2327 250-364-0888 250-368-8202
X Beaver Valley Residents Gym 1968 Main St (Memorial Hall bsmt) <ul style="list-style-type: none"> • Open 6:30am to 8:30pm; Check for senior specific hours • Obtain free swipe card from Fruitvale Village Office 	250-367-7551
Columbia Basin Alliance for Literacy www.cbal.org Carolyn <ul style="list-style-type: none"> • 1160 Cedar Ave, Trail; Mon-Fri: 9am – 2pm • Free programs to help adults with basic math, computer & ipad use, other literacy skills, settlement & citizenship services 	250-368-6770
Selkirk College Trail campus: 900 Helena Street www.selkirk.ca <ul style="list-style-type: none"> • Offers continuing education and various courses & programs 	250-364-5770

SENIORS ACTIVITIES / COMMUNITY COORDINATION & INFORMATION

<p>COSCO Seniors Health & Wellness Institute Workshops</p> <ul style="list-style-type: none"> Over 40 60 – 90 minute workshops on various topics and concerns of interest to seniors. Available free of charge to any seniors' group For info: www.seniorshelpingseniors.ca or contact Theresa Buchner 	<p>250-367-9791</p>
<p>Beaver Valley Age Friendly Initiative www.village.fruitvale.bc.ca</p> <ul style="list-style-type: none"> Develops and offers a variety of programs & activities for seniors Call or see Village website for "Age Friendly" activities calendar 	<p>250-367-7551</p>
<p>South Kootenay Seniors Age Friendly Program Heather</p> <ul style="list-style-type: none"> Joint program of City of Trail, City of Rossland and Village of Warfield Connects seniors to local services, programs and events. See website for Newsletter www.rossland.ca/south-kootenay-seniors 	<p>250-368-1896</p>
<p>Society for the Protection & Care of Seniors (SPCS) Carol</p> <ul style="list-style-type: none"> A health care advocacy group whose volunteer members pursue options for adequate, affordable, accessible and safe continuing care & health services for seniors within the Greater Trail area. Phone for meeting dates or go to https://spcstrail.weebly.com The website includes up-to-date information about issues/concerns of interest to seniors 	<p>250-362-5767</p>

SENIORS' SOCIAL GROUPS & ASSOCIATIONS

Offers a number of social and recreational activities for members

<p>Beaver Valley Age Friendly Activities Fruitvale Village Office</p> <ul style="list-style-type: none"> Currently offering a monthly boxed lunch; Phone for details or check out the website www.village.fruitvale.bc.ca/content/age-friendly 	<p>250-367-7551</p>
<p>X Genelle Seniors 1205 2nd Street, Genelle</p> <ul style="list-style-type: none"> Genelle Community Hall 	<p>Colleen Carrie 250-693-2322 250-693-2134</p>
<p>X Beaver Valley Senior Citizens Ass'n Branch 44</p> <ul style="list-style-type: none"> Beaver Valley Manor, 24 Laurier, Fruitvale 	<p>Wilbur 250-368-4946</p>
<p>X Rossland Senior Citizens Ass'n Branch 45 1916 First Ave</p>	<p>Les 250-231-4573</p>

SUPPORT / INFORMATION LINES / GROUPS for SPECIFIC CONDITIONS

Call for information and / or for a local support group OR call 811 (HealthLinkBC see pg 7)

<p>Addictions / Substance Use</p> <ul style="list-style-type: none"> • Alcohol & Drug Information & Referral Line (24/7) • Alcoholics Anonymous (AA) - Trail Area, District 75 <ul style="list-style-type: none"> ○ Trail: Mon, Wed & Fri 8pm: United Church 1300 Plne Ave ○ Rossland: Tuesdays 8pm: Seniors Centre 1916 1st Ave ○ Fruitvale: Sundays at 8pm: 1845 Hwy 3B ○ For current information about AA meetings in the KB Region: ○ For all area AA meetings go to: www.bcyukonaa.org • Al-Anon: <ul style="list-style-type: none"> ○ Trail Mtng: Thurs 7pm, Presbyterian Church 1139 Pine Ave Willa ○ Other meetings & info: http://bcyukon-al-anon.org or phone • Mental Health & Substance Use Services (IH) see pg 8 • Narcotics Anonymous Helpline & call for meeting information • Nar Anon Family Group www.naranonbc.com for mtng info: • Quit Now (smoking): phone & online support: www.quitnow.ca • Smoking Cessation Program: Talk to a local pharmacist 	<p>1-800-663-1441</p> <p>250-352-3391</p> <p>250-368-7737</p> <p>1-888-425-2666</p> <p>310-MHSU</p> <p>1-855-562-2262</p> <p>1-604-878-8844</p> <p>1-877-455-2233</p>
<p>ALS (Amyotrophic Lateral Sclerosis) Society www.alsbc.ca</p> <ul style="list-style-type: none"> • Phone: Monday to Friday: 7am to 4:30pm 	<p>1-800-708-3228</p>
<p>Alzheimer & Dementia Helpline: Monday to Friday: 9am - 4pm</p> <ul style="list-style-type: none"> • Alzheimer Society of BC www.alzheimer.ca/bc • Alzheimer West Kootenay Resource Centre Ruth <ul style="list-style-type: none"> ○ Call or check the BC website for information re resources, local support groups, workshops & other support services 	<p>1-800-936-6033</p> <p>778-774-2133</p> <p>or</p> <p>1-855-301-6742</p>
<p>Arthritis Society www.arthritis.ca Helpline: Mon to Fri: 9am-4pm</p> <ul style="list-style-type: none"> • BC Interior Office in Kelowna • Contact either number for resources, information, dates of local workshops and names of local volunteers who can offer support. 	<p>1-800-321-1433</p> <p>1-250-868-8643</p>
<p>Bereavement BC Helpline www.bcbereavementhelpline.com</p> <ul style="list-style-type: none"> • Helpline: Monday to Friday: 9am to 5pm 	<p>1-877-779-2223</p>

SUPPORT / INFORMATION LINES / GROUPS for SPECIFIC CONDITIONS

Call for information and / or for a local support group OR call 811 (HealthLinkBC see pg 7)

<p>Brain Injury</p> <ul style="list-style-type: none"> • Kootenay Brain Injury Ass'n Room 3 – 1250 26th St, Castlegar <ul style="list-style-type: none"> ○ Contact for schedule of regional activities www.kootenaybia.ca ○ Participants need a referral from Interior Health • Acquired Brain Injury Services (Interior Health) Intake: <ul style="list-style-type: none"> ○ Office in Castlegar & District Health Centre 	<p>778-460-4500</p> <p>1-800-707-8550 250-304-1262</p>
<p>Canadian National Institute for the Blind (CNIB) www.cnib.ca</p> <ul style="list-style-type: none"> • Support & services to help with vision loss <p style="text-align: right;">Kelowna office:</p>	<p>1-800-563-2642 250-763-1191</p>
<p>Cancer</p> <ul style="list-style-type: none"> • BC Cancer Agency: Cancer Care for the Southern Interior <ul style="list-style-type: none"> ○ 399 Royal Avenue, Kelowna,: www.bccancer.bc.ca ○ Prevention, screening & early detection, diagnosis & treatment services, Pain & Symptom management clinic, support & community programs, research & education • Southern Interior Rotary Lodge 2251 Abbott Street, Kelowna <ul style="list-style-type: none"> ○ Offers a safe, supportive, reasonably priced lodge for cancer patients while accessing treatment at the Cancer Centre • Canadian Cancer Society www.cancer.ca <ul style="list-style-type: none"> ○ Information & Support Line open: Monday to Friday: 9am - 6pm 	<p>1-888-563-7773</p> <p>250-712-2203</p> <p>1-888-939-3333</p>
<p>Caregiving: West Kootenay Boundary Caregivers</p> <ul style="list-style-type: none"> • Provides education, resources, information & other support for caregivers. http://wkbcaregiver.org/ 	<p>Support Line 1-888-212-2337 Direct Line 250-505-4272</p>
<p>Chronic Disease Management</p> <ul style="list-style-type: none"> • Support and Information programs for chronic disease management at the Kiro Wellness Centre • Self-Management Program: A free, 6 week program (on-line & in communities) that offers info & teaches skills to manage various chronic health problems. www.selfmanagementbc.ca 	<p>Intake Kiro 1-800-707-8550 250-364-6200 1-866-902-3767</p>
<p>Chronic Pain Management & Local Resources</p> <ul style="list-style-type: none"> • List of local care providers https://kb.fetchbc.ca/service.html?i=1407 	

SUPPORT / INFORMATION LINES / GROUPS for SPECIFIC CONDITIONS

Call for information and / or for a local support group OR call 811 (HealthLinkBC see pg 7)

Crohn's & Colitis Foundation of Canada www.crohnsandcolitis.ca	1-800-513-8202
Deaf & Hard of Hearing www.wavefrontcentre.ca <ul style="list-style-type: none"> Wavefront Centre for Communication Accessibility TTY 	1-888-736-7391 1-604-736-2527
Dental: West Kootenay Community TEETH Clinic <ul style="list-style-type: none"> Lower cost dental care for those living on a low income Make an appointment to apply & register: <ul style="list-style-type: none"> CDS 1565 Bay Ave Cindy or Sheila 250-364-1104 Trail FAIR Centre 2079 Columbia Ave: Naomi 250-364-2326 Ext 235 	250-352-3543
Diabetes <ul style="list-style-type: none"> See Chronic Disease Management Program (page 18) for local access to support and information Canadian Diabetes Ass'n Info & Support 10:30am – 9:30pm 1-800-226-8464 <ul style="list-style-type: none"> BC Regional Office www.diabetes.ca 1-800-665-6526 	
End of Life / Palliative Care <ul style="list-style-type: none"> The Greater Trail Hospice Society www.trailhospice.org 250-364-6204 See Hospice (page 13) for full description of available services Home Health Services (IHA) see page 8 Central intake 1-800-707-8550 	
Fibromyalgia & Chronic Fatigue Syndrome <ul style="list-style-type: none"> ME/FM Society of BC www.mefm.bc.ca 1-888-353-6322 	
Heart <ul style="list-style-type: none"> See Chronic Disease Management Program (page 18) for local access to support and information Heart & Stroke Foundation www.heartandstroke.ca BC Office 1-888-473-4636 	
Kidney (Renal) Disease <ul style="list-style-type: none"> Kiro Kidney Care & Clinic: Psychosocial support, referrals, info and resources for non-hospitalized patients. Intake 1-800-707-8550 Clinic 250-364-6270 Kidney Foundation of Canada www.kidney.ca Offers a peer support phone group "Kidney Connect" 1-800-567-8112 	

SUPPORT / INFORMATION LINES / GROUPS for SPECIFIC CONDITIONS

Call for information and / or for a local support group OR call 811 (HealthLinkBC see pg 7)

Lung (Respiratory) Disease <ul style="list-style-type: none"> • BC Lung Association www.bc.lung.ca • Private Respiratory testing & equipment (page 11) 	1-800-665-5864
Lupus Society (BC) www.bclupus.org	1-866-585-8787
Medication Concerns: HealthlinkBC Pharmacist: 7 days/ wk: 5pm-9am	811
Mental Health <ul style="list-style-type: none"> • Canadian Mental Health Association - BC www.cmha.bc.ca • CMHA “Bounce Back”: Resources help adults with symptoms of depression and anxiety. Doctor’s referral needed for some, but Online Program available to all: www.bouncebackonline.ca • Here To Help: www.heretohelp.bc.ca Comprehensive website with resources & links to information re specific mental health illnesses, substance use & eating disorders • Trail Mental Health & Substance Use Elder Services (IH) See page 8 • Mental Health & Substance Use Regional Consumer & Family Support Trail FAIR Centre, 2079 Columbia Avenue • Alzheimer / Dementia Support Information: See page 17 	1-800-555-8222 1-866-639-0522 250-364-6262 250-364-2326 Ext 231
Multiple Sclerosis Society of Canada Lonnie <ul style="list-style-type: none"> • Phone or see website for support & info www.mssociety.ca 	1-800-268-7582 Ext 7259
Nutrition: Call the HealthLinkBC Dietician Monday to Friday: 9am-5pm	811
Parkinson Society of BC www.parkinson.bc.ca <ul style="list-style-type: none"> • Website has valuable information including education & supports • Trail - Castlegar Area support group contacts: 	1-800-668-3330 Patti Barb 250-367-9258 250-368-6864
Scleroderma Association of BC www.sclerodermabc.ca	1-888-940-9343
Stroke Recovery Ass’n of BC https://strokerecoverybc.ca/ <ul style="list-style-type: none"> • Website offers many online groups and activities via zoom • Support Group for stroke survivors and caregivers in Nelson 	1-888-313-3377 Marg 250-354-4453

TRANSPORTATION

❖ MEDICAL APPOINTMENTS

Hope Air www.hopeair.ca <ul style="list-style-type: none"> Free air travel provided to low income Canadians who must travel to obtain non-emergency specialist medical care. 	1-877-346-4673
Travel Assistance Program (TAP) www.health.gov.bc.ca/tapbc <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. After referring doctor completes form, phone for confirmation #: 	1-800-661-2668
West Kootenay Volunteer Driver Program Michelle For medical appointments <u>only</u> ; Cost by distance; Call Mon-Thurs	1-877-304-2990

❖ REGULAR / DISABILITIES

BC Bus Pass Program www.buspass.gov.bc.ca <ul style="list-style-type: none"> For low income seniors & Persons with Disabilities 	1-866-866-0800
Cedar Taxi Regular & Mobility Service www.cedartaxi.ca	250-521-0511
HandyDART: www.bctransit.com/west-kootenay <ul style="list-style-type: none"> Register & Book: Monday to Friday: 8am -4pm For those unable to use regular transit due to disability/health 	1-855-993-3100
Kootenay Seniors Transportation Program Leslie <ul style="list-style-type: none"> Info, options & support to meet seniors' transportation needs including volunteer drivers in the West Kootenay www.kootenayseniors.ca 	778-463-5247
Mountain Man Mike's Bus Service www.mountainmanmikes.ca <ul style="list-style-type: none"> Travel Saturdays from Kaslo to Vancouver & return Sundays Book online and/or phone for more information 	778-382-7729
Silver City Stagelines Book online or phone www.fritztravels.com/ <ul style="list-style-type: none"> Travel several days a week between Nelson and Kelowna 	250-512-1385
Trail Taxi www.trailtaxi.ca	250-921-6921
West Kootenay Transit Services www.bctransit.com/west-kootenay <ul style="list-style-type: none"> Trail & West Kootenay Area bus services information 	1-855-993-3100