



STATE OF SERVICES IN NELSON

Nelson Committee on Homelessness (NCOH)

April 22
2021

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

FOOD & WATER

SALVATION ARMY: 250-352-3488

- Drop-in OPEN Monday-Thursday for Free Brunch Program 10am – noon. Nurses available Mon & Thurs; Community Integration Specialist (Ministry of Social Development and Poverty Reduction) available Wed.
- Food Bank by appointment (call to schedule)
- Can access bottled water Monday – Friday, 8:30am – 4pm (knock if no one around)
- Enhanced School Lunch runs bi-weekly, call to sign up. (School Lunch available for post-secondary students)

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

- Home delivery of food is option for persons who are immobile (social worker recommendation required), email for details (\$20 donation for 22 meals still applies). 24 hours notice required.
- ODB lunch has moved indoors. First seating of 16 people max 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. \$20 donation for 22 meals; volunteer opportunities in exchange for a meal may be available.

NELSON COMMUNITY FOOD CENTRE: 250-354-1633

- Good Food Bank open by appointment on Tues from 3-5pm & Wed from 1-4pm. Call to book appointment.

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

- Open Friday Mornings, 9am – 11am, one at a time. No coffee service.

HYGIENE

WASHROOMS

- Portland Loo at Baker & Hall: 5am – 10pm
- Portland Loo near Prestige Lakeside Inn now open
- Wait's on Nelson during opening times
- Lions Park: 7am – 7pm
- Lakeside Park concession: 7am – 7pm
- Tyler Lake Fieldhouse: 7am – 10pm
- Nelson Public Library (hours below)

EMERGENCY SHELTER & TRANSITION HOUSE

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

- At capacity for now, plus 2 open emergency beds available first come first served on a nightly basis.
- Drop-in at vestibule only, 1 person at a time, 24/7 as much as possible.

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)



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PHYSICAL/MENTAL HEALTH, HARM REDUCTION, OUTREACH

ANKORS: 250-505-5506

- Office hours: Monday – Thursday 9:30am – 12pm and 1pm – 4:30pm
- Drop-in closed but can still provide Naloxone, harm reduction supplies, services, snacks/juice during office hours
- OPS running during office hours. Can now serve two people at a time.
- 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
For a complete list of services and contacts, see 'Programs & Services' section of the website: ankors.bc.ca

NELSON MENTAL HEALTH AND SUBSTANCE USE: 250-505-7248

- Services open Monday to Friday 8:30am - 4:30pm
- 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 limited group services through phone, Zoom and in-person where required.
- MHSU Outreach Services delivering bags of non-perishable food items to MHSU clients on Thursday afternoons
- 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 phone/video-conferencing 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 group
- **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, 9am – 4pm



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LEGAL RESOURCES

THE ADVOCACY CENTRE: 250-352-5777 or advocacycentre@nelsoncares.ca

- Phone/email for help with financial supports, tenancy, debt, legal resources, family law, & support to victims of relationship/sexual violence. Office is closed to drop in, but intercom available at Nelson CARES main door (521 Vernon Street) if no access to phone/email. In-person appointments can be arranged if needed.
- Monday-Thursday, 9am-4pm (closed over the noon hour)
- As of May 18, 2021, the Advocacy Centre will be located at 205 Hall Street. The move will take place from May 10 - May 17. During this time, staff will be available by phone and email only (no in person appointments).

EMPLOYMENT RESOURCES

KOOTENAY CAREER DEVELOPMENT SOCIETY: 250-352-6200

- Offering Employment Services virtually, with limited in person services/computer use (by appointment only)
- Visit <https://kcds.ca/services> for list of services & <https://kcds.ca/events> for schedule of events/programming

INDIGENOUS SERVICES

CIRCLE OF INDIGENOUS NATIONS SOCIETY (C.O.I.N.S.): coinations@gmail.com

- Staff seeing clients virtually and in-person when needed
- For a list of events and gatherings, visit <https://www.coinations.net/events-gatherings-calendar>

WOMEN

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

- Drop-in services closed. Services available by appointment from 11am-3pm Tues/Wed/Thur. Call or email to book an appointment.
- Food hampers; Clothing from the Free Store; Personal hygiene and childcare supplies
- 1-1 Trauma Yoga (via Zoom) for women in counselling. Email info@nelsonwomenscentre.com for more info
- Phone, email and virtual supports for counselling resources, information, and referrals to other resources

CHILDREN, FAMILIES, YOUTH

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

- Virtual and in-person programming and supports. See online calendar for details: kootenaykids.ca/events/

FREEDOM QUEST: www.freedomquestyouthservices.ca

- Youth Substance Use Counselling: available for phone & secure/confidential video counselling as well as in-person sessions (as needed, with restrictions); 250-505-9804 (Mandy's cell)
- Youth Concurrent Disorders Clinician: available for phone & secure/confidential video counselling as well as in-person sessions (as needed, with restrictions); 250-304-8031 (Liz's cell)
- Day Treatment: accepting referrals for upcoming online format (details TBD). 250-231-0316 (Cindy's cell)
- Select Therapeutic Recreation Programming operating with reduced numbers. No new referrals being accepted. 250-304-5070 (Matt's cell)
- Recreation Mentorship Program: on hold until spring 2022

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

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



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SENIORS

KOOTENAY SENIORS: 250-352-2708 or info@kootenayseniors.ca

- Home Support Program: We provide *light* housekeeping for seniors on a sliding scale. Seeking home support workers for our growing client list! Job description is on www.kootenayseniors.ca **Now \$17.95/hour**
- Volunteer Driver Program: NOW SAFELY OPERATING! We have plexiglass barriers between driver and passenger for added safety. Transportation of seniors to medical/non-medical appts and to obtain vaccinations. Seeking volunteer drivers, NO COST TO DRIVERS! Call 778-463-5247 or email seniorstransportation@nelsoncares.ca
- Free delivery of pre-ordered groceries/pharmacy items to seniors by screened volunteer drivers.
- Will deliver pre-made meals from non-profit agencies providing food
- Resources, information & support for advocacy for health care, filling out forms online, banking, landlords, etc.

LIBRARY

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

- We're open! Mon, Wed, Fri & Sat: 10 – 2 / Tues & Thurs: 2 – 6 / Seniors or high-risk people: Wed & Sat 10-10:30
- Can't make it to the library during those hours – Staff are available by phone or email to answer questions between 10 – 6, Mon– Fri
- Access to public computers: drop in with limited assistance from staff.
- Access to public washrooms.
- Mobile device seating area: use personal device in the library (time limit of 40 minutes)
- Quiet rooms available for two-hour sessions/day: use the room for studying, interviews, work
- 24/7: WiFi available outside the building & Online Library: ebooks, eaudio, online courses, and videos