

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



## **A Resources Guide To Public and Private Services For Trail & Area Seniors**

**March, 2010**

**Prepared and Supported by:**

- ❖ Interior Health
- ❖ Parks & Recreation: Beaver Valley, Rossland, Trail, Warfield
- ❖ Senior Citizens Associations: Branches 44 (Beaver Valley), 47 (Trail) and 45 (Rossland)
- ❖ West Kootenay Boundary Regional (WKBR) Crisis and Information Line, a program of the Trail FAIR Centre Society

**To TALK with someone about the Community Services  
listed in this Seniors' Resources Guide  
CALL the West Kootenay Boundary Regional (WKBR)  
Information and Crisis Line anytime - day or night:**

**250-364-1718 or 1-800-515-6999**

**This Seniors' Guide is also available on-line: [www.trailfair.ca/seniors](http://www.trailfair.ca/seniors)**

***To offer suggestions, additions, changes and corrections for future  
editions:***

***Please email or phone:***

**The WKBR Information and Crisis Line Coordinator:  
[crisisline@trailfair.ca](mailto:crisisline@trailfair.ca) / 250-364-0274**

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## BANKING SERVICES

|                                                                                                                                                                            |  |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| <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> |  |
|                                                                                                                                                                            |  |

## CRISIS AND INFORMATION LINE

|                                                                                                                                                                                                                                                                                            |                                                           |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------|
| <b>West Kootenay Boundary Regional Information and Crisis Line</b> <ul style="list-style-type: none"> <li>24 hours a day, 7 days a week</li> <li>Call for information about community services, assistance, support in a crisis, or concerns about the safety of another senior</li> </ul> | <b>250-364-1718</b><br><b>or</b><br><b>1-800-515-6999</b> |
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## DAY PROGRAMS AND RESPITE SERVICES

|                                                                                                                                                                                                     |                     |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| <b>Balance and Mobility Exercises:</b> - Hazel Arnold: <ul style="list-style-type: none"> <li>Held Wednesdays 1:30 - 2:30pm September to June at the Trail Seniors Centre; Drop-in; Free</li> </ul> | <b>250-364-5174</b> |
| <b>Bridges Day Program at Columbia View Lodge</b> <ul style="list-style-type: none"> <li>Arranged &amp; subsidized through Home &amp; Community Care</li> </ul>                                     | <b>250-364-6230</b> |
| <b>Respite at Columbia View Lodge &amp; Poplar Ridge Pavillion</b> <ul style="list-style-type: none"> <li>Requires a referral from a Long Term Care Manager</li> </ul>                              | <b>250-364-6230</b> |
| <b>Rosewood Village Adult Day Program</b> <ul style="list-style-type: none"> <li>Arrange directly with the Rosewood office - Private pay</li> </ul>                                                 | <b>250-364-3150</b> |
| <b>Home and Community Care Home Support (includes respite care)</b>                                                                                                                                 | <b>250-364-6230</b> |
| <b>NOTE:</b> See <b>Home Services - Private</b> on <b>page 7</b> for a list of service providers who may offer day activities and / or respite.                                                     |                     |

## DRUG STORES / PHARMACIES (All accept phone-in renewals)

|                                            |                                  |                     |
|--------------------------------------------|----------------------------------|---------------------|
| <b>Extra Foods Pharmacy - Waneta Mall</b>  | (no delivery)                    | <b>250-368-8544</b> |
| <b>Ferraro Foods Pharmacy - Trail</b>      | (will deliver)                   | <b>250-368-3363</b> |
| <b>People's Alpine Pharmacy - Rossland</b> | (no delivery)                    | <b>250-362-5622</b> |
| <b>People's Pharmacy - Fruitvale</b>       | (will deliver)                   | <b>250-367-9331</b> |
| <b>People's Pharmacy - Trail</b>           | (talk to pharmacist re services) | <b>250-364-1993</b> |
| <b>Safeway Pharmacy - Trail</b>            | (no delivery)                    | <b>250-368-3790</b> |
| <b>Shoppers Drug Mart</b>                  | (will deliver)                   | <b>250-368-3341</b> |
| <b>Wal-Mart Pharmacy</b>                   | (no delivery)                    | <b>250-364-2707</b> |
| <b>Zellers Pharmacy</b>                    | (no delivery)                    | <b>250-368-8592</b> |
|                                            |                                  |                     |

## FOOT CARE

|                                      |                       |
|--------------------------------------|-----------------------|
| <b>Dr. Lih (Podiatrist)</b>          | <b>1-250-304-4792</b> |
| <b>Helen Alton</b>                   | <b>1-250-365-2989</b> |
| <b>Judy Burwash</b>                  | <b>250-362-5627</b>   |
| <b>Loretta Davidson</b>              | <b>1-250-365-2511</b> |
| <b>Elaine Burke - Fruitvale only</b> | <b>250-367-7090</b>   |
| <b>Anne Grieve - Fruitvale only</b>  | <b>250-367-6144</b>   |
|                                      |                       |

## GOVERNMENT BENEFITS / SERVICES CONTACT & SUPPORT INFO

|                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                              |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|
| <p><b>Income Tax (Volunteer) Program</b> - Margaret Thiel</p> <ul style="list-style-type: none"> <li>• A <u>free</u> service for those living on a low income. Call for times and locations of community tax clinics in March &amp; April. Also call for help re tax-related concerns at any time of the year</li> </ul>                                                                                                                                    | <p><b>250-368-6565</b></p>   |
| <p><b>Senior Citizen Counsellor:</b></p> <ul style="list-style-type: none"> <li>• Information and form completion for BC Medical/MSP, Fair Pharmacare, Bus passes, Seniors' discounts and many other federal and provincial government programs</li> <li>• Currently available in Castlegar on Wednesdays by appointment only : "Meet" either in person or on the phone:</li> <li>• May also soon come to Trail one day a week; call for details</li> </ul> | <p><b>250-365-2104</b></p>   |
| <p><b>Seniors' Information &amp; Health Line:</b> Mon-Fri 8:30am-4:30pm</p> <ul style="list-style-type: none"> <li>• Information about health &amp; non-health related federal and provincial government services &amp; programs for BC seniors. Translation services available in 130 languages</li> </ul>                                                                                                                                                 | <p><b>1-800-465-4911</b></p> |
| <p><b>Service BC Centre (Government Agents), 1050 Eldorado, Trail</b></p> <ul style="list-style-type: none"> <li>• Forms, information &amp; assistance re a wide variety of BC government services and programs</li> </ul>                                                                                                                                                                                                                                  | <p><b>250-364-0561</b></p>   |
| <p><b>Service Canada Centre, 102 - 1101 Dewdney, Trail</b></p> <ul style="list-style-type: none"> <li>• Forms, information &amp; assistance re a variety of federal government services &amp; programs. See <a href="http://www.servicecanada.gc.ca">www.servicecanada.gc.ca</a></li> </ul>                                                                                                                                                                 | <p><b>1-800-622-6232</b></p> |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                              |

## HAIR CARE AT HOME

|                               |                                                           |
|-------------------------------|-----------------------------------------------------------|
| <p><b>Sherry Handford</b></p> | <p><b>250-364-1859</b></p>                                |
| <p><b>Sharon Merritt</b></p>  | <p><b>250-368-9792</b><br/>cell - <b>250-231-0015</b></p> |
|                               |                                                           |

## HEALTH CARE SERVICES INFORMATION - GENERAL

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                     |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------|
| <b>Ambulance Billing Services Information Line:</b> Mon – Fri: 9am-4pm                                                                                                                                                                                                                                                                                                                                                                                          | <b>1-800-665-7199</b>                                               |
| <b>Caregiving / Care-Receiving Information Website:</b><br><a href="http://www.health.gov.bc.ca/caregivingjourney">www.health.gov.bc.ca/caregivingjourney</a>                                                                                                                                                                                                                                                                                                   |                                                                     |
| <b>HealthLink BC</b> (formerly BC NurseLine): Toll-free: <ul style="list-style-type: none"> <li>• Health Information from a nurse: 24 hours / 7 days a week</li> <li>• Dietician Information: 9am to 5pm, Monday to Friday</li> <li>• Pharmacist Information 5pm to 9am, 7 days a week</li> <li>• Special Line for Hearing impaired persons</li> </ul>                                                                                                          | <b>811</b><br><b>811</b><br><b>811</b><br><b>711</b>                |
| <b>HealthLink BC Website</b> <ul style="list-style-type: none"> <li>• Lots of information and links to services: <a href="http://www.healthlinkbc.ca">www.healthlinkbc.ca</a></li> </ul>                                                                                                                                                                                                                                                                        |                                                                     |
| <b>Health and Seniors' Information Line:</b> Mon-Fri: 8:30am-4:30pm <ul style="list-style-type: none"> <li>• Information on Ministry of Health services</li> </ul>                                                                                                                                                                                                                                                                                              | <b>1-800-465-4911</b>                                               |
| <b>Kootenay Boundary Regional Hospital (KBRH)</b> <ul style="list-style-type: none"> <li>• 1200 Hospital Bench Road, Trail, V1R 4M1</li> </ul>                                                                                                                                                                                                                                                                                                                  | <b>250-368-3311</b><br><b>1-866-368-3314</b>                        |
| <b>Medical Services Plan (BC) &amp; Pharmacare (BC)</b>                                                                                                                                                                                                                                                                                                                                                                                                         | <b>1-800-663-7100</b>                                               |
| <b>Nidus Personal Planning Resource Centre and Registry</b><br>Local Contacts: - Marion<br>- Bud <ul style="list-style-type: none"> <li>• Information and support for the creation and registration of a Representation Agreement - the only legal way in BC to appoint someone to act on another's behalf re health and personal care matters in a situation when a person can no longer represent themselves (eg. stroke, accident, dementia, etc)</li> </ul> | <b>1-604-408-7414</b><br><b>250-367-7046</b><br><b>250-365-5077</b> |
| <b>NOTE:</b> For contact info re specific health conditions see:<br><b>Support Groups and Information Lines on pages 12-13</b>                                                                                                                                                                                                                                                                                                                                  |                                                                     |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                     |

## HEALTH CARE SERVICES - KIRO WELLNESS CENTRE

1500 Columbia Avenue, Trail, V1R 1J9

|                                                                                                                                                                                                                                                                                                                                                                                                   |                                                    |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------|
| <p><b>Home Care Nursing</b></p> <ul style="list-style-type: none"> <li>• Services for those requiring acute, chronic or palliative support. Includes administering medication, changing dressing and education re self-care.</li> </ul>                                                                                                                                                           | <p><b>250-364-6230</b></p>                         |
| <p><b>Home Support Services</b></p> <ul style="list-style-type: none"> <li>• A subsidized service, with cost depending on income, that provides very simple meal preparation, assistance in managing personal health care needs, respite for caregivers and palliative home support. NOTE: Does NOT include bulk meal preparation housekeeping, driving to appointments, shopping etc.</li> </ul> | <p><b>250-364-6230</b></p>                         |
| <p><b>Home Support Scheduling:</b> Monday-Friday: 7:30am to 3:30pm</p>                                                                                                                                                                                                                                                                                                                            | <p><b>250-364-6238</b></p>                         |
| <p><b>Hospice Program (Trail)</b></p> <ul style="list-style-type: none"> <li>• Provides psychosocial support, practical assistance, grief support, hospice volunteers, a grief support program and an extensive lending library.</li> </ul>                                                                                                                                                       | <p><b>250-364-6204</b></p>                         |
| <p><b>Long Term Care Case Management</b></p> <ul style="list-style-type: none"> <li>• Works with seniors and their families to assess needs and develop care plans that might include home support, subsidized housing navigation, and assessing for assisted living or residential care.</li> </ul>                                                                                              | <p><b>250-364-6230</b></p>                         |
| <p><b>Public Health Services</b></p>                                                                                                                                                                                                                                                                                                                                                              | <p><b>250-364-6200</b></p>                         |
| <p><b>Respite Services and Day Activities</b></p> <ul style="list-style-type: none"> <li>• For additional possibilities, see <b>Day Activities &amp; Respite Services</b> on page 1</li> </ul>                                                                                                                                                                                                    | <p><b>250-364-6230</b></p>                         |
| <p><b>Seniors' Mental Health &amp; Addictions Services</b> - Laura De Laforest</p>                                                                                                                                                                                                                                                                                                                | <p><b>250-364-6247</b><br/><b>250-364-6262</b></p> |
|                                                                                                                                                                                                                                                                                                                                                                                                   |                                                    |

## HEALTH CARE – SUPPORT / CONCERNS

|                                                                                                                                                                                                                                                                                                                                                                               |                                                      |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------|
| <p><b>Aboriginal Patient Navigator</b> for Health Service Area - Lucie Poisson</p> <ul style="list-style-type: none"> <li>Assists in the early identification of Aboriginal patients' needs and participates in discharge planning. Helps ensure care for Aboriginal patients is culturally specific and ethno-sensitive.</li> </ul>                                          | <p><b>250-304-1254</b><br/><b>250-304-5621</b></p>   |
| <p><b>IHA Patient Care Quality Officer</b> for Kootenay Boundary Area</p> <ul style="list-style-type: none"> <li>Helps people access the IHA services they need. Addresses questions and concerns, and assists people through the complaint process, ensuring understanding of rights and responsibilities.</li> </ul>                                                        | <p><b>250-364-3461</b></p>                           |
| <p><b>KBRH Social Work Department</b> (primarily serves hospital patients)</p> <ul style="list-style-type: none"> <li>Provides psychosocial care for patients and families, including adjustment counselling, support, practical assistance, advocacy and referrals to community resources.</li> </ul>                                                                        | <p><b>250-364-3490</b><br/><b>250-364-5163</b></p>   |
| <p><b>Mental Health &amp; Addictions Consumer, Family &amp; Peer Support</b></p> <ul style="list-style-type: none"> <li>Provides support, education &amp; resources for patients and their families having difficulties navigating the Mental Health &amp; Addictions system. Also works with and trains members of peer support groups throughout the WKB region.</li> </ul> | <p><b>250-364-2326</b><br/><b>1-877-364-2326</b></p> |
|                                                                                                                                                                                                                                                                                                                                                                               |                                                      |

## HEARING TESTS & HEARING AIDS

|                                                                                                                                           |                                                      |
|-------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------|
| <p><b>Island Hearing:</b></p> <ul style="list-style-type: none"> <li>Free hearing tests for seniors</li> </ul>                            | <p><b>250-368-5105</b></p>                           |
| <p><b>Kootenay Hearing Aid and Audiology Clinic:</b></p> <ul style="list-style-type: none"> <li>Free hearing tests for seniors</li> </ul> | <p><b>250-368-8668</b><br/><b>1-800-667-3775</b></p> |
|                                                                                                                                           |                                                      |

## HOME SAFETY

|                                                                                                                                                                                                                                                                                          |                                                |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------|
| <b>Crime Prevention Officer</b> - George Braithwaite<br><ul style="list-style-type: none"> <li>For matters re a police investigation call RCMP main number</li> </ul>                                                                                                                    | <b>250-368-2185</b><br><b>250-364-2566</b>     |
| <b>Gatekeepers</b> - Linda Worely<br><ul style="list-style-type: none"> <li>Presentations &amp; info re supporting seniors 'safety &amp; well-being'</li> </ul>                                                                                                                          | <b>250-368-2185</b>                            |
| <b>Home Adaptations for Seniors' Independence (HASI)</b><br><ul style="list-style-type: none"> <li>Financial assistance to low income seniors for minor home adaptation so as to allow a senior to remain living safely at home</li> </ul>                                               | <b>1-800-668-2642</b>                          |
| <b>Phillips Lifeline</b> - Personal Emergency Response System                                                                                                                                                                                                                            | <b>250-364-2524</b>                            |
| <b>Red Cross Health Equipment Loan Program (HELP)</b><br><ul style="list-style-type: none"> <li>Formerly Medical Equipment Loan Services; Open Monday to Friday 10:30am to 3pm; closed Fridays in July &amp; August</li> <li>In an emergency when office closed, call Marion:</li> </ul> | <b>250-368-9129</b><br><br><b>250-367-7046</b> |

## HOME SERVICES - PRIVATE

(Housekeeping, Laundry, Respite, Meal Preparation, Errands, Shopping, etc)

|                                                                                                                                                    |                                            |
|----------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------|
| <b>April Cashman</b>                                                                                                                               | <b>250-368-6838</b>                        |
| <b>Carla Evans</b>                                                                                                                                 | <b>250-368-8337</b>                        |
| <b>Heart &amp; Soul Home Care</b>                                                                                                                  | <b>250-362-7516</b><br><b>250-231-1714</b> |
| <b>Jennifer's Home Help Services</b>                                                                                                               | <b>250-231-6459</b>                        |
| <b>L&amp;L Enterprises</b>                                                                                                                         | <b>250-368-9449</b><br><b>250-512-9582</b> |
| <b>Gloria Maigler</b>                                                                                                                              | <b>250-362-7493</b>                        |
| <b>Neighbourhood Nursing</b>                                                                                                                       | <b>250-693-2299</b>                        |
| <b>NOTE:</b> A Helpful free handout: <b><i>"Guide to Hiring a Housekeeper"</i></b><br>is available at Home & Community Care (Kiro Wellness Centre) | <b>250-364-6230</b>                        |

**HOUSING & ACCOMODATION - INDEPENDENT LIVING: PRIVATE PAY:**

(BC Housing may offer subsidies in some cases)

|                                                                                                                                                                                                    |                           |                                                                   |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|-------------------------------------------------------------------|
| <b>Beaver Valley Manor</b> - Fruitvale                                                                                                                                                             |                           | <b>250-367-7612</b>                                               |
| <b>Esling Park Lodge</b> - Rossland                                                                                                                                                                |                           | <b>250-362-0001</b>                                               |
| <b>Golden City Manor</b> - Rossland                                                                                                                                                                | Maureen:<br>Doreen:       | <b>250-362-5030</b><br><b>250-362-3385</b>                        |
| <b>Jubilee Place</b> - Trail                                                                                                                                                                       |                           | <b>250-368-3124</b>                                               |
| <b>Senior Citizen's Villa</b> - Trail                                                                                                                                                              | Walter:<br>Larry:<br>Ray: | <b>250-368-9660</b><br><b>250-368-8723</b><br><b>250-364-2893</b> |
| <b>Shelter Aid for Elderly Renters (SAFER)</b>                                                                                                                                                     |                           | <b>1-800-257-7756</b>                                             |
| <ul style="list-style-type: none"> <li>• A rent subsidy for low income people over 60</li> <li>• <a href="http://www.BCHousing.org/programs/SAFER">www.BCHousing.org/programs/SAFER</a></li> </ul> |                           |                                                                   |
|                                                                                                                                                                                                    |                           |                                                                   |

**HOUSING & ACCOMODATION: SUPPORTIVE HOUSING: PRIVATE PAY**

(Independent Living with support; may includes meal(s), housekeeping, etc )

|                                          |  |                     |
|------------------------------------------|--|---------------------|
| <b>Chateau Manor</b> - Trail             |  | <b>250-364-0033</b> |
| <b>Landon House</b> - Glenmerry          |  | <b>250-231-8805</b> |
| <b>Mountain Side Village</b> - Fruitvale |  | <b>250-367-9870</b> |
| <b>Rosewood Village</b> - Trail          |  | <b>250-364-3150</b> |
| <b>Silver City Gardens</b> - Trail       |  | <b>250-368-5223</b> |
|                                          |  |                     |

**HOUSING & ACCOMODATION: ASSISTED LIVING: SUBSIDIZED**

(Independent Living with a higher level of care; accessed through a Long Term Care Case Manager, Home & Community Care Office: 250-364-6230)

|                                 |                     |
|---------------------------------|---------------------|
| <b>Rosewood Village - Trail</b> | <b>250-364-3150</b> |
|                                 |                     |

**HOUSING & ACCOMODATION: RESIDENTIAL CARE: SUBSIDIZED**

( For those needing 24/7 “complex care”; accessed through a Long Term Care Case Manager, Home & Community Care Office: 250-364-6230)

|                                                                           |                       |
|---------------------------------------------------------------------------|-----------------------|
| <b>Castleview Care Centre - Castlegar: also has private pay care beds</b> | <b>1-250-365-7277</b> |
| <b>Columbia View Lodge -Trail</b>                                         | <b>250-364-1271</b>   |
| <b>Poplar Ridge Pavillion - Trail</b>                                     | <b>250-364-3488</b>   |
| <b>Rosewood Village - Trail; has one private pay care bed</b>             | <b>250-368-3150</b>   |
|                                                                           |                       |

## MEAL AND FOOD SERVICES - FOOD BANKS

|                                                                                                                                                         |                                            |
|---------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------|
| <b>Salvation Army, 730 Rossland Avenue:</b> <ul style="list-style-type: none"> <li>• Mon, Tue, Wed, Fri 8.30am - 4.30pm; Thur 10.30am - 6 pm</li> </ul> | <b>250-364-0445</b>                        |
| <b>Trail United Church, 1300 Pine: 9:30am - noon, Tues (except 2<sup>nd</sup>)</b>                                                                      | <b>250-368-3225</b>                        |
| <b>Trail Anglican Church, 1347 Pine Ave: 2<sup>nd</sup> Tuesday (phone for time)</b>                                                                    | <b>250-368-5581</b>                        |
| <b>Rossland Food Bank, 1960 Columbia Ave; Tuesdays 10am to noon</b>                                                                                     | <b>250-362-7635</b><br><b>250-362-9502</b> |

## MEAL AND FOOD SERVICES – MEAL PROGRAMS

|                                                                                                                                                                                                                                                                                     |                                                         |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------|
| <b>Chateau Manor Seniors Community Meal Program</b> <ul style="list-style-type: none"> <li>• 171 Columbia Avenue, Trail; Call a day ahead to pre-book meal</li> </ul>                                                                                                               | <b>250-364-0033</b>                                     |
| <b>Dinners at Home</b> <span style="float: right;">Salvation Army Office</span> <ul style="list-style-type: none"> <li>• Frozen meals delivered to Fruitvale, Rossland, Trail &amp; Area</li> </ul>                                                                                 | <b>250-368-3515</b>                                     |
| <b>Downtown Residents' Dinner</b> Trail United Church, 1300 Pine Ave <ul style="list-style-type: none"> <li>• 5.30pm 3<sup>rd</sup> Sunday/ month</li> </ul>                                                                                                                        | <b>250-368-3225</b>                                     |
| <b>Kate's Kitchen</b> Salvation Army, 730 Rossland Avenue <ul style="list-style-type: none"> <li>• Meals: Mon, Tues, Wed, Fri 11.30am - 2pm; Thur 4.30pm - 6pm</li> </ul>                                                                                                           | <b>250-364-0445</b>                                     |
| <b>Meals on Wheels</b> <span style="float: right;">Salvation Army Family Services Centre</span> <ul style="list-style-type: none"> <li>• Phone: Tuesday 9 am to 4pm; Thursday 8:30 -11:30am</li> <li>• Hot meals delivered to Fruitvale, Trail &amp; Area – NOT Rossland</li> </ul> | <b>250-364-0445</b>                                     |
| <b>Senior Chef Program &amp; Community Kitchens</b> <span style="float: right;">Val Heisz</span> <ul style="list-style-type: none"> <li>• At various locations; cook with others &amp; take meals home</li> </ul>                                                                   | <b>250-364-6273</b>                                     |
| <b>Selkirk College Seniors Community Meal Program</b> <ul style="list-style-type: none"> <li>• Senior Citizen's Association Centre, 925 Portland Street</li> <li>• Noon meals 4-5 times a week; September to end of May</li> </ul>                                                  | <b>250-364-5765</b><br><b>or</b><br><b>250-364-0960</b> |
| <b>Silver City Gardens Community Meal Program</b> <ul style="list-style-type: none"> <li>• 1939 Columbia Ave, Trail; Call a day ahead to pre-book a meal</li> </ul>                                                                                                                 | <b>250-368-5223</b>                                     |

## RECREATION PROGRAMS

|                                                                                                                                                                        |                                       |                                            |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------|--------------------------------------------|
| <b>Beaver Valley Recreation</b>                                                                                                                                        |                                       | <b>250-367-9319</b>                        |
| <b>Genelle Recreation Society</b>                                                                                                                                      | Faye Tumber<br>Genelle Community Hall | <b>250-693-8803</b><br><b>250-693-2216</b> |
| <b>Rossland Parks &amp; Recreation:</b><br><a href="http://rossland.ca/siteengine/activepage.asp?PageID=79">http://rossland.ca/siteengine/activepage.asp?PageID=79</a> |                                       | <b>250-362-2327</b><br><b>250-362-7396</b> |
| <b>Trail Parks and Recreation Program:</b> <a href="http://trail.ca/programs.php">http://trail.ca/programs.php</a>                                                     |                                       | <b>250-368-6484</b><br><b>250-364-0888</b> |
| <b>Warfield Recreation Information</b>                                                                                                                                 | Village Office                        | <b>250-368-8202</b>                        |
| <b>NOTE:</b> Contact Seniors' Associations and Groups (below) for details about their recreation and social activities.                                                |                                       |                                            |

## SENIOR CITIZEN ASSOCIATIONS AND GROUPS

|                                                               |                                         |                                            |
|---------------------------------------------------------------|-----------------------------------------|--------------------------------------------|
| <b>Genelle Seniors</b>                                        | Colleen Gourlie<br>Carrie Hekle         | <b>250-693-2322</b><br><b>250-693-2134</b> |
| <b>Senior Citizens Association Branch 44 (Beaver Valley):</b> | Hilda Bouma<br>Marion Leith             | <b>250-367-9960</b><br><b>250-367-6140</b> |
| <b>Senior Citizens Association Branch 45 (Rossland)</b>       | Pat Thomson                             | <b>250-362-5795</b>                        |
| <b>Senior Citizens Association Branch 47 (Trail)</b>          | Centre<br>or Sheila Seymour – President | <b>250-364-0960</b><br><b>250-364-0264</b> |

## SHOPPING SERVICES

|                                                                                                                          |                       |                                            |
|--------------------------------------------------------------------------------------------------------------------------|-----------------------|--------------------------------------------|
| <b>Ferraro Foods - Will deliver for a small charge</b>                                                                   | - Trail<br>- Rossland | <b>250-368-5558</b><br><b>250-362-5206</b> |
| <b>Liberty Foods - Will deliver to residents of Mountain Side Village only</b>                                           |                       | <b>250-367-9911</b>                        |
| <b>Safeway – Will arrange delivery in emergency or special circumstances</b>                                             |                       | <b>250-368-8710</b>                        |
| <b>NOTE:</b> See Home Services – Private on page 7 for a list of service providers who may be able to help with shopping |                       |                                            |

## SUPPORT, GROUPS, AND INFORMATION LINES

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

|                                                                                                                                                                                                                                                                                        |                                                                            |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------|
| <b>Alcohol &amp; Drug Information Line</b>                                                                                                                                                                                                                                             | <b>1-800-663-1441</b>                                                      |
| <b>ALS (Amyotrophic Lateral Sclerosis) Society of BC</b>                                                                                                                                                                                                                               | <b>1-800-708-3228</b>                                                      |
| <b>Alzheimer Society of BC</b> Dementia Helpline: Tues-Fri, 9am - 4pm<br><ul style="list-style-type: none"> <li>• Website: <a href="http://www.dementiajourney.ca">www.dementiajourney.ca</a>;</li> <li>• West Kootenay Resource Centre: Linda Hoskin</li> </ul>                       | <b>1-800-936-6033</b><br><br><b>1-877-452-6788</b>                         |
| <b>Alzheimer &amp; Dementia Support Group -Trail</b><br><ul style="list-style-type: none"> <li>• Support Group for caregivers, family &amp; friends</li> <li>• 2<sup>nd</sup> Wednesday, 7 - 8:30pm; Trail United Church, 1300 Pine Ave</li> </ul>                                     | John Marko<br>Lou Kratky<br><br><b>250-368-6603</b><br><b>250-367-9958</b> |
| <b>Arthritis Society</b> <a href="http://www.arthritis.ca">www.arthritis.ca</a> Help Line: Mon-Fri, 10am - 4pm<br><ul style="list-style-type: none"> <li>• A free 6 week class on Arthritis self-management is offered locally every 4 - 6 months</li> </ul>                           | <b>1-800-321-1433</b><br><b>1-250-364-0255</b>                             |
| <b>BC Bereavement Helpline:</b> Mon -Thurs, 9:30am to 3pm                                                                                                                                                                                                                              | <b>1-877-779-2223</b>                                                      |
| <b>Canadian Cancer Society: West Kootenay Resource Centre</b><br><ul style="list-style-type: none"> <li>• Information, resources &amp; provides some emergency assistance</li> </ul>                                                                                                   | <b>250-364-0403</b>                                                        |
| <b>Canadian Mental Health Association - BC:</b><br><ul style="list-style-type: none"> <li>• “Bounce Back”: Reclaim your Health - DVD &amp; Self-Help Guide</li> </ul>                                                                                                                  | <b>1-866-639-0522</b>                                                      |
| <b>Chronic Disease Self-Management Program</b> <a href="http://www.coag.uvic.ca">www.coag.uvic.ca</a><br><ul style="list-style-type: none"> <li>• A free, 6 week program that provides information and teaches practical skills on managing various chronic health problems</li> </ul> | <b>1-866-902-3767</b>                                                      |
| <b>CNIB (Canadian National Institute for the Blind)</b><br>Kelowna Office:                                                                                                                                                                                                             | <b>1-800-563-2642</b><br><b>1-250-763-1191</b>                             |
| <b>Crohn’s &amp; Colitis Foundation of Canada</b>                                                                                                                                                                                                                                      | <b>1-800-513-8202</b>                                                      |
| <b>Deaf &amp; Hard of Hearing (Western Institute) – Kelowna Office</b>                                                                                                                                                                                                                 | <b>1-250-763-3854</b><br><b>TTY: 250-763-3547</b>                          |
| <b>Diabetes Nurse Educator (for resources and support)</b>                                                                                                                                                                                                                             | <b>250-364-6283</b>                                                        |

## SUPPORT GROUPS & INFORMATION LINES (con't)

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

|                                                                                                                                                                                                                                                     |                                                         |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------|
| <b>Hospice Program (Trail)</b> <ul style="list-style-type: none"> <li>Provides psychosocial support, practical assistance, grief support, hospice volunteers and a lending library.</li> </ul>                                                      | <b>250-364-6204</b>                                     |
| <b>Multiple Sclerosis Society of BC - West Kootenay Region -</b> Lonnie:                                                                                                                                                                            | <b>1-866-352-3997</b>                                   |
| <b>Ostomy Support Group - West Kootenay</b> Rickie:                                                                                                                                                                                                 | <b>250-368-9827</b>                                     |
| <b>Parkinson Society of BC</b>                                                                                                                                                                                                                      | <b>1-800-668-3330</b>                                   |
| <b>Renal (Kidney) Social Worker</b> <ul style="list-style-type: none"> <li>Psychosocial support, referrals, information and resources for persons with kidney disease</li> </ul>                                                                    | <b>250-368-3311</b><br><b>ext: 2223</b>                 |
| <b>Scleroderma Association</b>                                                                                                                                                                                                                      | <b>1-888-940-9343</b>                                   |
| <b>Stroke Recovery Association of BC - Trail</b> Contact: Rachel Jansen: <ul style="list-style-type: none"> <li>Support group for stroke survivors and caregivers;</li> <li>Thursdays 10:30am -1:30pm Presbyterian Church, 1139 Pine Ave</li> </ul> | <b>250-512-1351</b><br><b>or</b><br><b>250-368-9306</b> |

## TRANSPORTATION

|                                                                                                                                                                                                           |                       |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|
| <b>BC Bus Pass Program</b> When phone answered, press 4, then 3 <ul style="list-style-type: none"> <li>For low income seniors and those receiving “Persons with Disabilities (PWD)” assistance</li> </ul> | <b>1-866-866-0800</b> |
| <b>Trail Transit (Bus services) – Trail &amp; Area information</b>                                                                                                                                        | <b>250-364-0261</b>   |
| <b>Champion Cabs Taxi Service</b>                                                                                                                                                                         | <b>250-364-3344</b>   |
| <b>HandyDART: Registration &amp; Booking:</b> Mon-Fri: 8am -4pm                                                                                                                                           | <b>250-364-3262</b>   |
| <b>West Kootenay Volunteer Driver Program</b> <ul style="list-style-type: none"> <li>Medical appointments only</li> <li>Cost varies according to distance travelled</li> </ul>                            | <b>1-877-304-2990</b> |
| <b>NOTE: See Home Services – Private on page 7 for a list of service providers who may offer transportation for various purposes.</b>                                                                     |                       |