



BC ASSOCIATION OF

**Community Response Networks**

*Stopping Adult Abuse and Neglect ...Together.*

## Local Community Contact List

Name of CRN/Community: Leanne Brooks/Invermere

Date Submitted/Updated: 08/26/2026

Submitted By: Leanne Brooks 250-341-5683 invermere.crn@gmail.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            |                                        |
| Crisis Line                   | 310-6789       | BC Mental Health & Crisis Line Network |
| Poison Control                | 1-800-567-8911 | BC Drug and Poison Information Centre  |
| Lifeline (or similar service) | 1-888-505-8008 | Telus Health Medical Alert             |
| Lifeline Canada               | 1-866-958-9061 |                                        |

### ADULT ABUSE SERVICES

| SERVICE                                                                                                    | CONTACT NUMBER                           | NOTES                                                                                                                                                                                                                                                                                     |
|------------------------------------------------------------------------------------------------------------|------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Health Authority contact(s) – for reporting abuse                                                          | 1-844-870-4754                           | See regional resources list for each CRN                                                                                                                                                                                                                                                  |
| Police-based Victim Services                                                                               | 250-342-3937<br>amy.lange@rcmp-grc.gc.ca | Webform for reporting abuse through Interior Health <a href="https://www.interiorhealth.ca/information-for/seniors/adult-abuse-and-neglect/report-adult-abuse-or-neglect">https://www.interiorhealth.ca/information-for/seniors/adult-abuse-and-neglect/report-adult-abuse-or-neglect</a> |
| Community- based Victim Services                                                                           | 1-800-200-3003                           | 24/7 Safe Home Helpline                                                                                                                                                                                                                                                                   |
| Transition House (s)                                                                                       | 1-800-200-2003                           | Through Family Dynamix WISH Program (Women's Information and Safe Homes)                                                                                                                                                                                                                  |
| BCCEAS – SAIL (Seniors Abuse and Information Line) – for information about abuse and for emotional support | 604-437-1940<br>1-866-437-1940           | Toll free                                                                                                                                                                                                                                                                                 |
| Victim Link                                                                                                | 1-800-563-0808                           |                                                                                                                                                                                                                                                                                           |
| bc211                                                                                                      | 211                                      | Lower Mainland only                                                                                                                                                                                                                                                                       |

## INFORMATION AND REFERRAL

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

| SERVICE                                                     | CONTACT NUMBER                                         | NOTES                                                                                                                                                                                                                                                                                                                                                                                                                |
|-------------------------------------------------------------|--------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Seniors Community Connector<br>Empowering Seniors to Thrive | 250-342-5566<br><br>250-688-5728<br>ldaigle@fdx.family | Family Dynamix Empowering Seniors helps identify risks and signs of frailty amongst seniors above 65 years of age who are at risk of frailty and social isolation. The program creates tailored interventions & self-management plans in their support. The program connects seniors with need-assessed local and virtual resources enabling them to remain independent in their own houses for as long as possible. |
| Community Services                                          | Invermere Home Health<br>250-342-2360                  | Community Health Centre offers a variety of services and may provide basic laboratory and radiology; urgent care; outpatient ambulatory care; community services; long term residential care services; and/or on-site doctors' offices.                                                                                                                                                                              |
| WE CARE                                                     | 250-688-6864<br>ColumbiaValleyCares@outlook.ca         | Have you or a loved one received a life-changing diagnosis? Do you have questions or concerns? Unsure where to go from here? Contact us for confidential, no-cost support from a trained, local individual. Because help means everything at a time like this.                                                                                                                                                       |
| Invermere Seniors Centre                                    | Gerriann Donahue<br>donahue43@gmail.com                | Join the Invermere Seniors for exercise classes, yoga, activities and engagement – they are a very active club in the valley                                                                                                                                                                                                                                                                                         |
| Companionship and dementia support                          | 250-341-5683                                           | The Heartfelt Companion: Services for Seniors Certified Dementia Care Provider, private companionship service and non-medical support at home or in long-term care facilities                                                                                                                                                                                                                                        |

|                                      |                                                                                                                                                                                                                  |                                                                                                                               |
|--------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------|
| Private Home Support                 | Options Senior Care<br>Kim Baker<br>250-341-5959<br>optionsseniorecare@gmail.com                                                                                                                                 | In-home care, home bathing, mobility support                                                                                  |
| Stay Strong                          | The Movement Company<br>250-342-6600<br><a href="mailto:move@themovementco.com">move@themovementco.com</a><br><br><a href="mailto:Valleysportshub.bc@gmail.com">Valleysportshub.bc@gmail.com</a><br>250-409-5592 | Personalized coaching and classes encouraging your success to stay mobile geared towards seniors                              |
| Problem Gambling Helpline            | 1-888-795-6111                                                                                                                                                                                                   |                                                                                                                               |
| Alcohol and Drug Referral            | <b>250.342.3868</b><br><a href="mailto:mchapman@ekass.com">mchapman@ekass.com</a>                                                                                                                                | East Kootenay Addiction Services<br>Matthew Chapman                                                                           |
| Veterans Affairs Canada              | 1-866-522-2122                                                                                                                                                                                                   |                                                                                                                               |
| Columbia Basin Alliance for Literacy | 250-342-2475<br><a href="mailto:info@cbal.org">info@cbal.org</a>                                                                                                                                                 | <a href="https://cbal.org/adult-senior/">https://cbal.org/adult-senior/</a><br>Programs for seniors – literacy and engagement |
|                                      |                                                                                                                                                                                                                  |                                                                                                                               |

## HEALTH/MENTAL HEALTH

| SERVICE                          | CONTACT NUMBER                              | NOTES                                                                                                              |
|----------------------------------|---------------------------------------------|--------------------------------------------------------------------------------------------------------------------|
| Mental Health/Geriatric Outreach | 250-342-2363                                | Invermere Mental Health & Substance Use                                                                            |
| Home and Community Health        | 250-342-2360                                |                                                                                                                    |
| Adult Day programs               | 1-800-707-8550                              | This adult day services site offers supportive community programs for people at risk of losing their independence. |
| Hospital                         | 250-342-9201                                |                                                                                                                    |
| MSP and Pharma Care              | 604-683-7151<br>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                              |                                                                                                                    |
| Pharmasave Invermere             | 250-342-8877                                |                                                                                                                    |
| Pharmasave Home Health           | 250-342-1242                                |                                                                                                                    |
| Lambert-Kipp Pharmacy            | 250-342-6612                                |                                                                                                                    |
| Red Cross Equipment Loan Program | <a href="tel:2506080742">(250) 608-0742</a> |                                                                                                                    |



## HOUSING

| SERVICE                                      | CONTACT NUMBER                 | NOTES                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|----------------------------------------------|--------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| BC Housing                                   | 604-433-1711<br>1-866-465-6873 | Vancouver Toll Free                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Home Adaptations – Canada Mortgage & Housing | 1-800-668-2642                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Second Stage Housing (WINGS)                 | 250-342-5566                   | <b>FDx Second Stage Housing</b> is for women, with or without children, who are at risk of violence, or who have experienced violence. It's a secure, low-cost residential unit where women can live safely and independently typically for 6 – 18 months. The program support workers are available to provide emotional support, safety planning, and need-based referrals to other FDx services, and/or community, online and governmental resources |

## HOME SUPPORT

| SERVICE        | CONTACT NUMBER | NOTES                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|----------------|----------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Better at Home | 250-342-5566   | Better at Home is a province-wide program funded by the Government of BC and managed by the United Way of the Lower Mainland to help seniors remain independent at home and stay connected with their community. Better at Home supports seniors to age in place with dignity, stay socially connected, and prevent social isolation, especially among seniors who are most vulnerable. The program recognizes that seniors are an important and growing part of communities and helps them with simple day-to-day tasks. Seniors are charged a fee for services on a sliding scale based on income. |

|                              |                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                               |
|------------------------------|----------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Grocery Shopping/meals       | See all                                                                                                        | <ul style="list-style-type: none"> <li>• Better at Home 250-342-5566</li> <li>• Heartfelt Companion Services 250-341-5683</li> <li>• AG Foods Grocery delivery 250-342-3330</li> <li>• Crystal's Creations meal delivery 250-272-5678</li> <li>• Nourish Columbia Valley – homemade meal delivery.</li> <li>• Interior Health Dinners at Home 250-342-2338<br/>Stephanie Schroeder</li> </ul> |
| Home repairs and Maintenance | Valley Solutions<br>250-341-1903                                                                               | Only agencies that provide volunteers who have undergone a criminal record check.                                                                                                                                                                                                                                                                                                             |
| Friendly Visiting            | Nav-CARE<br>250-688-6864<br>Penny Davison                                                                      | Nav-CARE's specially trained volunteers help improve the lives of people living with declining health by creating connections to community services and resources and providing caring, consistent emotional support.                                                                                                                                                                         |
| Options Senior Care          | Kim Baker<br>250-341-5959<br><a href="mailto:optionsseniorecare@gmail.com">optionsseniorecare@gmail.com</a>    | In-home support, home bathing, mobility support                                                                                                                                                                                                                                                                                                                                               |
| Heartfelt Companion Services | 250-341-5683<br><a href="mailto:info@heartfeltcompanion-services.com">info@heartfeltcompanion-services.com</a> | <a href="http://www.heartfeltcompanion-services.com">www.heartfeltcompanion-services.com</a><br>Dementia communication specialist<br>Companionship, support for caregivers, respite,                                                                                                                                                                                                          |

## TRANSPORTATION

| SERVICE                          | CONTACT NUMBER                                                                                                                                                                                     | NOTES                                                                     |
|----------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------|
| BC Transit                       | <a href="https://www.bctransit.com/columbia-valley/schedules-and-maps/">https://www.bctransit.com/columbia-valley/schedules-and-maps/</a>                                                          | Connects the valley in the South, North, Invermere, Cranbrook and Golden  |
| Health Connections – bus service | <a href="https://www.bctransit.com/columbia-valley/schedules-and-maps/health-connections/">https://www.bctransit.com/columbia-valley/schedules-and-maps/health-connections/</a><br><br>18554174636 | Call to book your transportation to the hospital from Golden to Cranbrook |

|                     |              |                                                                                                                                                                 |
|---------------------|--------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Legion Courtesy Van | 250-409-5960 | Wheelchair accessible transportation<br><br>Legion Courtesy Van Coordinator<br>10:00am - 6:00pm<br>250-409-5960<br>For use by donation – you provide the driver |
| Taxi (s)            | 250-342-1348 | <a href="https://darasdolphins.net/">https://darasdolphins.net/</a>                                                                                             |

|                           |              |                              |
|---------------------------|--------------|------------------------------|
| Parking Permit (disabled) | 604-718-7733 | Parking Permit Program SPARC |
|---------------------------|--------------|------------------------------|

## LEGAL

| SERVICE                           | CONTACT NUMBER                 | NOTES                                                                                                                                          |
|-----------------------------------|--------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------|
| BC CEAS (SAIL)                    | 604-437-1940<br>1-866-437-1940 | Legal Advocacy Program and Elder Law Clinic                                                                                                    |
| Legal Aid                         | 1-866-577-2525                 |                                                                                                                                                |
| NIDUS – Representation Agreements | 1-604-408-7414                 |                                                                                                                                                |
| Public Guardian and Trustee       | 1-604-660-4444                 |                                                                                                                                                |
| Community Advocacy Services       | 250-341-5683                   | BCCRNS Leanne Brooks - Invermere CRN <a href="https://bccrns.ca/bccrnsnetwork/invermere-crn">https://bccrns.ca/bccrnsnetwork/invermere-crn</a> |
|                                   |                                |                                                                                                                                                |

## SUPPORT GROUPS

| SERVICE                 | CONTACT NUMBER           | NOTES                                                                                                                                                                                                                                                                      |
|-------------------------|--------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Dementia Help Line      | 604-681-8651             |                                                                                                                                                                                                                                                                            |
| AA                      | 250-342-2424             | Columbia United AA Al-Anon/ Alcoholics Anonymous If alcohol is causing problems or conflict in your life, AA can help All meetings are at 7 p m Invermere: Saturday, Sunday, Tuesday and Wednesday Call for more information or to speak with someone from our fellowship. |
| Al-Anon                 | 250-342-2424 - see above |                                                                                                                                                                                                                                                                            |
| Alzheimer Society of BC | 1-800-936-6033           |                                                                                                                                                                                                                                                                            |

|                           |                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|---------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Caregiver support groups  | 1-877-489-0803<br><br>Leanne Brooks<br>250-341-5683                                                                                                                       | Are you the caregiver for a senior who lives in the East Kootenay? You may be looking after a parent, a spouse, a friend, a neighbour. They may live in their own home, in your home, in a facility. Do you need information to navigate the health care process for the person you care for? Do you know whom to call, where to go, what to do? Do you need practical ideas to help you care for your loved one? Are you dealing with dementia, wandering, aggression, incontinence, depression? Do you need help to care for YOU? Do you feel frustrated, angry, sad, overwhelmed, guilty, helpless, hopeless, tired? We are the Caregivers Network for East Kootenay Seniors and we help people caring for seniors who live in the East Kootenay. Our service is free and confidential. |
| Arthritis support         | <a href="https://www.premierphysioinvermere.com/">https://www.premierphysioinvermere.com/</a><br><br>PHONE<br>(250) 342 1457<br><br>EMAIL<br>info.premierphysio@gmail.com | Physio therapist specializing in arthritis care                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Invermere Diabetes Clinic | 250-342-9201                                                                                                                                                              | Offers education to increase awareness of diabetes and prevention and help individuals with diabetes manage their condition effectively including insulin adjustment. Interior Health                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| The Hearing Loss Clinic   | 250-342-2551                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |

#### FIRST NATIONS/INDIGENOUS SERVICES

| SERVICE        | CONTACT NUMBER                                | NOTES                       |
|----------------|-----------------------------------------------|-----------------------------|
| Band Office    | 250-341-3678                                  | Shuswap Band Administration |
| Métis Services | 250-270-0291<br>columbiavalleymetis@gmail.com | Columbia Valley Metis       |



|                                |              |  |
|--------------------------------|--------------|--|
| First Nations Health Authority | 604-693-6500 |  |
|--------------------------------|--------------|--|

## IMMIGRANT SERVICES

| SERVICE                             | CONTACT NUMBER              | NOTES                                |
|-------------------------------------|-----------------------------|--------------------------------------|
| Health and Seniors Information Line | 211                         | Lower Mainland                       |
| Local Immigrant Services            | 250-409-4251<br>Misty Hawes | Columbia Basin Alliance for Literacy |
| Settlement Services                 | same as above               |                                      |
| Translation Services                | 250-688-1399                | Pathmaker Immigration                |

## MUNICIPAL SERVICES

| SERVICE                           | CONTACT NUMBER | NOTES                                                                                                                                                                                                                      |
|-----------------------------------|----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Parks and Recreation - facilities | 250-342-9281   | The Leisure Services Department provides healthy lifestyles for the community by providing leisure & cultural opportunities year-round, through the development of facilities and park spaces by the District of Invermere |
| Library(s)                        | 250-342-6416   | Many activities and programs for seniors; knitting, book club, tea, adult crafts                                                                                                                                           |

## 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. | 250-342-6416   | Invermere Public Library |

## DEATH, DYING AND GRIEF SERVICES

| SERVICE           | CONTACT NUMBER | NOTES                   |
|-------------------|----------------|-------------------------|
| Hospice           | 778-526-5143   | Columbia Valley Hospice |
| Grief Counselling | 778-526-5143   | Columbia Valley Hospice |

## FOOD PROGRAMS

| SERVICE          | CONTACT NUMBER | NOTES                                                                                                                                                                                                                                                              |
|------------------|----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Food Bank        | 250-342-0850   | COLUMBIA VALLEY FOOD BANK<br>Columbia Valley Food Bank provides needed support for individuals and families whose current needs are not met by society. We marshal the donations provided to us for distributing healthy food and support in a responsible manner. |
| Grocery Delivery | see above      |                                                                                                                                                                                                                                                                    |
| Meal Delivery    | see above      |                                                                                                                                                                                                                                                                    |

## GOVERNMENT REPRESENTATIVES

| SERVICE         | CONTACT NUMBER | NOTES |
|-----------------|----------------|-------|
| Scott McInnis   | 250-432-2300   | MLA   |
| Rob Morrison    | 613-995-7246   | MP    |
| Services Canada | 1-800-622-6332 |       |

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