



LOCAL COMMUNITY RESOURCES CONTACT LIST

INSTRUCTIONS FOR COMPLETING TEMPLATE

DEADLINE FOR COMPLETION –XXXXX

This contact list has been developed for completion by all CRNs and their secondary communities as listed on the BC CRN website.

WHY are we asking for this list?

- Many other agencies and programs need the information on the Local Community Resources Contact List to help them provide accurate and up-to-date referrals (SAIL, bc211, VictimLink, etc.). We are the only provincial organization which has the capacity to provide this information in an organized and timely fashion.
- It will also assist others browsing our web site and looking for local resource information for someone they care about or for themselves.
- While some CRNs have Resource Lists attached to their listing, this template will ensure all use the same format so the lists are presented in a consistent manner

HOW should you fill out this template?

- In many cases, you will just transcribe information from your own community resource lists onto the template
- You can expand the cells in the table, or add cells to fit the data you need to enter
- Please do not alter the order or content of the cells in the template as the Intake Workers at the help lines will become familiar with the template and it is important that they are all the same.
- If your community does not have any of these services – just make a note of that in the notes column – and/or put in the information for the nearest community with those services.

You will note in most sections the leading information will be community specific followed by listing of provincial resources that are also available throughout the province.

LOCAL COMMUNITY RESOURCES CONTACT LIST

NAME OF COMMUNITY: Castlegar

DATE SUBMITTED/UPDATED: July 23, 2019

Where there are no local services, please list the closest community with those services available in the NOTES column. Please add addition rows if needed to provide a complete list for your community.

EMERGENCY NUMBERS

SERVICE	CONTACT NUMBER	NOTES
Police, Fire and Ambulance	911	
Crisis Line	1-888-353-CARE (2273)	
Poison Control	1.800.567.8911	
Lifeline (or similar service)	1-866-832-5426	
Medical Alert	1-800-230-9249	

ADULT ABUSE SERVICES

SERVICE	CONTACT NUMBER	NOTES
Health Authority contact(s) – for reporting abuse	250.365.4333	See regional resources list for each CRN
Police-based Victim Services	250.365.7341	
Community- based Victim Services	-	
Community Living BC	250.365.5888 604-664-0101 1-877-660-2522	Local Vancouver Toll free
Transition House (s)	250.364.1543	Wins in Trail, BC
Emergency Shelter (s)	250.608.2227	Deb MacIntosh
BCCEAS – SAIL (Seniors Abuse and Information Line) – for information about abuse and for emotional support	604-437-1940 1-866-437-1840	Toll free
Victim Link	1-800-563-0808	
bc211	211	Lower Mainland only
LBGTQ Contact	604-684-5307 1-800-566-1170	Toll free
LOCAL SUPPORT - ANKORS	250.505.5506	Nelson, BC
- Youth specific	250.304.2676	Freedom Quest

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

SERVICE	CONTACT NUMBER	NOTES
IRIS: Increasing Recreation Involving Seniors	250.608.0706	Sandi McCreight
Community Services	250.365.2104	
Geriatric and Other programs for Seniors	250.365.6686	Castlewood Day Program
Problem Gambling Helpline	1-888-795-6111	
Alcohol and Drug Referral	250.304.1846	Mental Health & Substance Use
Veterans Affairs Canada	1-866-522-2122	

HEALTH/MENTAL HEALTH

SERVICE	CONTACT NUMBER	NOTES
Mental Health/Geriatric Outreach	250.304.1846	Deborah Martens, Elderly Services
Mental Health and Addiction Services	250.304.1846	
Home and Community Health	250.304.4333	
Adult Day programs	250.365.6686	Castle Wood
Hospital – Health Centre (not 24/7)	250.365.7711	
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	

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	250.365.2104 ext. 223	Sandi McCreight, Program Coord
Grocery Shopping	250.365.2104 ext. 235	Judy Soroke
Peer Counselling	250.364.2226	Trail FAIR MH Peer Program
Friendly Visiting	250.365.2104 ext. 223	Sandi McCreight, Better At Home

TRANSPORTATION

SERVICE	CONTACT NUMBER	NOTES
Handy Dart/Taxi Saver/Handy Card	250.365.3100	
Health Connections – bus service	-	
Bus Pass Program	1.855.993.3100	
Taxi (s)	250.687.0133	
Parking Permit (disabled)	604.718.7733	SPARC BC
Translink Trip Planner	604-953-3333	Lower Mainland
West Kootenay Volunteer Driver Program	1-877-304-2990 250-304-2990	Casltegar

LEGAL

SERVICE	CONTACT NUMBER	NOTES
BC CEAS (SAIL)	604-437-1940 1-866-437-1840	Legal Advocacy Program and Elder Law Clinic
Legal Aid	1-866-577-2525	
Family Justice Clinic	1-888-526-2229	Nelson, BC
Crown Counsel	250.354.6511	Nelson, BC
NIDUS – Representation Agreements	1-604-408-7414	
Public Guardian and Trustee	1-604-660-4444	
Peoples Law School	604-331-5400	
Lawyer Referral Services	1.866.946.4529	Family Law Centre
Access Pro Bono Legal Services – in person only	1-877-762-6664	
Community Advocacy Services	250.352.5777	Advocacy Centre, Nelson: info only

SUPPORT GROUPS

SERVICE	CONTACT NUMBER	NOTES
Dementia Help Line	604-681-8651	
AA	250.365.6633	
NA	1.800.342.7439	West Kootenay area help line
Al-Anon	1-888-4AL-ANON	http://www.bcyukon-al-anon.org/~bcyukon-al-anon/pdf/DISTRICT22.pdf
Nar-Anon	-	www.nar-anonbcregion.org
Alzheimer Society of BC	250.365.6769	
Caregiver support groups	250.365.6769	
MS Society	1.800.268.7582	
Arthritis	1.800.321.1433	
Diabetes	250.365.7711	Castlegar Health Centre
Deaf and Hard of Hearing	250.364.6216	Trail Audiology Clinic
Visually impaired	250.763.1191	Alan MacQuaig CNIB Kelowna

FIRST NATIONS/INDIGENOUS SERVICES

Friendship Centre		
Band Office		
Métis Services		
First Nations Health Authority		
COINS:Circle of Indigenous Nations Society	250-231-4968	Kris Taks, Executive Director

IMMIGRANT SERVICES

SERVICE	CONTACT NUMBER	NOTES
Health and Seniors Information Line	211	Lower Mainland
Local Immigrant Services		
Settlement Services		
Translation Services		

MUNICIPAL SERVICES

SERVICE	CONTACT NUMBER	NOTES
Parks and Recreation - facilities	250.365.3386	
Parks and Recreation - programs	250.365.3386	
Library(s)	250.365.6611	

INCOME AND BENEFITS

SERVICE	CONTACT NUMBER	NOTES
CPP, OAS, GAIN	1-800-622-6232	Service Canada
Employment and Income Assistance	1.866.866.0800	Service BC
Community Volunteer Income Tax Prep.	250.365.2104	

DEATH, DYING AND GRIEF SERVICES

SERVICE	CONTACT NUMBER	NOTES
Hospice	250.304.1266	
Grief Counselling		Private only

FOOD PROGRAMS

SERVICE	CONTACT NUMBER	NOTES
Food Bank	250.608.2227	Deb MacIntosh

GOVERNMENT REPRESENTATIVES

SERVICE	CONTACT NUMBER	NOTES
Katrine Conroy	1(888) 755-0556	MLA
Richard Cannings	250.365.2792	MP
Services Canada	1-800-622-6332	