

Closing the Gaps in Seniors' Care



A Guide

To Public, Community & Private Services for

Lower Columbia Seniors (Trail & Area)

July 2018

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

This Seniors' Services Guide was Funded and Developed by:

- ❖ Interior Health
- ❖ 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.mbc.bbb.org 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 of this Directory:

CALL or EMAIL

The KB FETCH Office: 250-364-2326-ext 386 / admin@kb.fetchbc.ca

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ABUSE, CRISIS & EMERGENCIES

Emergency (Ambulance, Fire, Police)	911
Interior Crisis Line Network, West Kootenay Boundary <ul style="list-style-type: none"> • Call anytime: 24 hours a day, 7 days a week • 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.bcceas.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
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 • Trail Area Home Health Services • Mental Health & Substance Use Services • Trail Area RCMP 	1-844-870-4754 250-364-6230 250-364-6262 250-364-2566
RCMP Victim Services Program <ul style="list-style-type: none"> • Provides victims of crime & tragedy with crisis intervention, emotional support, practical assistance, information on the justice system, court orientation and referrals 	250-368-2184 1-800-563-0808 (after office hours)
Specialized Victim Assistance Program <ul style="list-style-type: none"> • Provides 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
WINS Transition House <ul style="list-style-type: none"> • 24/7 free confidential services for women. Includes provision of safe shelter & outreach support for women (their children & pets) experiencing domestic abuse, violence & threats 	250-364-1543
La Nina Extreme Winter Shelter 1458 Bay Avenue <ul style="list-style-type: none"> • Located in the Community Inclusion Centre • Open 24/7 from November to March only 	250-368-3391 250-364-1104

DAY PROGRAMS & RESPITE SERVICES

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

DRUG STORES / PHARMACIES

Loblaws Pharmacy Waneta Plaza, Trail (delivers to Rosewood)	250-368-8544
Fruitvale IDA Pharmacy 1942 Main Street, Fruitvale (will deliver)	250-367-9331
Alpine Drug Mart-IDA 2060 Columbia Ave, Rossland (sometimes)	250-362-5622
People's Pharmacy 1101 Dewdney, Trail (will deliver)	250-364-1993
Pharmasave 1280 Cedar Avenue, Trail (will deliver)	250-368-3363
Safeway Pharmacy 1599 2 nd Avenue, Trail (will deliver)	250-368-3790
Shoppers Drug Mart 1305 Cedar, Avenue, Trail (will deliver)	250-368-3341
Wal-Mart Pharmacy Marcolin Drive, Trail (no delivery)	250-364-2707

FOOD & MEAL SERVICES

❖ FOOD BANKS

Fruitvale: Beaver Valley United Church, 1917 Columbia Gardens <ul style="list-style-type: none"> Thursdays (phone Wednesday to make appointment) 	Jean Marlene	250-367-6533 250-367-9067
Rossland: Arena back entrance: 1860 Second Avenue <ul style="list-style-type: none"> Tuesdays: 10am to noon 	Maureen Colleen	250-362-7635 250-362-9502
Trail Salvation Army: 730 Rossland Avenue <ul style="list-style-type: none"> By appointment only: Monday to Friday 		250-364-0445
Trail United Church: Basement ; 1300 Pine Avenue <ul style="list-style-type: none"> Tuesdays (except 2nd Tuesday): 9:30am - noon 		250-368-3225

❖ DROP-IN

St. Andrews Anglican Church (lower hall) 1347 Pine Avenue, Trail <ul style="list-style-type: none"> 2nd Tuesday / month: 10am- 12 noon; coffee, food & conversation 		250-368-5581
Women's Drop-in: 352 Rossland Avenue, Trail <ul style="list-style-type: none"> Tuesday afternoons: 1 to 3pm; snacks, socializing, free clothing 		250-364-1543

❖ FROZEN / HOT MEALS: Delivered / Pick Up

Dinners at Home Pre-order and pick up: <ul style="list-style-type: none"> Columbia View Lodge 2920 Laburnum Drive, Trail Gift Shop, Kootenay Boundary Regional Hospital, Trail Legion Auxiliary (Frozen Meat Pies) 2141 Columbia Ave, Trail 	Dawne	250-231-2947 250-364-3311 250- 364-1422
Frozen Meals Suppliers <ul style="list-style-type: none"> Maria's Fine Foods: 8342 Hwy 22A, Trail Marino Wholesale: 1883 Fifth Avenue, Trail 		250-368-3808 250-368-6955
Meals on Wheels provided by Salvation Army Family Services <ul style="list-style-type: none"> Order: Tuesday & Thursday: 9am to 2:30pm Hot meals delivered to Fruitvale, Trail & Warfield 		250-368 3515

FOOD & MEAL SERVICES (continued)

❖ MEAL PROGRAMS

Unless specified, there is a charge for these meal programs

<p>Fruitvale: Seniors' Monthly Toonie Lunches Jayne</p> <ul style="list-style-type: none"> • Pre-registration required. Phone or check the Age Friendly calendar for more details: www.village.fruitvale.bc.ca/content/age-friendly • Lunches at the Fruitvale Memorial Centre 	250-367-7428
<p>Trail: Downtown Residents' Free Dinner United Church, 1300 Pine</p> <ul style="list-style-type: none"> • 3rd Sunday / month at 5pm from September to June • Check with the church to confirm the date. 	250-368-3225
<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"> ○ Mon, Tues, Wed & Fri: 11:30am – 1:45pm ○ Thurs: 4:30pm – 5:45pm 	250-364-0445
<p>Trail: Selkirk College Food Program's Community Meal Services</p> <ul style="list-style-type: none"> • Location: Senior Citizen's Association Centre, 925 Portland St • Low cost lunches: mid-September to end of April: <ul style="list-style-type: none"> ○ Wed & Thurs: 11am - 1:00pm; Fri: 11am to 12:30pm 	250-364-5765

❖ FOOD SHOPPING SERVICES

Unless specified, there is a charge for this service

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

FOOT CARE

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

Dr. Lih (Podiatrist) 2033 Columbia Avenue, Castlegar	250-304-4792
Bayshore Home Health www.bayshore.ca	1-877-289-3997
Best Foot Forward Foot Care	250-231-2524
Dee's Home Foot Care	250-365-0244
Donna Tjader	250-367-7263
Heel to Toe Foot Care Marie Blain	250-226-7965
Judi's Foot Care	250-362-5627
Loretta Davidson	250-365-2511
Neighborhood Nursing www.neighborhoodnursing.ca	250-693-2299
Ten Digit Foot Care	250-693-5470

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.mbc.bbb.org <ul style="list-style-type: none"> Provides a number of services including information about a business, scam warnings and receiving complaints. Open: Monday to Thursday: 9am - 3pm; 24 hour automated line 	1-888-803-1222
Trail Area RCMP <ul style="list-style-type: none"> Contact re any concerns regarding possible financial abuse 	250-364-2566

GOVERNMENT BENEFITS & SERVICES: CONTACTS & SUPPORT

<p>Advocacy Centre 521 Vernon Street, Nelson www.advocacycentre.org</p> <ul style="list-style-type: none"> • Help with disability benefits, tenants' rights, welfare issues, etc. • Advocacy staff available at Trail FAIR, 2079 Columbia Avenue 2 Mondays / month. Call first for an appointment 	<p>1-877-352-5777</p>
<p>BC Housing Subsidy: Shelter Aid for Elderly Renters (SAFER)</p> <ul style="list-style-type: none"> • A rent subsidy for low income people over 60 • www.bchousing.org/Initiatives/Providing/SAFER 	<p>1-800-257-7756</p>
<p>Employment & Income Assistance Office 1520 Bay Avenue, Trail</p> <ul style="list-style-type: none"> • For persons <u>under 65</u> requiring income support 	<p>1-866-866-0800</p>
<p>Income Tax (Volunteer) Program Phone Trail FAIR</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 for details & locations 	<p>250-364-2326</p>
<p>Seniors Outreach and Support (SOS) Sandi</p> <ul style="list-style-type: none"> • Advocacy re concerns such as income & housing. Offers info & assistance with forms, plus resources/referral to other services. • Call for appointment: Castlegar Community Services: 1007 2nd Street 	<p>250-365-2104 Ext 23</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"> • 1050 Eldorado Street, Trail; Mon to Fri: 8:30am-4:30pm • 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, etc. • www.servicebc.gov.bc.ca/locations 	<p>250-364-0591</p>
<p>Service Canada Centre 101 - 1101 Dewdney Avenue, Trail</p> <ul style="list-style-type: none"> • Open Tues, Wed & Thurs; 8:30am - 12 noon; 1 - 4pm; • Forms, information & assistance re a variety of federal government services & programs including CPP, OAS & GIS. • www.canada.ca 	<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</p> <ul style="list-style-type: none"> • Health Information from a nurse: 24 hours / 7 days a week • Dietician Information: Monday to Friday: 9am-5pm • Pharmacist Information: 7 days a week: 5pm-9am • Information and links to services: www.healthlinkbc.ca • Special Line for Hearing Impaired persons : 	<p>Toll-free 811</p> <p>Toll-free 711</p>
<p>Nidus Personal Planning Resource Centre & Registry</p> <ul style="list-style-type: none"> • www.nidus.ca • Online information & support for creating a Representation Agreement which enables an individual to legally authorize others to act on his/her behalf for <u>health and personal care</u> matters • Contact Nelson & District Seniors Coordinating Society for more information & workshops; Wednesdays 12 – 2pm only 	1-250-352-6008
<p>Office of the Seniors’ Advocate Information & Referral Line</p> <ul style="list-style-type: none"> • Mon-Fri: 8:30am-4:30pm • Offers BC Seniors information about and referrals to relevant services and programs • Website offers a comprehensive summary of services for seniors and includes the on-line Seniors’ Guide: www.seniorsadvocatebc.ca 	1-877-952-3181
<p>See Pages 16-19: for additional services for specific conditions</p>	

HEALTH CARE SERVICES: LOCAL

❖ **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>Home Health Services</p> <p>General Contact / Information Intake /Assessment</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. 	<p>250-364-6230 250-364-6224</p>
<p>Home Support Services</p> <p>General Contact / Information Intake /Assessment</p> <ul style="list-style-type: none"> • A scheduled, subsidized service (cost depends on income) that provides simple meal preparation, help with managing personal health care needs, caregiver respite & palliative home support. Does NOT include bulk meal preparation, housekeeping, driving, shopping, etc. 	<p>250-364-6230 250-364-6224</p>
<p>Home Support Scheduling 7 days/week: 6:30am - 8pm</p> <ul style="list-style-type: none"> • Phone <u>only</u> for clients <u>already</u> receiving services 	<p>1-877-964-3417</p>
<p>Hospice (Greater Trail Hospice Society) www.trailhospice.org</p> <ul style="list-style-type: none"> • See Page 12 for full description of available services 	<p>250-364-6204</p>
<p>Mental Health & Substance Use (MH&SU) Services</p> <ul style="list-style-type: none"> • Elder Services Case Manager offers assessment, support, groups & other services specifically for seniors and caregivers. 	<p>250-364-6262</p>
<p>Public Health / Promotion & Prevention Services</p>	<p>250-364-6219</p>

❖ **OTHER:**

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

<p>Aboriginal Patient Navigator, Kootenay Boundary Area Leah</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 250-304-1254 (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 psychosocial care for hospital patients and families, including adjustment counselling, support, practical assistance, advocacy and referrals to local and provincial resources. 	<p>250-364-3490 250-364-5163</p>
<p>Mental Health & Substance Use Consumer, Family & Peer Support</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 231 1-877-364-2326</p>
<p>Office of the Seniors' Advocate Information & Referral Line</p> <ul style="list-style-type: none"> Offers BC Seniors information about and referrals to relevant services and programs. Mon-Fri: 8:30am-4:30pm 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>See Pages 16-19: for additional services for specific conditions</p>	

HEALTH: HEARING TESTS & HEARING AIDS

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

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

HEALTH / MEDICAL EQUIPMENT & SUPPLIES

<p>Drug Stores / Pharmacies</p> <ul style="list-style-type: none"> • Several carry medical supplies & equipment (See Page 2) 	
<p>Health Equipment Loan Program (HELP) 128 Waneta Plaza</p> <ul style="list-style-type: none"> • Monday to Thursday: 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 	<p>250-368-9129</p>
<p>Kootenay Columbia Home Medical Equipment</p> <ul style="list-style-type: none"> • 130-630 17th Street, Castlegar www.kchomemedical.ca • Rents and sells a range of medical equipment 	<p>250-365-7772 1-866-515-7772</p>
<p>Personal Emergency Response Systems/ Medical Alarms</p> <ul style="list-style-type: none"> • Kootenay (Philips) Lifeline www.lifeline.ca Rhandean Lacktin • LifeSentry: Installed by Accura Alarms 1638 2nd Avenue, Trail 	<p>250-364 2524 1-888-832-6071 Ext 7032 250-364-5808</p>
<p>Respiratory Services: Testing & equipment</p> <ul style="list-style-type: none"> • Columbia Respiratory #240 2nd floor Waneta Plaza, Hwy 3B, Trail By appointment: Mon- Fri: 8:30am to 4:30pm; www.columbiarespiratory.ca • Independent Respiratory Services 898 Helena Street, Trail www.irscanada.ca By appointment only: • VitalAire 301- 1101 Dewdney Avenue, Trail; www.vitalaire.com By appointment: Mon- Fri: 8am to 4:30pm 	<p>250-364-0277 1-877-365-6952 1-800-637-0202</p>

HOME SAFETY

<p>Trail RCMP</p> <ul style="list-style-type: none"> • Responds to seniors' safety concerns, financial & other abuse. 	<p>250-364-2566</p>
<p>Home Adaptations for Independence (HAFI)</p> <ul style="list-style-type: none"> • 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/HAFI 	<p>1-800-257-7756</p>

HOME SERVICES: PRIVATE

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

April's Caregiving	acashman@telus.net	250-231-5033 250-368-6838
Bayshore Home Health	www.bayshore.ca	1-877-289-3997
Janet Bruce		250-365-3926
Jocelyne Purcell		250-231-6840
Lynda Bouthillier		250-367-6018
Margaret Doherty (housekeeping only)		250-512-9548
Neighborhood Nursing	www.neighborhoodnursing.ca	250-693-2299
Serendipity Support Services	www.serendipitysupportservices.ca	250-368-1313
Spectrum Home & Family Care	www.spectrumcares.ca	1-855-265-3842
Trixie's Cleaning & Junk Removal	www.trixiecleaners.ca	250-365-9313
We Care Home Health Services	www.wecare.ca	1-877-719-4166

❖ HAIR CARE AT HOME

Sharon Merritt		250-368-9792 250-231-0015
Angela's Hair Care		250-304-5734

❖ MOBILE PRIVATE LABORATORY SERVICES

Kootenay Mobile Lab Services	Amber	1-250-687-1217
<ul style="list-style-type: none"> • For in-home service, the Doctor will fax or the client will call with a requisition to Mobile Lab Services & an appointment will be set up • Lab work covered by MSP. Client pays travel expenses. 		

HOSPICE, GRIEF, CAREGIVING

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

HOUSING & ACCOMODATION**❖ INDEPENDENT (UNASSISTED) HOUSING; PRIVATE PAY***SAFER Rent subsidies may be available from BC Housing (see Page 6)*

Beaver Valley Manor 24 Laurier, Fruitvale	250-367-7612
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
Senior Citizen Villa 1955 7 th Avenue, Trail Gord Ray	250-364-1417 250-364-2893

❖ 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

HOUSING & ACCOMODATION (continued)

❖ **ASSISTED LIVING: SUBSIDIZED**

*Independent Living with a higher level of personal care: eligibility based on care need not financial need; Access **only** through Home Health: **250-364-6224***

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

Independent living 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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❖ **RESIDENTIAL CARE: SUBSIDIZED**

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

Castleview Care Centre 2300 14 th Avenue, Castlegar	1-250-365-7277
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
Talarico Place 709 10 th Street, Castlegar	1-250-365-7221

❖ **RESIDENTIAL CARE; UNSUBSIDIZED**

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

Castleview Care Centre: 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 www.beavervalley.bc.libraries.coop <ul style="list-style-type: none"> • 1847 1ST Street, Fruitvale 	250-367-7114
Rossland Public Library www.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 • Warfield Recreation www.warfield.ca 	250-367-9319 250-693-8803 250-693-2216 250-362-2327 250-364-0888 250-368-8202
Beaver Valley Residents Seniors Gym , Fruitvale Memorial Hall bsmt <ul style="list-style-type: none"> • For ages 55+; Open 6:30am to 8:30pm; Obtain free swipe card from Fruitvale Village Office 	250-367-7551
Columbia Basin Alliance for Literacy www.cbal.org <ul style="list-style-type: none"> • Free programs to help adults with basic math, computer & ipad use, other literacy skills, settlement services and citizenship 	250-368-6770
Selkirk College: www.selkirk.ca <ul style="list-style-type: none"> • Offers continuing education and other courses & programs 	250-364-5770

SENIORS SERVICES 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 		250-367-9791
<p>Beaver Valley Age Friendly Program www.village.fruitvale.bc.ca</p> <ul style="list-style-type: none"> Coordinator develops and offers a variety of programs and activities for Seniors in the Beaver Valley Jayne Call or see website for "Age Friendly" activities calendar 		250-367-7428
<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 http://www.spcstrail.weebly.com 		250-362-5767

SENIORS' SOCIAL GROUPS & ASSOCIATIONS

Offers a number of social and recreational activities for members

<p>Beaver Valley Age Friendly Activities Jayne</p> <ul style="list-style-type: none"> Phone for details or check out the online Age Friendly calendar www.village.fruitvale.bc.ca/content/age-friendly 		250-367-7428
<p>Genelle Seniors 1205 2nd Street, Genelle Colleen</p> <ul style="list-style-type: none"> Genelle Community Hall Carrie 		250-693-2322 250-693-2134
<p>Senior Citizens Ass'n Branch 44 Wilbur</p> <ul style="list-style-type: none"> Beaver Valley Manor, 24 Laurier, Fruitvale 		250-368-4946
<p>Senior Citizens Ass'n Branch 45 1916 First Ave, Rossland Les</p>		250-362-5532
<p>Senior Citizens Ass'n Branch 47 925 Portland St, Trail Darlene</p>		250-364-0960
<p>Warfield Seniors Activities For Info Call Village Office</p>		250-368-8202

SUPPORT, INFORMATION LINES & GROUPS for SPECIFIC CONDITIONS

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

<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"> ○ Tralano Club, 760 Eldorado (Behind the United Church) ○ For area AA meetings go to: www.bcyukonaa.org • Al-Anon: <ul style="list-style-type: none"> ○ Trail Meeting:: Thurs 8pm, Presbyterian Church 1139 Pine Ave ○ Other meetings & info: http://bcyukon-al-anon.org or phone: • Mental Health & Substance Use Services, Trail Area • Narcotics Anonymous Helpline • NarAnon: Fridays: 8pm Trail United Church 1300 Pince Avenue • Quit Now (smoking): phone & online support: www.quitnow.ca • Smoking Cessation Program: Talk to a local pharmacist 	<p>1-800-663-1441</p> <p>250-368-5651</p> <p>250-368-7737</p> <p>1-888-425-2666</p> <p>250-364-6262</p> <p>1-855-562-2262</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 Karen <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>250-365-6769</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>
<p>Brain Injury Ass'n (W.K.) Room 11– 1250 26th St, Castlegar</p> <ul style="list-style-type: none"> • Contact for schedule of regional activities www.wkbianews.com • Participants need a referral from Acquired Brain Injury Services (Interior Health), Castlegar Health Centre 	<p>778-460-4500</p> <p>250-304-1262</p>

SUPPORT, INFORMATION LINES & GROUPS for SPECIFIC CONDITIONS

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

<p>Canadian National Institute for the Blind (CNIB) www.cnib.ca • Support & services to help with vision loss 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>1-800-403-8222</p> <p>250-712-2203</p> <p>1-888-939-3333</p>
<p>Caregiving:</p> <ul style="list-style-type: none"> • Family Caregivers of BC Society Call Mon – Fri: 8:30am to 4pm Provides education, resources, information packages and other support for caregivers. www.familycaregiversbc.ca 	<p>1-877-520-3267</p>
<p>Chronic Disease Management</p> <ul style="list-style-type: none"> • Support and Information programs for chronic Diabetes and Heart disease 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>250-364-6292</p> <p>1-866-902-3767</p>
<p>Chronic Pain Management & Local Resources</p> <ul style="list-style-type: none"> • List of local care providers & resources www.kb.fetchbc.ca 	
<p>Crohn’s & Colitis Foundation of Canada www.cafc.ca</p>	<p>1-800-513-8202</p>
<p>Deaf & Hard of Hearing (Western Institute) www.widhh.com TTY:</p>	<p>1-888-736-7391 1-604-736-2527</p>

SUPPORT, INFORMATION LINES & GROUPS for SPECIFIC CONDITIONS

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

<p>Dental</p> <ul style="list-style-type: none"> • Dental Access Fund: urgent dental care for low income adults. Will also help people access the TEETH Clinic (below) • West Kootenay Community TEETH, a low cost dental clinic in Nelson for those living on a low income. Phone for details 	<p style="text-align: right;">Fran</p> <p style="text-align: right;">250-364-2326 Ext 239 250-352-6560</p>
<p>Diabetes</p> <ul style="list-style-type: none"> • Diabetes resources & support at Kiro Health Centre • Also see Chronic Disease Management (page 17) • Canadian Diabetes Ass'n Info & Support 10:30am – 9:30pm <ul style="list-style-type: none"> ○ BC Regional Office www.diabetes.ca 	<p style="text-align: right;">250-364-6292</p> <p style="text-align: right;">1-800-226-8464 1-800-665-6526</p>
<p>End of Life / Palliative Care</p> <ul style="list-style-type: none"> • The Greater Trail Hospice Society www.trailhospice.org • See Hospice (page 12) for full description of available services 	<p style="text-align: right;">250-364-6204</p>
<p>Fibromyalgia & Chronic Fatigue Syndrome</p> <ul style="list-style-type: none"> • ME/FM Society of BC www.mefm.bc.ca 	<p style="text-align: right;">1-888-353-6322</p>
<p>Heart</p> <ul style="list-style-type: none"> • See Chronic Disease Management program (page 17) • Heart & Stroke Foundation of BC: www.heartandstroke.bc.ca 	<p style="text-align: right;">1-866-432-7833</p>
<p>Kidney(Renal) Disease</p> <ul style="list-style-type: none"> • Kiro Kidney Care & Clinic: Psychosocial support, referrals, information and resources for non-hospitalized patients. • Kidney Foundation of Canada www.kidney.ca Offers a peer support phone group “Kidney Connect” 	<p style="text-align: right;">250-364-6270</p> <p style="text-align: right;">1-800-567-8112</p>
<p>Lung (Respiratory) Disease</p> <ul style="list-style-type: none"> • BC Lung Association www.bc.lung.ca Call with questions • Private Respiratory testing & equipment (page 10) 	<p style="text-align: right;">1-800-665-5864</p>
<p>Lupus Society (BC) www.bclupus.org</p>	<p style="text-align: right;">1-866-585-8787</p>

SUPPORT, INFORMATION LINES & GROUPS for SPECIFIC CONDITIONS

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

<p>Mental Health Also see "Alzheimer & Dementia" (page 16)</p> <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 • Mental Health & Substance Use Consumer & Family Support • See Page 16 for information about <i>Alzheimer/Dementia</i> support 	<p>1-800-555-8222 1-866-639-0522</p> <p>250-364-6262 250-364-2326 Ext 231</p>
<p>Multiple Sclerosis Society of Canada Lonnie</p> <ul style="list-style-type: none"> • Phone or see website for support & info www.mssociety.ca 	<p>1-800-268-7582 Ext 7259</p>
<p>Nutrition: www.healthlinkbc.ca</p> <ul style="list-style-type: none"> • Dietician Info Helpline: Monday to Friday: 9am-5pm 	<p>811</p>
<p>Parkinson Society of BC www.parkinson.bc.ca</p> <ul style="list-style-type: none"> • Meets 3rd Tues/ month: 11:30am at the Colander, Trail Confirm: 	<p>1-800-668-3330 250-367-9258</p>
<p>Scleroderma Association of BC www.sclerodermabc.ca</p>	<p>1-888-940-9343</p>
<p>Stroke Recovery</p> <ul style="list-style-type: none"> • Support group for stroke survivors and caregivers Rachel Thurs: 11:30am -12:30pm (Sept-June) ; Call for location • Stroke Recovery Association of BC www.strokerecoverybc.ca 	<p>250-512-1351 1-888-313-3377</p>

TRANSPORTATION

❖ MEDICAL APPOINTMENTS

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

❖ REGULAR / DISABILITIES

<p>BC Bus Pass Program www.buspass.gov.bc.ca</p> <ul style="list-style-type: none"> For low income seniors & Persons with Disabilities 	<p>1-866-866-0800</p>
<p>Cedar Taxi Regular & Mobility Service www.cedartaxi.ca</p>	<p>250-521-0511</p>
<p>HandyDART: www.bctransit.com/west-kootenay</p> <ul style="list-style-type: none"> Register & Book through Trail Transit: Mon to Fri: 8am -4pm For those unable to use regular transit due to disability/health 	<p>250-364-0261 Ext 0</p>
<p>Trail Taxi www.trailtaxi.ca</p>	<p>250-921-6921</p>
<p>Trail Transit Services www.bctransit.com/west-kootenay</p> <ul style="list-style-type: none"> Bus services: Trail & West Kootenay Area information 	<p>250-364-0261 or 1-855-993-3100</p>
<p>W.K. Seniors Transportation Coordinator Dana</p> <ul style="list-style-type: none"> Info, options & support to meet seniors' transportation needs 709 A Vernon St; Tues/Thurs:10am – 1:30pm;Wed: 10am – 3:30pm www.kootenayseniors.ca 	<p>250-352-2708 250-551-6950 1-855-552-2708</p>
<p>See Page 11: Home Services: Private for a list of service providers who may offer transportation for various purposes.</p>	