

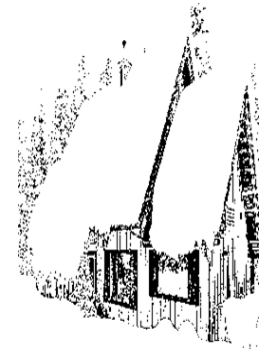


STATE OF SERVICES IN NELSON - Jan. 13, 2022

Nelson Committee on Homelessness (NCOH)

ncoh@nelsoncares.ca

This bulletin updates basic information as services change due to Covid-19.



Service Changes: January 2022

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., 365 days/year

- The Hub is open daily for drop-in service to 8 people at a time for now, with COVID protocols.
- Snacks and water, hygiene supplies, and clothing are available.
- Harm reduction supplies are available, and the e-OPS is open as staff are available.
- Haircuts are available every other Friday, first-come, first-served. Ask staff for dates.
- For people experiencing homelessness, dental services may be available through the HUB. Talk to staff for info.
- Nursing students onsite part-time for foot care, wound care etc.

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.
- Drop-in for soup and snacks Monday to Thursday from the back door between 10:00 a.m. and 12:00 noon.
- Drop-in on Fridays from 10:00-12:00 for coffee, snacks, and fellowship.
- Food Bank is available by appointment (call to schedule)

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

- Showers for a \$7.35 charge at the times below:
 - ⇒ Monday, Wednesday, Friday 6:00 a.m. – 11:00 a.m., Tuesday and Thursday 3:45 p.m. to 8:30 p.m., Saturday 11:00 a.m. – 4:00 p.m., Sunday 11:30 a.m. – 4:00 p.m.

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 (16 people max. capacity at a time) or in a 'to-go' container. Masks and distancing are Mandatory. 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

- 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, 9:00 a.m. – 11:00 a.m.



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EMERGENCY SHELTERS & TRANSITION HOUSE

WINTER EMERGENCY BEDS (St. Saviour's Anglican Church & Nelson CARES): 701 Ward St.

Call 250-551-2854 between 8:00 p.m. and 8:00 a.m. for bed availability & info.

- Emergency beds are available through March 30th, 8:30 pm to 7:00 am.
- First come, first served. Call the number after 8:00 p.m. for availability and info.
- Snacks and a paper bag breakfast will be provided.

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

- Intakes are limited due to ongoing space limitations (Covid-19 distancing).
- Limited door service is available.

NORTH SHORE INN EMERGENCY SHELTER (Nelson CARES): 250-551-3741

- No new intakes until further notice.

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.
- Providing Naloxone, harm reduction supplies & services, hydration & nutrition, vitamins, access to restrooms
- 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
- 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



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REDUN: 250-505-9690 or coordinator.redun@gmail.com for more info – office: 601 Front St. #203

- Rural Empowered Drug Users Network (REDUN) is a group by and for people who use drugs.
- We offer support, education, and advocacy. Also have socks, snacks, harm reduction supplies, etc.
- Outreach and community clean up Tuesdays 10:45-11:45
- Doc Days (documentaries, snacks & chats) Wednesdays 1:00-3:00 (NOTE: No meeting on income assistance cheque days). Call 250-551-7224 for more info.
- In-person meetings are Tuesday at 3:00 p.m., with limited capacity.
- 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 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, 9:00 a.m. – 4:00 p.m.

LEGAL RESOURCES

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

- Help with financial supports, tenancy, debt, legal resources, family law, and support to victims of relationship/sexual violence
- Phone or email Monday-Thursday, 8:30 am-noon and 1:00-4:00 pm (office currently closed for drop ins)
- In-person appointments can be arranged if necessary



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INDIGENOUS SERVICES

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

- Clients are being seen virtually and in person on a case-by-case basis at this time. Please contact COINS staff for more information.
- All COINS groups and gatherings are temporarily on hold due to Covid-19.
- For full details, visit <https://www.coinations.net/events-gatherings-calendar>

WOMEN

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

- Drop-in services closed. Services available by appointment from 11:00 a.m. – 3:00 p.m. Tues./Wed./Thurs. with masks mandatory. 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

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

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 YOUTH SERVICES: www.freedomquestyouthservices.ca

- Youth Substance Use Counselling: available for phone & secure/confidential video counselling as well as in-person sessions (with some restrictions); 250-505-9804 (Mandy's cell)
- No referrals can be made for Concurrent Disorders until a new Clinician is hired.
- Day Treatment: For the next intake, call 250-231-0316 (Cindy's cell)
- Select Therapeutic Recreation Programming operating with reduced numbers. 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 ext. 200

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



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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 between driver and passenger. Transportation is for seniors to medical/non-medical appts and for vaccinations. Seeking volunteer drivers, NO COST TO DRIVERS! Call 778-463-5247 or email seniorstransportation@nelsoncares.ca
- 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

- Regular 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 public washrooms.
- Printing and Scanning services
- 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: Wi-Fi available outside the building & Online Library: ebooks, eaudio, online courses, and videos
- NOTE: Children over the age of 2 must wear masks in all City of Nelson buildings.