

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



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## **A Guide**

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

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

**December 2019**

Directory posted on-line: [www.kb.fetchbc.ca](http://www.kb.fetchbc.ca)

**This Seniors' Services Guide was Funded and Developed by:**

- ❖ Interior Health Authority
- ❖ KB FETCH, Trail FAIR Centre Society

**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)***

***To SUGGEST additions, changes and corrections for future editions of this Directory:***

**CALL or EMAIL**

**The KB FETCH Office: 250-364-2326-ext 386 / [S.Chatelier@trailfair.ca](mailto:S.Chatelier@trailfair.ca)**

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**ABUSE, CRISIS & EMERGENCIES**

<b>Emergency (Ambulance, Fire, Police)</b>	<b>911</b>
<b>Interior Crisis Line Network</b> Serves the West Kootenay Boundary <ul style="list-style-type: none"> <li>• Call 24/7 for information about community services, assistance, support in a crisis, or concerns about the safety of another senior</li> </ul>	<b>1-888-353-2273</b>
<b>Seniors Abuse &amp; Information Line (SAIL)</b> <a href="http://www.bcceas.ca">www.bcceas.ca</a> <ul style="list-style-type: none"> <li>• 8am to 8pm, 7 days a week, excluding statutory holidays</li> <li>• Speak to a trained professional about senior abuse or mistreatment &amp; be referred to an appropriate resource</li> </ul>	<b>1-866-437-1940</b>
<b>Report Concerns re Possible Elder Abuse or Neglect to:</b> <ul style="list-style-type: none"> <li>• <b>Adult Abuse &amp; Neglect Report Line</b> Mon-Fri: 8:30am–4:30pm</li> <li>• <b>Trail Area Home Health Services</b></li> <li>• <b>Mental Health &amp; Substance Use Services</b></li> <li>• <b>Trail Area RCMP</b> (re a crime)</li> </ul>	<b>1-844-870-4754</b> <b>250-364-6230</b> <b>250-364-6262</b> <b>250-364-2566</b>
<b>RCMP Victim Services Program</b> <ul style="list-style-type: none"> <li>• Offers victims of crime &amp; tragedy with crisis intervention, emotional support, practical assistance, justice system information, court orientation and referrals</li> </ul>	<b>250-368-2184</b>  <b>1-800-563-0808</b> (after office hours)
<b>Specialized Victim Assistance Program</b> <ul style="list-style-type: none"> <li>• Offers victims of elder abuse, sexual assault or family violence with crisis intervention, support, assistance, justice system &amp; legal aid information, court orientation &amp; referrals</li> </ul>	<b>250-364-2326</b> Ext 234
<b>WINS Transition House</b> <ul style="list-style-type: none"> <li>• 24/7 free confidential services for women. Includes provision of safe shelter &amp; outreach support for women (their children &amp; pets) experiencing domestic abuse, violence &amp; threats</li> </ul>	<b>250-364-1543</b>
<b>La Nina Winter Shelter</b> Community Inclusion Centre, 1458 Bay Avenue <ul style="list-style-type: none"> <li>• Open 9pm to 8am from November to March only</li> <li>• Operated by Career Development Services (CDS) <b>CDS Office</b></li> </ul>	<b>250-368-3391</b>  <b>250-364-1104</b>
<b>Beaver Valley Community Response Network (CRN)</b> Jayme <ul style="list-style-type: none"> <li>• Organizes prevention and education activities to help end abuse, neglect and self-neglect of adults in BC . <a href="http://www.bccrns.ca">http://www.bccrns.ca</a></li> </ul>	<b>250-367-7428</b>

## DAY PROGRAMS & RESPITE SERVICES

<p><b>Seniors Balance Class</b> Trail Leisure Centre, 1875 Columbia Ave</p> <ul style="list-style-type: none"> <li>• Drop-in (for a small fee): Sept to June: Tuesdays 1:00 – 2:00pm</li> <li>• Call Centre to confirm details or for info re other seniors' programs</li> </ul>	<b>250-364-0888</b>
<p><b>Bridges Day Program: Columbia View Lodge</b> 2920 Laburnum Drive</p> <ul style="list-style-type: none"> <li>• Referral needed from a Home Health Clinician at Home Health Services, Kiro Wellness Centre <b>Intake /Assessment</b></li> <li>• For program information call Columbia View Lodge <b>Sandy</b></li> </ul>	<b>250-364-6224</b> <b>250-364-5357</b>
<p><b>Respite at Columbia View Lodge &amp; Poplar Ridge Pavilion</b></p> <ul style="list-style-type: none"> <li>• Referral needed from a Home Health Clinician at Home Health Services, Kiro Wellness Centre <b>Intake /Assessment</b></li> </ul>	<b>250-364-6224</b>
<p><b>See Page 11: Home Services</b> for a list of service providers who may offer day activities and / or respite.</p>	

## DRUG STORES / PHARMACIES

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

## FOOD & MEAL SERVICES

### ❖ FOOD BANKS

<b>Fruitvale:</b> 1841 B Hwy 3B (Note: New location) <ul style="list-style-type: none"> <li>BV residents only; Thursdays (phone by Wed for appointment)</li> </ul>	<b>Melva</b>	<b>250-367-6481</b>
<b>Rossland:</b> Arena back entrance: 1860 Second Avenue <ul style="list-style-type: none"> <li>Residents only; Tues:10am to noon; Mon evenings: 5 to 7pm</li> </ul>	<b>Maureen Colleen</b>	<b>250-362-7635 250-362-9502</b>
<b>Trail Salvation Army:</b> 730 Rossland Avenue <ul style="list-style-type: none"> <li>By appointment only: Monday to Friday</li> </ul>		<b>250-364-0445</b>
<b>Trail United Church:</b> Basement ; 1300 Pine Avenue <ul style="list-style-type: none"> <li>Tuesdays (except 2<sup>nd</sup> Tuesday): 9:30am - noon</li> </ul>		<b>250-368-3225</b>

### ❖ DROP-IN

<b>Beaver Valley Seniors' Coffee Club</b> <ul style="list-style-type: none"> <li>2<sup>nd</sup> Monday /month at 10:30: Fruitvale Memorial Centre 1968 Main St.</li> <li>Phone or go to: <a href="http://www.village.fruitvale.bc.ca/content/age-friendly">www.village.fruitvale.bc.ca/content/age-friendly</a></li> </ul>	<b>Fruitvale Village Office</b>	<b>250-367-7551</b>
<b>Kate's Kitchen Breakfast &amp; Drop-In</b> 730 Rossland Ave <ul style="list-style-type: none"> <li>Breakfast &amp; Drop-in: October to June: Mon - Fri: 8:30 - 11:30am</li> </ul>		<b>250-364-0445</b>
<b>St. Andrews Anglican Church (lower hall)</b> 1347 Pine Avenue, Trail <ul style="list-style-type: none"> <li>2<sup>nd</sup> Tuesday / month: 10am- 12 noon; coffee, food &amp; conversation</li> </ul>		<b>250-368-5581</b>
<b>Women's Drop-in:</b> 352 Rossland Avenue, Trail <ul style="list-style-type: none"> <li>Tuesday afternoons: 1 to 3pm; snacks, socializing, free clothing</li> </ul>		<b>250-364-1543</b>

### ❖ FOOD SHOPPING SERVICES

*Unless specified, there is a charge for this service*

<b>Liberty Foods</b> - Will deliver Monday, Wednesday & Fridays to local Fruitvale residents including to Mountain Side Village & Beaver Valley Manor	<b>250-367-9911</b>
<b>Safeway</b> - Can arrange delivery in emergency or special circumstances	<b>250-368-8710</b>
<b>See Page 11: Home Services</b> for a list of service providers who may be able to help with shopping	

**FOOD & MEAL SERVICES (continued)**

*Unless specified, there is a charge for these programs*

❖ **FROZEN / HOT MEALS: Delivered / Pick Up**

<p><b>Dinners at Home</b> Pre-order and pick up:</p> <ul style="list-style-type: none"> <li>• <b>Columbia View Lodge</b> 2920 Laburnum Drive, Trail</li> <li>• <b>Gift Shop</b> Kootenay Boundary Regional Hospital, Trail</li> </ul>	<p style="text-align: right;"><b>Dawne</b> <b>250-231-2947</b> <b>250-364-3311</b></p>
<p><b>Other Frozen Meals Suppliers</b> (in addition to Grocery Stores)</p> <ul style="list-style-type: none"> <li>• <b>Legion Auxiliary</b> (Frozen Meat Pies) 2141 Columbia Ave, Trail</li> <li>• <b>Marino Wholesale</b> 1883 Fifth Avenue, Trail</li> </ul>	<p style="text-align: right;"><b>250- 364-1422</b> <b>250-368-6955</b></p>
<p><b>Meals on Wheels</b> provided by <b>Salvation Army Family Services</b></p> <ul style="list-style-type: none"> <li>• Order: Tuesday &amp; Thursday: 9am to 2:30pm</li> <li>• Hot meals delivered to Fruitvale, Montrose, Trail &amp; Warfield</li> </ul>	<p style="text-align: right;"><b>250-368-3515</b></p>

❖ **MEAL PROGRAM**

<p><b>Beaver Valley: Seniors' Monthly Toonie Lunches</b> Village Office</p> <ul style="list-style-type: none"> <li>• Pre-registration required. Phone or check the Age Friendly calendar for more details: <a href="http://www.village.fruitvale.bc.ca/content/age-friendly">www.village.fruitvale.bc.ca/content/age-friendly</a></li> <li>• Lunches at the Fruitvale Memorial Centre 1968 Main St</li> </ul>	<p style="text-align: right;"><b>250-367-7551</b></p>
<p><b>Trail: Downtown Residents' Free Dinner</b> United Church, 1300 Pine</p> <ul style="list-style-type: none"> <li>• 3<sup>rd</sup> Sunday / month at 5pm from September to June</li> <li>• Check with the church to confirm the date.</li> </ul>	<p style="text-align: right;"><b>250-368-3225</b></p>
<p><b>Trail: Kate's Kitchen</b> Salvation Army Family Services, 730 Rossland Ave</p> <ul style="list-style-type: none"> <li>• Low cost meals throughout the year:             <ul style="list-style-type: none"> <li>○ Mon, Tues, Wed &amp; Fri: 11:30am – 1:45pm</li> <li>○ Thurs: 4:30pm – 5:45pm</li> </ul> </li> <li>• Breakfast / Drop-in: October to June: Mon - Fri: 8:30 - 11:30am</li> </ul>	<p style="text-align: right;"><b>250-364-0445</b></p>
<p><b>Trail: Community Meal Services</b></p> <ul style="list-style-type: none"> <li>• Location: Senior Citizen's Association Centre, 925 Portland St</li> <li>• Food prepared by Selkirk College Food Program</li> <li>• Low cost lunches: mid-September to end of April:             <ul style="list-style-type: none"> <li>○ Wed &amp; Thurs: 11am - 1:00pm; Fri: 11am to 12:30pm</li> </ul> </li> </ul>	<p style="text-align: right;"><b>250-364-5765</b></p>

## FOOT CARE

*When phoning, be persistent; these services are in high demand!*

<b>Dr Alumbaugh Podiatrist</b> 2033 Columbia Avenue, Castlegar Wednesdays: Clinic at Kootenay Columbia Therapeutics 1686 2 <sup>nd</sup> Ave	<b>250-304-4792</b> <b>250-364-1516</b>
<b>Bayshore Home Health</b> <a href="http://www.bayshore.ca">www.bayshore.ca</a>	<b>1-877-717-7528</b>
<b>Bees Knees Foot Care</b> Angela Lamoureux	<b>250-512-7627</b>
<b>Best Foot Forward Foot Care</b>	<b>250-231-2524</b>
<b>Donna Tjader</b>	<b>250-367-7263</b>
<b>Janet Bruce</b>	<b>250-365-3926</b>
<b>Judi's Foot Care</b>	<b>250-362-5627</b>
<b>Kootenay Foot Care</b> Kelly Legere	<b>250-608-0998</b>
<b>Loretta Davidson</b>	<b>250-365-2511</b>
<b>Neighborhood Nursing</b> <a href="http://www.neighborhoodnursing.ca">www.neighborhoodnursing.ca</a>	<b>250-693-2299</b>
<b>Step Forward Foot Care</b> Renee Hofsink	<b>250-231-7618</b>
<b>Ten Digit Foot Care</b>	<b>250-693-5470</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>Provides a number of services including information about a business, scam warnings and receiving complaints.</li> <li>Open: Monday to Thursday: 9am - 3pm; 24 hour automated line</li> </ul>	<b>1-888-803-1222</b>
<b>Trail Area RCMP</b> <ul style="list-style-type: none"> <li>Contact re any concerns regarding possible financial abuse</li> <li>Contact Canadian Anti-Fraud Centre re any scams or suspected fraud</li> </ul>	<b>250-364-2566</b> <b>1-888-495-8501</b>



**GOVERNMENT BENEFITS & SERVICES: CONTACTS & SUPPORT**

<p><b>Advocacy Program</b></p> <ul style="list-style-type: none"> <li>Trail FAIR Centre, 2079 Columbia Ave</li> <li>Help with disability benefits, tenants' rights, welfare issues, accessing government programs</li> <li>If possible, call first for an appointment; drop-in's may have to wait</li> </ul>	<p><b>Naomi</b></p>	<p><b>250-364-2326</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 low income people over 60</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>Employment &amp; Income Assistance Office</b> 1520 Bay Avenue, Trail</p> <ul style="list-style-type: none"> <li>For persons <u>under 65</u> requiring income support</li> </ul>		<p><b>1-866-866-0800</b></p>
<p><b>Income Tax (Volunteer) Program</b></p> <ul style="list-style-type: none"> <li>Program offers free tax filing services in several locations in March &amp; April for those living on low incomes. <b>Call FAIR Office for locations</b></li> </ul>		<p><b>250-364-2326</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>1050 Eldorado Street, Trail; Mon to Fri: 8:30am-4:30pm</li> <li>Forms, information, licences &amp; assistance applying for a wide variety of <b>BC government</b> services and programs such as MSP, Fair Pharmacare, seniors' subsidies for housing &amp; transportation, etc.</li> <li><a href="http://www.servicebc.gov.bc.ca/locations">www.servicebc.gov.bc.ca/locations</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>Open Tues, Wed &amp; Thurs; 8:30am - 12 noon; 1 - 4pm;</li> <li>Forms, information &amp; assistance re a variety of <b>federal government</b> services &amp; programs including CPP, OAS &amp; GIS.</li> <li><a href="http://www.canada.ca">www.canada.ca</a></li> </ul>		<p><b>1-800-622-6232</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>	<p><b>1-800-665-7199</b></p>
<p><b>Health Insurance BC</b> <a href="http://www2.gov.bc.ca/gov/content/health">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 (see <b>page 6</b>)</li> </ul>	<p><b>1-800-663-7100</b></p>
<p><b>HealthLinkBC</b></p> <ul style="list-style-type: none"> <li>• Health Information from a nurse: 24 hours / 7 days a week</li> <li>• Dietician Information: Monday to Friday: 9am-5pm</li> <li>• Pharmacist Information: 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 :</li> </ul>	<p>Toll-free <b>811</b></p> <p>Toll-free <b>711</b></p>
<p><b>Nidus Personal Planning Resource Centre &amp; Registry</b></p> <ul style="list-style-type: none"> <li>• <a href="http://www.nidus.ca">www.nidus.ca</a></li> <li>• Comprehensive online information, forms &amp; 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 &amp; personal care</u>.</li> <li>• For more information or assistance with forms make an appointment with the Nelson &amp; District Seniors’ Coordinating Society: 719 Vernon St. Office open Tuesday – Thursday 10am to 3pm</li> </ul>	<p><b>250-352-6008</b></p>
<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</li> <li>• Offers BC Seniors information and referrals to relevant services and programs</li> <li>• Website offers a comprehensive summary of services for seniors and includes the on-line Seniors’ Guide: <a href="http://www.seniorsadvocatebc.ca">www.seniorsadvocatebc.ca</a></li> </ul>	<p><b>1-877-952-3181</b></p>
<p><b>See Pages 16-19:</b> for additional services for specific conditions</p>	

**HEALTH CARE SERVICES: LOCAL INTERIOR HEALTH**

❖ **KOOTENAY BOUNDARY REGIONAL HOSPITAL**

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

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

<p><b>Home Health Services</b></p> <p><b>General Contact / Information Intake /Assessment</b></p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> </ul>	<p><b>250-364-6230</b> <b>250-364-6224</b></p>
<p><b>Home Support Services</b></p> <p><b>General Contact / Information Intake /Assessment</b></p> <ul style="list-style-type: none"> <li>• A scheduled, subsidized service (cost depends on income) that provides simple meal preparation, help with managing personal health care needs, caregiver respite &amp; palliative home support. Does <b>NOT</b> include bulk meal preparation, housekeeping, driving, shopping, etc.</li> <li>• <b>Home Support Scheduling</b> 7 days/week: 6:30am - 8pm Phone <u>only</u> for clients <u>already</u> receiving services</li> </ul>	<p><b>250-364-6230</b> <b>250-364-6224</b></p> <p><b>1-877-964-3417</b></p>
<p><b>Mental Health &amp; Substance Use (MH&amp;SU) Services</b></p> <ul style="list-style-type: none"> <li>• Elder Services Case Manager offers assessment, support, groups &amp; other services including for seniors and caregivers.</li> </ul>	<p><b>250-364-6262</b></p>
<p><b>Public Health / Promotion &amp; Prevention Services</b></p>	<p><b>250-364-6219</b></p>
<p><b>See Page 12 for Hospice and Pages 16 - 19 for additional services for specific conditions</b></p>	

❖ **OTHER:**

<p><b>Community Paramedic Program: <a href="http://www.bcehs.ca/our-services">www.bcehs.ca/our-services</a></b></p> <ul style="list-style-type: none"> <li>• <b>Referral required</b> from doctor, home health or community nurse</li> <li>• Serves isolated seniors in Beaver Valley &amp; Rossland</li> <li>• Offers home visits, health assessments, referrals, basic care</li> </ul>	
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**HEALTH CARE: NAVIGATION / SUPPORT / COMPLAINTS**

<p><b>Aboriginal Patient Navigator</b>, Kootenay Boundary Area <b>Lori</b></p> <ul style="list-style-type: none"> <li>Assists in the early identification of Aboriginal patients' needs and participates in discharge planning. Helps to ensure care is culturally specific and ethno-sensitive</li> </ul>	<p><b>250-304-5621</b>  <b>250-304-1259</b> (Office)</p>
<p><b>IHA Patient Care Quality Office</b></p> <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> <li>To <b>register</b> a complaint call the central office in Kelowna:</li> </ul>	<p><b>1-877-442-2001</b></p>
<p><b>KBRH Social Work Department</b></p> <ul style="list-style-type: none"> <li>Provides psychosocial care for hospital patients and families, including adjustment counselling, support, practical assistance, advocacy and referrals to local and provincial resources.</li> </ul>	<p><b>250-364-3490</b> <b>250-364-5163</b></p>
<p><b>Mental Health &amp; Substance Use Consumer, Family &amp; Peer Support</b></p> <ul style="list-style-type: none"> <li>A Kootenay Boundary regional program providing support, education &amp; resources to individuals (and their families) with long term mental health &amp; substance use (addiction) concerns.</li> </ul>	<p><b>250-364-2326</b> Ext 231  <b>1-877-364-2326</b></p>
<p><b>Office of the Seniors' Advocate Information &amp; Referral Line</b></p> <ul style="list-style-type: none"> <li>Offers BC Seniors information about and referrals to relevant services and programs. <span style="float: right;">Mon-Fri: 8:30am-4:30pm</span></li> <li>Website offers a comprehensive summary of services for seniors and includes the on-line Seniors' Guide: <a href="http://www.seniorsadvocatebc.ca">www.seniorsadvocatebc.ca</a></li> </ul>	<p><b>1-877-952-3181</b></p>
<p><b>See Pages 16-19:</b> for additional services for specific conditions</p>	

**HEALTH: HEARING TESTS & HEARING AIDS**

*Voice Enhancer Amplifiers available while at KBRH & sold at electronics stores*

<p><b>Connect Hearing</b> 104 - 1101 Dewdney Avenue</p> <ul style="list-style-type: none"> <li>Free hearing screening for seniors; <a href="http://www.connecthearing.ca">www.connecthearing.ca</a></li> </ul>	<p><b>250-368-5105</b></p>
<p><b>Kootenay Hearing Aid and Audiology Clinic</b> 1184 Bay Avenue</p> <ul style="list-style-type: none"> <li>Free hearing screening for seniors <a href="http://www.kootenayhearingclinic.com">www.kootenayhearingclinic.com</a></li> </ul>	<p><b>250-368-8668</b> <b>1-800-667-3775</b></p>

## HEALTH / MEDICAL EQUIPMENT & SUPPLIES

<p><b>Drug Stores / Pharmacies</b></p> <ul style="list-style-type: none"> <li>• Several carry medical supplies &amp; equipment (See Page 2)</li> </ul>	
<p><b>Health Equipment Loan Program (HELP)</b> 102-1199 Bay Ave, Trail</p> <ul style="list-style-type: none"> <li>• Monday, Tuesday &amp; Thursday: 10:30am to 3pm; By donation</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>• A Canadian Red Cross Program <a href="http://www.redcross.ca">www.redcross.ca</a></li> </ul>	<p><b>250-368-9129</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 and sells a range of medical equipment</li> </ul>	<p><b>250-365-7772</b> <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>Kootenay (Philips) Lifeline</b> <a href="http://www.lifeline.ca">www.lifeline.ca</a> Rhandean Lacktin</li> <li>• <b>LifeSentry:</b> Installed by Accura Alarms 1638 2<sup>nd</sup> Avenue, Trail</li> </ul>	<p><b>250-364 2524</b> <b>Ext 7032</b> <b>250-364-5808</b></p>
<p><b>Respiratory Services:</b> Testing &amp; equipment</p> <ul style="list-style-type: none"> <li>• <b>Columbia Respiratory</b> #240 2<sup>nd</sup> floor Waneta Plaza, Hwy 3B, Trail By appointment: Mon- Fri: 8:30am to 4:30pm; <a href="http://www.columbiarespiratory.ca">www.columbiarespiratory.ca</a></li> <li>• <b>Independent Respiratory Services</b> 898 Helena Street, Trail <a href="http://www.irscanada.ca">www.irscanada.ca</a> By appointment only</li> <li>• <b>VitalAire</b> 301- 1101 Dewdney Avenue, Trail; <a href="http://www.vitalaire.com">www.vitalaire.com</a> By appointment: Mon- Fri: 8am to 4:30pm</li> </ul>	<p><b>250-364-0277</b> <b>1-877-365-6952</b> <b>1-800-637-0202</b></p>

## HOME SAFETY

<p><b>Trail RCMP</b></p> <ul style="list-style-type: none"> <li>• Responds to seniors' safety concerns, financial &amp; other abuse</li> <li>• Contact Canadian Anti-Fraud Centre re any scams or suspected fraud</li> </ul>	<p><b>250-364-2566</b> <b>1-888-495-8501</b></p>
<p><b>Home Adaptations for Independence (HAFI)</b></p> <ul style="list-style-type: none"> <li>• 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. <a href="http://www.bchousing.org/HAFI">www.bchousing.org/HAFI</a></li> </ul>	<p><b>1-800-257-7756</b></p>

**HOME SERVICES**

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

<b>April's Caregiving</b>	<a href="mailto:acashman@telus.net">acashman@telus.net</a>	<b>250-231-5033</b>
<b>Bayshore Home Health</b>	<a href="http://www.bayshore.ca">www.bayshore.ca</a>	<b>1-877-717-7528</b>
<b>Beaver Valley Age Friendly Handy Persons Resource List</b> <a href="http://www.village.fruitvale.bc.ca/content/age-friendly">http://www.village.fruitvale.bc.ca/content/age-friendly</a>		
<b>Lower Columbia Better at Home</b>	<a href="http://www.betterathome.ca">www.betterathome.ca</a> <b>Stephanie</b>	<b>250-364-2326</b>
<ul style="list-style-type: none"> <li>• Non-medical supports (eg house work, yard work ,minor home repairs, grocery shopping) for seniors 65+ living at home</li> <li>• Fees charged according to income (free for very low income seniors)</li> </ul>		
<b>CBI Home Health Services</b>	<a href="http://www.cbi.ca">www.cbi.ca</a> <b>Penticton Office</b>	<b>250-493-6693</b>
<b>Interior Health Home Support Services: See page 8</b>		
<b>Jocelyne Purcell</b>		<b>250-231-6840</b>
<b>Lynda Bouthillier</b>		<b>250-367-6018</b>
<b>Margaret Doherty</b> (housekeeping only)		<b>250-512-9548</b>
<b>Neighborhood Nursing</b>	<a href="http://www.neighborhoodnursing.ca">www.neighborhoodnursing.ca</a>	<b>250-693-2299</b>
<b>Serendipity Support Services</b>	<a href="http://www.serendipitysupportservices.ca">www.serendipitysupportservices.ca</a>	<b>250-368-1313</b>
<b>Spectrum Home &amp; Family Care</b>	<a href="http://www.spectrumcares.ca">www.spectrumcares.ca</a>	<b>250-355-2637</b>
<b>Tricia's Home Care Services</b>	<a href="mailto:blueglassgirl@hotmail.com">blueglassgirl@hotmail.com</a>	<b>250-231-3802</b>
<b>Trixie's Cleaning &amp; Junk Removal</b>	<a href="http://www.trixiecleaners.ca">www.trixiecleaners.ca</a>	<b>250-365-9313</b>

**❖ MOBILE HOME SERVICES**

<b>Hair Care at Home: Angela's Hair Care</b>		<b>250-304-5734</b>
<b>Kootenay River Mobile Dental Hygiene:</b>	<a href="http://www.krdh.ca">www.krdh.ca</a> <b>Andrea</b>	<b>250-304-5754</b>
<ul style="list-style-type: none"> <li>• Offers dental hygiene services in-home or in other locations for those with challenges and difficulties getting to a dentist's office.</li> </ul>		

## HOSPICE, GRIEF, CAREGIVING

<p><b>Greater Trail Hospice Society</b> Kiro Centre, 1500 Columbia Ave, Trail</p> <ul style="list-style-type: none"> <li>• <a href="http://www.trailhospice.org">www.trailhospice.org</a></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>• Also offers a resource library, education and a grief support group</li> </ul>	<b>250-364-6204</b>
<p><b>Bereavement BC Helpline</b> Monday to Friday: 9am to 5pm</p> <ul style="list-style-type: none"> <li>• <a href="http://www.bcbereavementhelpline.com">www.bcbereavementhelpline.com</a></li> </ul>	<b>1-877-779-2223</b>
<p><b>Family Caregivers of BC</b> Support Line: Mon – Fri: 8:30am to 4pm</p> <ul style="list-style-type: none"> <li>• Education, resources, caregiver support . <a href="http://www.familycaregiversbc.ca">www.familycaregiversbc.ca</a></li> </ul>	<b>1-877-520-3267</b>

## HOUSING & ACCOMODATION

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

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

<p><b>Affordable Housing Directory:</b> <a href="http://www.findaffordablehousing.ca">www.findaffordablehousing.ca</a></p> <ul style="list-style-type: none"> <li>• Descriptions and contact info for non-profit affordable housing in region</li> </ul>	
<p><b>Beaver Valley Manor</b> 24 Laurier, Fruitvale</p>	<b>250-367-7612</b>
<p><b>Esling Park Lodge</b> 2111 Spokane, Rossland</p>	<b>250-362-0001</b>
<p><b>Golden City Manor</b> 2112 2<sup>nd</sup> Avenue, Rossland</p> <p style="text-align: right;"><b>Maureen</b></p>	<b>250-362-5030</b>
<p><b>Jubilee Place</b> 1651 Bay Avenue, Trail</p>	<b>250-364-0331</b>
<p><b>Lower Columbia Affordable Housing Society</b></p> <ul style="list-style-type: none"> <li>• Various locations in the Lower Columbia region</li> </ul>	<b>250-368-7803</b>
<p><b>Senior Citizens Villa</b> 1955 7<sup>th</sup> Avenue, Trail</p> <p style="text-align: right;"><b>Gord Ray</b></p>	<b>250-364-1474 250-364-2893</b>

## HOUSING & ACCOMODATION (continued)

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

<b>Chateau Manor</b> 1717 Columbia Avenue, Trail	<b>250-364-0033</b>
<b>Mountain Side Village</b> 135 Mountain Side Drive, Fruitvale <a href="http://www.goldenlifemanagement.ca">www.goldenlifemanagement.ca</a>	<b>250-367-9870</b>
<b>Rose Wood Village</b> 8125 Devito Dr, Trail <a href="http://www.goldenlifemanagement.ca">www.goldenlifemanagement.ca</a>	<b>250-364-3150</b>
<b>Silver City Gardens</b> 1939 Columbia Avenue, Trail	<b>250-368-5223</b>

❖ **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: **250-364-6224***

<b>Rose Wood Village</b> 8125 Devito Dr, Trail <a href="http://www.goldenlifemanagement.ca">www.goldenlifemanagement.ca</a>	<b>250-364-3150</b>
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❖ **ASSISTED LIVING: UNSUBSIDIZED**

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

<b>Rose Wood Village</b> 8125 Devito Dr, Trail <a href="http://www.goldenlifemanagement.ca">www.goldenlifemanagement.ca</a>	<b>250-364-3150</b>
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❖ **LONG TERM CARE: SUBSIDIZED**

*For 24/7 “complex care”: Access **only** through Home Health: **250-364-6224***

<b>Columbia View Lodge</b> 2920 Laburnum Drive, Trail	<b>250-364-1271</b>
<b>Poplar Ridge Pavilion</b> 1200 Hospital Bench Road, Trail	<b>250-364-3488</b>
<b>Rose Wood Village</b> 8125 Devito Dr, Trail <a href="http://www.goldenlifemanagement.ca">www.goldenlifemanagement.ca</a>	<b>250-364-3150</b>

❖ **LONG TERM CARE; UNSUBSIDIZED**

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

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



## 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*

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

## RECREATION & ADULT EDUCATION

<b>Community Recreation</b> <i>May offer swimming, fitness &amp; adult education programs. Phone or check websites for leisure guides and for information about fee reductions for seniors &amp; those living on low incomes.</i> <ul style="list-style-type: none"> <li><b>Beaver Valley Recreation</b> <a href="http://www.rdkb.com">www.rdkb.com</a></li> <li><b>Genelle Recreation Society</b> <span style="float: right;">Faye Genelle Community Hall</span></li> <li><b>Rossland Parks &amp; Recreation</b> <a href="http://www.rossland.ca/recreation">www.rossland.ca/recreation</a></li> <li><b>Trail Parks and Recreation Program</b> <a href="http://www.trail.ca/en/">www.trail.ca/en/</a> Offers many new seniors' fitness programs for a wide range of abilities</li> <li><b>Warfield Recreation</b> <a href="http://www.warfield.ca">www.warfield.ca</a></li> </ul>	<b>250-367-9319</b> <b>250-693-8803</b> <b>250-693-2216</b> <b>250-362-2327</b> <b>250-364-0888</b>  <b>250-368-8202</b>
<b>Beaver Valley Residents Seniors Gym</b> 1968 Main Street <ul style="list-style-type: none"> <li>For ages 50+; Open 6:30am to 8:30pm; Fruitvale Memorial Hall bsmt</li> <li>Obtain free swipe card from Fruitvale Village Office</li> </ul>	<b>250-367-7551</b>
<b>Columbia Basin Alliance for Literacy</b> <a href="http://www.cbal.org">www.cbal.org</a> <span style="float: right;">Carolyn</span> <ul style="list-style-type: none"> <li>1160 Cedar Ave, Trail; Mon-Fri: 9am – 2pm</li> <li>Free programs to help adults with basic math, computer &amp; ipad use, other literacy skills, settlement services and citizenship</li> </ul>	<b>250-368-6770</b>
<b>Selkirk College:</b> 900 Helena Street, Trail <a href="http://www.selkirk.ca">www.selkirk.ca</a> <ul style="list-style-type: none"> <li>Offers continuing education and other courses &amp; programs</li> </ul>	<b>250-364-5770</b>

**SENIORS ACTIVITIES / COMMUNITY COORDINATION & INFORMATION**

<p><b>COSCO Seniors Health &amp; Wellness Institute Workshops</b></p> <ul style="list-style-type: none"> <li>Over 40 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 Buchner</b></li> </ul>	<p><b>250-367-9791</b></p>	
<p><b>Beaver Valley Age Friendly Program</b> <a href="http://www.village.fruitvale.bc.ca">www.village.fruitvale.bc.ca</a></p> <ul style="list-style-type: none"> <li>Coordinator develops and offers a variety of programs and activities for seniors including monthly lunch and morning get-togethers</li> <li>Call or see Village website for “Age Friendly” activities calendar</li> </ul>	<p><b>250-367-7551</b></p>	
<p><b>Rossland Age Friendly Program</b></p> <ul style="list-style-type: none"> <li>Connects Rossland seniors with local services, programs and events. See website for Newsletter <a href="http://www.rossland.ca/age-friendly">www.rossland.ca/age-friendly</a></li> </ul>	<p><b>Heather City Hall</b></p>	<p><b>250-368-1896 250-362-7396</b></p>
<p><b>Society for the Protection &amp; Care of Seniors (SPCS)</b></p> <ul style="list-style-type: none"> <li>A health care advocacy group whose volunteer members pursue options for adequate, affordable, accessible and safe continuing care &amp; health services for seniors within the Greater Trail area.</li> <li>Phone for meeting dates or go to <a href="https://spcstrail.weebly.com">https://spcstrail.weebly.com</a></li> </ul>	<p><b>Carol</b></p>	<p><b>250-362-5767</b></p>

**SENIORS’ SOCIAL GROUPS & ASSOCIATIONS**

*Offers a number of social and recreational activities for members*

<p><b>Beaver Valley Age Friendly Activities</b></p> <ul style="list-style-type: none"> <li>Phone for details re monthly lunch and coffee drop-in or check out the Age Friendly calendar <a href="http://www.village.fruitvale.bc.ca/content/age-friendly">www.village.fruitvale.bc.ca/content/age-friendly</a></li> </ul>	<p><b>Fruitvale Village Office</b></p>	<p><b>250-367-7551</b></p>
<p><b>Genelle Seniors</b> 1205 2<sup>nd</sup> Street, Genelle</p> <ul style="list-style-type: none"> <li>Genelle Community Hall</li> </ul>	<p><b>Colleen Carrie</b></p>	<p><b>250-693-2322 250-693-2134</b></p>
<p><b>Beaver Valley Senior Citizens Ass’n Branch 44</b></p> <ul style="list-style-type: none"> <li>Beaver Valley Manor, 24 Laurier, Fruitvale</li> </ul>	<p><b>Wilbur</b></p>	<p><b>250-368-4946</b></p>
<p><b>Rossland Senior Citizens Ass’n Branch 45</b> 1916 First Ave</p>	<p><b>Les</b></p>	<p><b>250-231-4573</b></p>
<p><b>Trail Senior Citizens Ass’n Branch 47</b> 925 Portland St</p>	<p><b>Darlene</b></p>	<p><b>250-364-0960</b></p>
<p><b>Warfield Seniors Activities</b></p>	<p>For Info Call Village Office</p>	<p><b>250-368-8202</b></p>

**SUPPORT, INFORMATION LINES & GROUPS for SPECIFIC CONDITIONS**

*Call for information and / or for a support group nearest your location*

<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) - Trail Area, District 75</b> <ul style="list-style-type: none"> <li>○ Tralano Club, 760 Eldorado (Behind the United Church)</li> <li>○ For area AA meetings go to: <a href="http://www.bcyukonaa.org">www.bcyukonaa.org</a></li> </ul> </li> <li>• <b>Al-Anon:</b> <ul style="list-style-type: none"> <li>○ Trail Mtng: Thurs 8pm, Presbyterian Church 1139 Pine Ave <b>Willa</b></li> <li>○ Other meetings &amp; info: <a href="http://bcyukon-al-anon.org">http://bcyukon-al-anon.org</a> or phone</li> </ul> </li> <li>• <b>Mental Health &amp; Substance Use Services, Trail Area</b></li> <li>• <b>Narcotics Anonymous Helpline</b> call for meeting information</li> <li>• <b>NarAnon:</b> Fridays: 8pm Trail United Church 1300 Pine Avenue</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>250-368-5651</b></p> <p><b>250-368-7737</b></p> <p><b>1-888-425-2666</b></p> <p><b>250-364-6262</b></p> <p><b>1-855-562-2262</b></p> <p><b>1-604-878-8844</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>• Phone: Monday to Friday: 7am to 4:30pm</li> </ul>	<p><b>1-800-708-3228</b></p>
<p><b>Alzheimer &amp; Dementia</b> Helpline: Monday to Friday: 9am - 4pm</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>Ruth</b> <ul style="list-style-type: none"> <li>○ Call or check the BC website for information re resources, local support groups, workshops &amp; other support services</li> </ul> </li> </ul>	<p><b>1-800-936-6033</b></p> <p><b>778-774-2133</b></p> <p><b>or</b></p> <p><b>1-855-301-6742</b></p>
<p><b>Arthritis Society</b> <a href="http://www.arthritis.ca">www.arthritis.ca</a> Helpline: Mon to Fri: 9am-4pm</p> <ul style="list-style-type: none"> <li>• BC Interior Office in Kelowna</li> <li>• Contact either number for resources, information, dates of local workshops and names of local volunteers who can offer support.</li> </ul>	<p><b>1-800-321-1433</b></p> <p><b>1-250-868-8643</b></p>
<p><b>Bereavement BC Helpline</b> <a href="http://www.bcbereavementhelpline.com">www.bcbereavementhelpline.com</a></p> <ul style="list-style-type: none"> <li>• Helpline: Monday to Friday: 9am to 5pm</li> </ul>	<p><b>1-877-779-2223</b></p>
<p><b>Brain Injury Ass'n (W.K.)</b> Room 3 – 1250 26<sup>th</sup> St, Castlegar</p> <ul style="list-style-type: none"> <li>• Contact for schedule of regional activities <a href="http://www.kootenaybia.ca">www.kootenaybia.ca</a></li> <li>• Participants need a referral from <b>Acquired Brain Injury Services (Interior Health)</b> in the Castlegar Health Centre</li> </ul>	<p><b>778-460-4500</b></p> <p><b>250-304-1262</b></p>

## SUPPORT, INFORMATION LINES & GROUPS for SPECIFIC CONDITIONS

*Call for information and / or for a support group nearest your location*

<p><b>Canadian National Institute for the Blind (CNIB)</b> <a href="http://www.cnib.ca">www.cnib.ca</a>          • Support &amp; services to help with vision loss  <b>Kelowna office:</b></p>	<p><b>1-800-563-2642</b>  <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,;: <a href="http://www.bccancer.bc.ca">www.bccancer.bc.ca</a></li> <li>○ Prevention, screening &amp; early detection, diagnosis &amp; treatment services, Pain &amp; Symptom management clinic, support &amp; community programs, research &amp; education</li> </ul> </li> <li>• <b>Southern Interior Rotary Lodge</b> 2251 Abbott Street, 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 &amp; Support Line open: Monday to Friday: 9am - 6pm</li> </ul> </li> </ul>	<p><b>1-800-403-8222</b></p> <p><b>250-712-2203</b></p> <p><b>1-888-939-3333</b></p>
<p><b>Caregiving:</b></p> <ul style="list-style-type: none"> <li>• <b>Family Caregivers of BC Society</b> Call Mon – Fri: 8:30am to 4pm          Provides education, resources, information packages and other support for caregivers. <a href="http://www.familycaregiversbc.ca">www.familycaregiversbc.ca</a></li> </ul>	<p><b>1-877-520-3267</b></p>
<p><b>Chronic Disease Management</b></p> <ul style="list-style-type: none"> <li>• Support and Information programs for chronic <b>Diabetes</b> and <b>Heart</b> disease at the Kiro Wellness Centre</li> <li>• <b>Self-Management Program:</b> A free, 6 week program (on-line &amp; in communities) that offers info &amp; teaches skills to manage various chronic health problems. <a href="http://www.selfmanagementbc.ca">www.selfmanagementbc.ca</a></li> </ul>	<p><b>250-364-6292</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>• List of local care providers &amp; resources <a href="http://www.kb.fetchbc.ca">www.kb.fetchbc.ca</a></li> </ul>	
<p><b>Crohn’s &amp; Colitis Foundation of Canada</b> <a href="http://www.crohnsandcolitis.ca">www.crohnsandcolitis.ca</a></p>	<p><b>1-800-513-8202</b></p>
<p><b>Deaf &amp; Hard of Hearing (Western Institute)</b> <a href="http://www.widhh.com">www.widhh.com</a>          TTY:</p>	<p><b>1-888-736-7391</b>  <b>1-604-736-2527</b></p>

## SUPPORT, INFORMATION LINES & GROUPS for SPECIFIC CONDITIONS

Call for information and / or for a support group nearest your location

<p><b>Dental</b></p> <ul style="list-style-type: none"> <li>• <b>Dental Access Fund:</b> urgent dental care for low income adults. Has information about the TEETH Clinic (below) <b>Fran</b></li> <li>• <b>West Kootenay Community TEETH</b> lower cost dental care for those living on a low income. Make an appointment to apply &amp; register at <b>Career Development Services (CDS) 1565 Bay Ave</b> or phone the <b>TEETH Information Hotline for more information</b></li> </ul>	<p><b>250-364-2326</b> <b>Ext 239</b></p> <p><b>250-364-1104</b> <b>250-352-6560</b></p>
<p><b>Diabetes</b></p> <ul style="list-style-type: none"> <li>• <b>Diabetes resources &amp; support</b> at Kiro Wellness Centre</li> <li>• Also see <b>Chronic Disease Management (page 17)</b></li> <li>• <b>Canadian Diabetes Ass'n Info &amp; Support</b> 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>	<p><b>250-364-6292</b></p> <p><b>1-800-226-8464</b> <b>1-800-665-6526</b></p>
<p><b>End of Life / Palliative Care</b></p> <ul style="list-style-type: none"> <li>• <b>The Greater Trail Hospice Society</b> <a href="http://www.trailhospice.org">www.trailhospice.org</a> See <b>Hospice (page 12)</b> for full description of available services</li> <li>• <b>Home Health Services (IHA) see page 8</b></li> </ul>	<p><b>250-364-6204</b></p> <p><b>250-364-6224</b></p>
<p><b>Fibromyalgia &amp; Chronic Fatigue Syndrome</b></p> <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>	<p><b>1-888-353-6322</b></p>
<p><b>Heart</b></p> <ul style="list-style-type: none"> <li>• See <b>Chronic Disease Management</b> program (<b>page 17</b>)</li> <li>• <b>Heart &amp; Stroke Foundation of BC:</b> <a href="http://www.heartandstroke.bc.ca">www.heartandstroke.bc.ca</a></li> </ul>	<p><b>1-866-432-7833</b></p>
<p><b>Kidney(Renal) Disease</b></p> <ul style="list-style-type: none"> <li>• <b>Kiro Kidney Care &amp; Clinic:</b> Psychosocial support, referrals, information and resources for non-hospitalized patients.</li> <li>• <b>Kidney Foundation of Canada</b> <a href="http://www.kidney.ca">www.kidney.ca</a> Offers a peer support phone group “Kidney Connect”</li> </ul>	<p><b>250-364-6270</b></p> <p><b>1-800-567-8112</b></p>

## SUPPORT, INFORMATION LINES & GROUPS for SPECIFIC CONDITIONS

Call for information and / or for a support group nearest your location

<p><b>Lung (Respiratory) Disease</b></p> <ul style="list-style-type: none"> <li>• <b>BC Lung Association</b> <a href="http://www.bc.lung.ca">www.bc.lung.ca</a> Call with questions</li> <li>• <b>Private Respiratory testing &amp; equipment (page 10)</b></li> </ul>	<p><b>1-800-665-5864</b></p>
<p><b>Lupus Society (BC)</b> <a href="http://www.bclupus.org">www.bclupus.org</a></p>	<p><b>1-866-585-8787</b></p>
<p><b>Mental Health</b></p> <ul style="list-style-type: none"> <li>• <b>Canadian Mental Health Association - BC</b> <a href="http://www.cmha.bc.ca">www.cmha.bc.ca</a></li> <li>• CMHA “<b>Bounce Back</b>”: Resources help adults with symptoms of depression and anxiety. Doctor’s referral needed for some, but Online Program available to all: <a href="http://www.bouncebackonline.ca">www.bouncebackonline.ca</a></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>Trail Mental Health &amp; Substance Use Elder Services</b></li> <li>• <b>Mental Health &amp; Substance Use Consumer &amp; Family Support</b></li> <li>• <b>Alzheimer/Dementia Support Information: See Page 16</b></li> </ul>	<p><b>1-800-555-8222</b> <b>1-866-639-0522</b></p> <p><b>250-364-6262</b> <b>250-364-2326</b> Ext 231</p>
<p><b>Multiple Sclerosis Society of Canada</b> Lonnie</p> <ul style="list-style-type: none"> <li>• Phone or see website for support &amp; info <a href="http://www.mssociety.ca">www.mssociety.ca</a></li> </ul>	<p><b>1-800-268-7582</b> Ext 7259</p>
<p><b>Nutrition:</b> <a href="http://www.healthlinkbc.ca">www.healthlinkbc.ca</a></p> <ul style="list-style-type: none"> <li>• <b>Dietician Info Helpline:</b> Monday to Friday: 9am-5pm</li> </ul>	<p><b>811</b></p>
<p><b>Parkinson Society of BC</b> <a href="http://www.parkinson.bc.ca">www.parkinson.bc.ca</a></p> <ul style="list-style-type: none"> <li>• Meets 3<sup>rd</sup> Tues/ month: 11:30am at the Colander, Trail <b>Confirm</b></li> </ul>	<p><b>1-800-668-3330</b> <b>250-367-9258</b></p>
<p><b>Scleroderma Association of BC</b> <a href="http://www.sclerodermabc.ca">www.sclerodermabc.ca</a></p>	<p><b>1-888-940-9343</b></p>
<p><b>Stroke Recovery</b></p> <ul style="list-style-type: none"> <li>• <b>Support group</b> for stroke survivors and caregivers <b>Rachel</b> Thurs: 11:30am -12:30pm (Sept-June) ; Call for location</li> <li>• <b>Stroke Recovery Association of BC</b> <a href="http://www.strokerecoverybc.ca">www.strokerecoverybc.ca</a></li> </ul>	<p><b>250-512-1351</b> <b>1-888-313-3377</b></p>

## 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>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> <li>After referring doctor completes form, phone for confirmation #:</li> </ul>	<b>1-800-661-2668</b>
<b>West Kootenay Volunteer Driver Program</b> <b>Call Tues or Wed</b> <ul style="list-style-type: none"> <li>For medical appointments <u>only</u>; Cost varies by distance</li> </ul>	<b>1-877-304-2990</b>

### ❖ REGULAR / DISABILITIES

<b>BC Bus Pass Program</b> <a href="http://www.buspass.gov.bc.ca">www.buspass.gov.bc.ca</a> <ul style="list-style-type: none"> <li>For low income seniors &amp; Persons with Disabilities</li> </ul>	<b>1-866-866-0800</b>
<b>Cedar Taxi Regular &amp; Mobility Service</b> <a href="http://www.cedartaxi.ca">www.cedartaxi.ca</a>	<b>250-521-0511</b>
<b>HandyDART:</b> <a href="http://www.bctransit.com/west-kootenay">www.bctransit.com/west-kootenay</a> <ul style="list-style-type: none"> <li>Register &amp; Book: Monday to Friday: 8am -4pm</li> <li>For those unable to use regular transit due to disability/health</li> </ul>	<b>1-855-993-3100</b> Ext 1
<b>Kootenay Seniors Transportation Program</b> <b>Jessica</b> <ul style="list-style-type: none"> <li>Information, options &amp; support to meet seniors' transportation needs</li> <li>709A Vernon Street, Nelson <a href="http://www.kootenayseniors.ca">www.kootenayseniors.ca</a></li> </ul>	<b>778-463-5247</b>
<b>Silver City Stagelines</b> <a href="http://www.fritztravels.com/">www.fritztravels.com/</a> <ul style="list-style-type: none"> <li>Daily (Sun to Fri) return trip between Nelson and Kelowna with stops in Castlegar, Trail, Grand Forks, Greenwood, Midway and Rock Creek.</li> <li>Book online and/or phone for more information</li> </ul>	<b>250-512-1385</b>
<b>Trail Taxi</b> <a href="http://www.trailtaxi.ca">www.trailtaxi.ca</a>	<b>250-921-6921</b>
<b>West Kootenay Transit Services</b> <a href="http://www.bctransit.com/west-kootenay">www.bctransit.com/west-kootenay</a> <ul style="list-style-type: none"> <li>Bus services: Trail &amp; West Kootenay Area information</li> </ul>	<b>1-855-993-3100</b> Ext 1