



STATE OF SERVICES IN NELSON

Nelson Committee on Homelessness (NCOH)

ncoh@nelsoncares.ca



This bulletin updates basic information on changes due to Covid-19 and other factors.

Service Changes: Summer 2022

EXTREME HEAT

- **The City of Nelson plans and coordinates responses when Heat Alerts are announced.**
B.C. calls Heat Alerts in the region when there are two or more days with temperatures over 35°C during the day, and the nighttime low is 18°C or more.
Cooling centres will be available this summer when Heat Warnings are called.
- Services providing air conditioning and/or water during regular hours are noted in red below.

24/7 CRISIS PHONE LINES (Call 911 if emergency)

- Crisis Line: 1-888-353-2273
- Suicide Prevention Line: 1-800-784-2433
- Mental Health Line: 310-6789 (no area code)
- VictimLinkBC: 1-800-563-0808
- Kids Help Phone: 1-800-668-6868
- Seniors' Distress Line: 604-872-1234
- KUU-US Crisis Line (Indigenous): 1-800-588-8717
- Kootenay Lake Hospital: 250.352.3111

COORDINATED ACCESS HUB

COORDINATED ACCESS HUB: 521 Vernon Street – 1:00-5:00 p.m. Daily.

- The Hub is open daily for drop-in service, with COVID protocols.
- **Air conditioning, water** and snacks, hygiene supplies, first aid supplies, and clothing are available.
- Harm reduction supplies are available, and the e-OPS is open daily.
- Drug checking is happening twice per month, every other Monday.
- Street Outreach is onsite Mon., Tues., and Thurs., and are available/on call Wed. and Fri.
- The Advocacy Centre is onsite on Fridays.

FOOD & WATER & HYGIENE

SALVATION ARMY: 250-352-3488

- Showers are now available on Monday and Thursday afternoons, from 1:00-4:00 (last shower at 3:30), on a first-come, first-served basis.
- **Air conditioned** drop-in for soup and snacks Monday to Thursday from the back door between 10:00 a.m. and 12:00 noon. **Water available.**
- Food Bank is available by appointment (call to schedule)

OUR DAILY BREAD: 250-352-1722 or office@kcfoffice.com

- ODB lunch is at 11:30am. Last entry for meals will be 12:50pm. Meals offered plated to stay or in a 'to-go' container. Open Monday - Friday.
⇒ Cost is a \$20 donation for 22 meals; volunteer opportunities in exchange for a meal may be available.

NELSON COMMUNITY FOOD CENTRE: 250-354-1633

- The Good Food Bank is temporarily running from the Covenant Evangelical Church at 702 Stanley Street, on Tuesdays 12-2 and Wednesdays 1-4. No appointment needed.
- The Good Food Bank has returned to a market style food bank - participants come in and take items they need.



STATE OF SERVICES IN NELSON

Nelson Committee on Homelessness (NCOH)

ncoh@nelsoncares.ca

This bulletin updates basic information on changes due to Covid-19 and other factors.

ST. SAVIOUR'S FOOD PANTRY: 250-352-5711 or kokaneanglicans@gmail.com

- Open Friday Mornings, 9:00 a.m. – 11:00 a.m. Everyone Welcome!

NDCC: Nelson & District Community Complex: 250-354-4386

- Showers for a \$7.35 charge.
- Summer hours until Labour Day:
 - ⇒ Monday - Friday: 6:00 a.m. – 8:00 p.m.
 - ⇒ Saturday 8:00 a.m. – 6:00 p.m., and Sunday 9:00 a.m. – 5:00 p.m.

EMERGENCY SHELTERS & TRANSITION HOUSE

STEPPING STONES EMERGENCY SHELTER (Nelson CARES): 250-352-9876

- **Water available during drop-in hours**
- Intakes are limited due to ongoing space limitations (Covid-19 distancing).
- Drop-in is closed 4:00-7:00 p.m.

AIMEE BEAULIEU TRANSITION HOUSE: 250-354-4357

- For women leaving violence (and their children). Call 24/7 (250-354-4357)
- Secure text and online chat service for self-identifying women experiencing violence. 8:30am-midnight, 7 days a week. Emotional support, [information](#), and referrals. Text 778-608-3900 or use the online chat services at <https://www.servicesfyi.ca/aimee-beaulieu-transition-house/>
- Now offering Elder Support to Indigenous women accessing our service.
- Nelson Sexual Assault Response Team providing confidential services to youth and adults, ages 13 and older, who have been sexually assaulted (see *Nelson Sexual Assault Response Team* section below for more info)

PHYSICAL/MENTAL HEALTH, HARM REDUCTION, OUTREACH

ANKORS: 250-505-5506, 101 Baker Street

- Office hours: Monday – Thursday 9:30 a.m. - 12:00 p.m., and 1:00 p.m. – 4:30 p.m.
- **Air conditioning, water.** Providing Naloxone, harm reduction supplies & services, hydration & nutrition, vitamins, access to restrooms
- OPS running during office hours. Can now serve three people at a time.
- OPS also 7 days/week at the HUB, 521 Vernon, 1:00-5:00, including distribution of harm reduction supplies.
- Take-home Fentanyl test strips available during office hours
- Drop-off drug testing with FTIR Spectrometer. For after-hours drop-off, call 250-505-5506 for arrangements
- Call 250-505-5506 for info on following programs: Gender Outlaws; Kootenay Boundary Adult Support Recovery Program; Counselling/Support and Info re: HIV and Hepatitis C
- Pathway to OAT throughout the region – Alita at RISE BC Wellness Centre: 250-352-5259
- Coordinator for the Men's Health Initiative – Chris Kling: kootenaymhi@gmail.com
- Support & Outreach – Katia Dolan: 250-505-5506 (office); 250-505-2426 (cell); ankorsoutreach@gmail.com
- West Kootenay Mobile Harm Reduction Outreach – Robert: 250 777 0733
- For a complete list of services and contacts, see 'Programs & Services' section of the website: ankors.bc.ca



STATE OF SERVICES IN NELSON

Nelson Committee on Homelessness (NCOH)

ncoh@nelsoncares.ca

This bulletin updates basic information on changes due to Covid-19 and other factors.

REDUN (Rural Empowered Drug Users Network): Coordinator (Tiffany) – 1-236-972-6282 or nelson.redun@gmail.com for more info, Office – 601 Front St. #203

- REDUN is a group by and for people who use drugs.
- We offer support, education, and advocacy. We also have socks, snacks, harm reduction supplies, etc.
- Outreach and community clean-up: Wednesdays at 10:00 am and Saturdays at 7:00 pm (honoraria provided)
- In-person meetings are Tuesday at 3:00 pm (stipend available)
- Holly is offering Peer Navigation at REDUN on Thursdays 10:00-4:30.

NELSON MENTAL HEALTH AND SUBSTANCE USE (MHSU): 250-505-7248

- Services open Monday to Friday 8:30 a.m. - 4:30 p.m.
- Intake services are available by phone at 310-MHSU (6478)
- Urgent response services are available, please contact 250-505-7248
- Counsellors and Case Managers, Outreach staff and Psychiatric services are available to MHSU clients/patients. We are providing 1-1 and group services via phone, Zoom and in-person.
- Nelson OAT Clinic continuing to provide opiate agonist treatment using video and phone to intake new patients and support care for on-going patients
- Nurse Practitioners providing primary care to current patients and new patients

NELSON COMMUNITY SERVICES: 250-352-3504

- **Children and Youth counselling and support** programs continue to maintain contact with existing clients and are open to new referrals.
- **Street Outreach Program** - working as part of broader community response to vulnerable populations
- **Homelessness Prevention Program** – help to find rental housing & rent supplements (for those who qualify)
- **Stopping the Violence Women’s Counselling and Women’s Outreach** – maintaining contact with existing clients and open to new referrals
- **Aimee Beaulieu Transition House & Cicada Place** – see corresponding sections of this doc for detailed info
- In-person services in all programs are available based on need and ensuring everyone’s safety

NELSON SEXUAL ASSAULT RESPONSE TEAM

- Survivors of sexual assault aged 13 and older can access confidential services and supports by:
 - Visiting or calling The Kootenay Lake Hospital (KLH) Emergency Department (open 24/7): 3 View Street, Nelson (250-352-3111). Sexual Assault Response Team (SART) Responders are available to offer trauma-informed support 24/7 upon request of the survivor at the hospital.
 - Calling Community Based Victim Services at 778-463-5275, Monday – Friday, 9:00 a.m. – 4:00 p.m.

EMPLOYMENT RESOURCES

KOOTENAY CAREER DEVELOPMENT SOCIETY (KCDS): 250-352-6200

- Offering Employment Services virtually and in-person by appointment. The Resource Room is currently open 8:30 a.m. – 4:30 p.m. (however these hours may change in response to the pandemic).
- Visit <https://kcds.ca/services> for list of services & <https://kcds.ca/events> for schedule of events/programming



STATE OF SERVICES IN NELSON

Nelson Committee on Homelessness (NCOH)

ncoh@nelsoncares.ca

This bulletin updates basic information on changes due to Covid-19 and other factors.

INDIGENOUS SERVICES

CIRCLE OF INDIGENOUS NATIONS SOCIETY (C.O.I.N.S.): 1-877-904-2634

- The Nelson Healing Our Spirits circles are ongoing at the Nelson United Church (602 Silica St.) every 1st and 3rd Thursdays of the month on the 3rd floor in the Fairview room from 1-3pm. *Please use the side door up the sidewalk next to the house, not the main entrances.* All are welcome.
- Information about all COINS groups and gatherings can be found on our website:
<https://www.coinations.net/events-gatherings-calendar>

WOMEN

NELSON & DISTRICT WOMEN'S CENTRE: 250-352-9916 or dropin@nelsonwomenscentre.com

- Annual Closure Dates:
 - ⇒ Closed - Wednesday July 20 and Thursday July 21
 - ⇒ Closed - Tuesday July 26 and Wednesday July 27If a woman is in urgent need of assistance, staff will be on-site throughout the scheduled closure - women are to call 250.352.9949 for assistance.
- Staff and Volunteers in our Drop-in program have been pleased to welcome women into our Centre with the option of mask-wearing. It's been wonderful to see so many smiles after so much time greeting women safely with the use of a mask. Women wishing to continue wearing a mask are welcome and respected.
- Our Drop-in is OPEN and able to accommodate small groups of women at one time.
- Pre-booked appointments are still welcome to allow us to prepare to meet with all service users, and Melanie will welcome women for a more traditional drop-in experience without an appointment as space allows. Please call 250.352.9916 or email dropin@nelsonwomenscentre.com if you wish to pre-book an appointment with our Drop-in Coordinator and to feel welcome in a safe environment while you access our food hamper program, free clothing store, or for any needs you may have!
- We are open Tuesday-Thursday from 11:00am-3:00pm.

CHILDREN, FAMILIES, YOUTH

KOOTENAY KIDS SOCIETY: info@kootenaykids.ca or kootenaykids.ca

- Kootenay Kids Society offers our Indigenous Family Gatherings every Tuesday hosted by Daniele Boily, Indigenous Family Support Worker, as well as Home Support and other services for Indigenous Families and Children. For more information contact Daniele at danieleb@kootenaykids.ca
- Family Place offers a weekly support group, "Mothers for Recovery" for all people who identify as a mother and are on their path of recovery. For more information contact Cathy at cathys@kootenaykids.ca
- We offer a host of in-person children's programming and parent support and education programming including Pancake Breakfasts, Storytelling, Babysteps, Bellies to Babies, Adulting 101, Mother Goose, Dad's Pancakes, Nobody's Perfect and much much more. Check out our website at kootenaykids.ca or call 250-352-6678. Programs run everyday but Sunday.
- See online calendar for details: kootenaykids.ca/events/

CICADA PLACE FOR YOUTH AT RISK (Nelson Community Services): 250-352-3504 ext. 200

- Remains open to those who live there; call for inquiries



STATE OF SERVICES IN NELSON

Nelson Committee on Homelessness (NCOH)

ncoh@nelsoncares.ca

This bulletin updates basic information on changes due to Covid-19 and other factors.

FREEDOM QUEST YOUTH SERVICES: www.freedomquestyouthservices.ca or call to confirm service information: 250-304-2676 / 1-877-304-2676

- **Youth Substance Use Counselling:** In-person, phone & video counselling, call 250-505-9804 (Mandy's cell)
- **Concurrent Disorders Clinician:** No referrals can be made for Concurrent Disorders at this time. The position is currently vacant. For information about this position please visit the agency's [website](#).
- **Regional Substance Use Day Treatment Program (RADD):** For the next intake, call 250-231-0316 (Cindy's cell)
- **Therapeutic Recreation Programming & Recreation Mentorship Program:** No referrals can be made at this time as these positions are currently vacant - for information about them, please visit the agency's [website](#).

SENIORS

KOOTENAY SENIORS: 250-352-2708, www.kootenayseniors.ca

- Home Support Program: We provide *light* housekeeping for seniors on a sliding scale. Seeking home support workers for our growing client list!
- Volunteer Driver Program is safely operating, with plexiglass barriers available between driver and passenger. Transportation is for seniors to medical/non-medical appts and for vaccinations. Seeking volunteer drivers, REIMBURSEMENT FOR GAS TO VOLUNTEER DRIVERS! Call 778-463-5247 or email seniorstransportation@nelsoncares.ca
- Medical transportation (wheelchair accessible) to Kootenay Boundary Regional Hospital 3 times/week (Tues., Thurs., Sat.). Leaves Nelson 6:30 am returns to Nelson at approximately 2 pm. Call 778-463-5247 for details.
- Resources, information & support for advocacy for health care, filling out forms online, banking, landlords, etc.
- In person group activities at Lakeside Place. www.kootenayseniors.ca for schedule or call 778-463-5249
- Digital literacy support. Learn privately or with a group through a program to boost seniors' digital literacy skills and confidence, while reducing loneliness, increasing independence and social connectedness.

LEGAL RESOURCES

THE ADVOCACY CENTRE: 250-352-5777 or advocacycentre@nelsoncares.ca, 205 Hall Street.

- Help with financial supports, tenancy, debt, legal resources, family law, and support to victims of relationship/sexual violence
- Applications for legal aid
- Contact for appointment - Monday-Thursday, 8:30-12:00 and 1:00-4:00 p.m.

LIBRARY

NELSON PUBLIC LIBRARY: 250-352-6333, www.nelsonlibrary.ca

- **Air conditioned** – Hours: Mon., Wed., Fri., Sat. 10:00 a.m. – 6:00 p.m. / Tues. & Thurs. 10:00 a.m. – 7:00 p.m.
- Access to public computers: drop in with limited assistance from staff.
- Access to tech hub rooms: Digitize, record and use the Adobe Creative Suite
- Access to public washrooms.
- Printing and Scanning services
- Quiet rooms available – first come, first served: use the room for studying, interviews, work
- 24/7: Wi-Fi available outside the building & Online Library: ebooks, eaudio, online courses, and videos