



## Local Community Contact List

Name of CRN/Community: **Creston and District**

Date Submitted/Updated: **08/15/2025**

Submitted By: **Nikolas 2509775456 nikolas-dean@hotmail.com**

Where there are no local services, list the closest community that has services available under "NOTES". Add rows or use the back of the page if needed to create a complete list for your community.

### EMERGENCY NUMBERS

SERVICE	CONTACT NUMBER	NOTES
Police, Fire and Ambulance	911	Numbers to call if no 911 service
Crisis Line	<b>2504286856</b>	<b>Women only crisis line Women's shelter Long stay available</b>
Poison Control	<b>18447647699</b>	
Lifeline (or similar service)	<b>988</b>	<b>Call or text for immediate mental health support</b>
<b>Hope for Wellness Helpline</b>	<b>1-855-242-3310</b>	<b>The Hope for Wellness Help Line offers immediate help to all Indigenous peoples across Canada 24 hours a day, 7 days a week. Call 1-855-242-3310 or chat online at hopeforwellness.ca.</b>

### ADULT ABUSE SERVICES

SERVICE	CONTACT NUMBER	NOTES
Health Authority contact(s) – for reporting abuse	<b>1-844-870-4754</b>	See regional resources list for each CRN
Police-based Victim Services	<b>250 428-9313</b>	
Community- based Victim Services	<b>(250) 428-5547</b>	<b>Valley community services</b>
Community Living BC	604-664-0101 1-877-660-2522	Local Vancouver Toll free
Transition House (s)	<b>(250) 402-0068</b>	<b>Women only Children welcome No pets</b>
Emergency Shelter (s)	<b>2504286856</b>	<b>Women fleeing domestic violence</b>
BCCEAS – SAIL (Seniors Abuse and Information Line) – for information about abuse and for emotional support	604-437-1940 1-866-437-1940	Toll free
Victim Link	1-800-563-0808	
bc211	211	Lower Mainland only
LGBTQ Contact	604-684-5307 1-800-566-1170	Toll free
<b>Residential School Crisis Line</b>	<b>1-866-925-4419</b>	<b>A national service for anyone experiencing pain or distress as a result of their residential school experience.</b>
<b>InKamatsiaqtut Help Line</b>	<b>1-800-265-3333</b>	<b>Inuk Mental Health Support line</b>

## INFORMATION AND REFERRAL

(Local services – often grouped in one multi-service agency – listed below)

SERVICE	CONTACT NUMBER	NOTES
Seniors Outreach	(250) 428-5547	Valley community services offers senior outreach such as Better at homes - cleaning and yard work Mental health support
Community Services	(250) 428-5547	Valley community services offers senior outreach such as Better at homes - cleaning and yard work Mental health support
Geriatric and Other programs for Seniors	(250) 428 5585	TAPS About TAPS A partnership between Valley Community Services and the Creston community. TAPS provides seniors with an opportunity to come together, participate in community activities, connect, support each other and take pleasure in life.
Problem Gambling Helpline	1-888-795-6111	
Alcohol and Drug Referral	(250) 428-8734	Interior Health and our partner agencies provide a range of mental health and substance use services for all ages. We strive to ensure that our services are welcoming of all peoples, gender identities, cultures, ethnicities and backgrounds.
Veterans Affairs Canada	1-866-522-2122	

## HEALTH/MENTAL HEALTH

SERVICE	CONTACT NUMBER	NOTES
Mental Health/Geriatric Outreach		
Mental Health and Addiction Services		
Home and Community Health		
Adult Day programs	(250) 428-7912	Rotacrest new horizons hall
Hospital	(250) 428-2286	Creston valley hospital and health center
MSP and PharmaCare	604-683-7151 1-800-663-7100	Vancouver Toll Free
BC Nurse/Pharmacist Line	811	
Assisted Living Registry	1-866-714-3378	
Online Medical Support - Medeo	1-888-297-2973	
<b>Public health</b>	<b>(250) 428-3873</b>	

## HOUSING

SERVICE	CONTACT NUMBER	NOTES
BC Housing	604-433-1711 1-866-465-6873	Vancouver Toll Free
Home Adaptations – Canada Mortgage & Housing	1-800-668-2642	
Advocacy and Appeals re Housing		


## HOME SUPPORT

SERVICE	CONTACT NUMBER	NOTES
Better at Home	(250) 428 5520	Better at Home is a program that helps older adults with non-medical day-to-day tasks to support people to live independently in their own homes and remain connected to their communities. Fees for service are based on a sliding scale, dependent on income. Services provided include light housekeeping and transportation to medical appointments. Additional services may be available as funding permits. Some services are offered for free, provided by volunteers and staff from non-profit organizations. This program is provided to Creston and East Shore residents and is funded by the Ministry of Health through United Way of British Columbia. Contact the Creston Better at Home Program Coordinator by phone at (250) 428 5520 or by email: <a href="mailto:betterathome@valley.services">betterathome@valley.services</a> .
Grocery Shopping		
Home repairs and Maintenance	(250) 428 5520	Only agencies that provide volunteers who have undergone a criminal record check.
Peer Counselling	(250) 428 5520	
Friendly Visiting	(250) 428 5520	

## TRANSPORTATION

SERVICE	CONTACT NUMBER	NOTES
Handy Dart/Taxi Saver/Handy Card	(604) 575-6600	
Health Connections – bus service	+1-855-993-3100	What is Health Connections? Health Connections is a transit service providing communities with accessible transportation options to access non-emergency medical appointments. Although medical appointments have priority, everyone is eligible to use this service if space is available.
Bus Pass Program	1-866-866-0800	
Taxi (s)	(250) 428-5545	Creston taxi
Parking Permit (disabled)	18887187794	SPAR bc
Translink Trip Planner	604-953-3333	Lower Mainland

## LEGAL

SERVICE	CONTACT NUMBER	NOTES
BC CEAS (SAIL)	604-437-1940 1-866-437-1940	Legal Advocacy Program and Elder Law Clinic
Legal Aid	1-866-577-2525	
Family Justice Clinic	(250) 354-6433	Located in Nelson bc

Crown Counsel	<b>250 426-1525</b>	<b>Located in Cranbrook bc</b>
NIDUS – Representation Agreements	1-604-408-7414	
Public Guardian and Trustee	1-604-660-4444	
Peoples Law Schoo	604-331-5400	
Lawyer Referral Services	<b>604-687-3221</b>	
Access Pro Bono Legal Services – in person only	1-877-762-6664	
Community Advocacy Services		

## SUPPORT GROUPS

SERVICE	CONTACT NUMBER	NOTES
Dementia Help Line	604-681-8651	
AA	<b>12508004125</b>	
NA	<b>1 855 562 2262</b>	<b>National meeting lost hotline</b>
Al-Anon	<b>(250) 428-5975</b>	<b>Al anon is hosted by new Life Church</b>
Nar-Anon		<b><a href="https://naranonbc.com/meetings-in-bc">https://naranonbc.com/meetings-in-bc</a> For online and virtual meetings In person: Trail “Nar-Anon Family Group” Fridays, 7:00 - 8:00 p.m. Trail United Church 1300 Pine Avenue, Trail</b>
Alzheimer Society of BC	<b>1 800-936-6033</b>	
Caregiver support groups	<b>1 877-520-3267</b>	<b>Caregiver support line</b>
MS Society	<b>8448596789</b>	<b><a href="https://mscanada.ca/">https://mscanada.ca/</a> for online support</b>
Arthritis	<b>1-800-321-1433</b>	<b>Arthritis Support and Education Programs Condition Specific Support and Seniors Services Provided by The Arthritis Society The arthritis society offers online courses on mental health, fatigue, chronic pain management and a helpline plus many other services and supports. Living with arthritis can be complicated - we all need help sometimes! The Arthritis Helpline's staff and volunteers will help direct you to the answers you need, tailored to your community. No Referral Required.</b>
Diabetes	<b>250-428-3873</b>	<b>About Creston Diabetes Clinic Offers education to increase diabetes awareness and prevention, and help individuals with diabetes manage their condition effectively including insulin adjustment.</b>
Deaf and Hard of Hearing	<b>1-800-949-1155</b>	

## FIRST NATIONS/INDIGENOUS SERVICES

SERVICE	CONTACT NUMBER	NOTES
Friendship Centre	<b>(250) 376-1296</b>	<b>Located in Kamloops</b>
Band Office	<b>(250) 428-4428</b>	<b>Lower Kootenay Band Office</b>

Métis Services	250-489-8960	Rocky Mountain Métis Association envisions a future where Métis people, communities, and children are thriving, connected to their rich Métis culture, heritage, and languages, and recognized as an Indigenous People with inherent Métis rights.
First Nations Health Authority	1-866-913-0033	<a href="https://www.fnha.ca/">https://www.fnha.ca/</a> For online support
Wilfred Jacobs Wellness		

## IMMIGRANT SERVICES

SERVICE	CONTACT NUMBER	NOTES
Health and Seniors Information Line	211	Lower Mainland
Local Immigrant Services	250-342-2475	CBAL settlement services
Settlement Services	250-342-2475	CBAL settlement services
Translation Services	18004809686	

## MUNICIPAL SERVICES

SERVICE	CONTACT NUMBER	NOTES
Parks and Recreation - facilities	250-428-2214	Creston town hall
Parks and Recreation - programs	250-428-2214	Creston town hall
Library(s)	(250) 428-4141	Creston public library

## INCOME AND BENEFITS

SERVICE	CONTACT NUMBER	NOTES
CPP, OAS, GAIN	1-800-622-6232	Service Canada
Employment and Income Assistance	1-800-206-7218	Service BC
Community Volunteer Income Tax Prep.	(250) 428-5547	Valley community services

## DEATH, DYING AND GRIEF SERVICES

SERVICE	CONTACT NUMBER	NOTES
Hospice	(250) 428-7575	Creston valley hospice society
Grief Counselling	(250) 878-1634	Lynne hiscoe grief counseling

## FOOD PROGRAMS

SERVICE	CONTACT NUMBER	NOTES
Food Bank	(250) 428-4107	

Grocery Delivery		
Meal Delivery	250-428-5585	Valley community services

GOVERNMENT REPRESENTATIVES

SERVICE	CONTACT NUMBER	NOTES
250-354-5944		MLA
+1 800-668-5522		MP
Services Canada	1-800-622-6332	

Please contact [info@bccrns.ca](mailto:info@bccrns.ca) with any questions regarding this form.

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