



## STATE OF SERVICES IN NELSON

Nelson Committee on Homelessness (NCOH)

[ncoh@nelsoncares.ca](mailto:ncoh@nelsoncares.ca)



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

# Service Changes: September 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. daily (temporarily closed Tues. & Sat.)**


- The Hub is open daily for drop-in service, with COVID protocols.
- Coffee bar, 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. and Thurs., and are available/on call Tues., Wed. and Fri.
- The Advocacy Centre is onsite on Fridays.

### FOOD & WATER & HYGIENE

**SALVATION ARMY: 250-352-3488**

- Drop-in is open Monday – Thursday, 10:00 a.m. to 12:00 p.m. for homemade soup and snacks.
- Showers are available Monday and Thursday afternoons, 1:00 to 3:30 p.m. on a first-come, first-served basis. Last person in will be at 3:15, to allow for cleaning.
- Food Bank is on the top floor, and is by appt. Please call David at 250-352-9819, for more info.
- Free bread is available Monday through Friday, in the foyer. Amount and variety depends on what is donated. A list of our other activities are listed on the board in this foyer as well.
- If you are looking for some support, the Pastors are available most days, come on in!

**OUR DAILY BREAD: 250-352-1722 or [office@kcfoffice.com](mailto: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.
- Free Turkey Lunch with all the fixings! Friday October 7<sup>th</sup>, 12:00-1:00 

**NELSON COMMUNITY FOOD CENTRE: 250-354-1633**

- We're back at 602 Silica Street in the United Church!
- The Good Food Bank is on Tuesdays 12-2 and Wednesdays 1-4. No appointment needed. It is a market style food bank where participants come in and take items they need.

**ST. SAVIOUR'S FOOD PANTRY: 250-352-5711 or [kokaneanglicans@gmail.com](mailto:kokaneanglicans@gmail.com)**

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



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

- Showers for a \$7.62 charge.
- Hours until Dec. 31<sup>st</sup>:  
⇒ Monday - Friday: 6:00 a.m. – 8:00 p.m., Saturday 8:00 a.m. – 8:00 p.m., and Sunday 9:00 a.m. – 6:00 p.m.

### EMERGENCY SHELTERS & TRANSITION HOUSE

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

- Back at normal capacity.
- Drop-in is 8:00 a.m. – 4:00 p.m., 7:00 p.m. – 9:00 p.m. (closed 4:00-7:00 p.m.): 1 drop-in per day per person.
- NOTE: For the North Shore Inn, referrals are through Coordinated Access ([coordinatedaccess@nelsoncares.ca](mailto:coordinatedaccess@nelsoncares.ca)).

#### 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 and Saturdays 12:00-5:00, serving 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](mailto:kootenaymhi@gmail.com)
- Support & Outreach – Katia Dolan: 250-505-5506 (office); 250-505-2426 (cell), [ankorsoutreach@gmail.com](mailto:ankorsoutreach@gmail.com)
- West Kootenay Mobile Harm Reduction Outreach – Robert: 250-777-0733
- Peer Navigator support – Holly: 250-505-9690 or [coordinator.redun@gmail.com](mailto:coordinator.redun@gmail.com)
- For a complete list of services and contacts, see 'Programs & Services' section of the website: [ankors.bc.ca](http://ankors.bc.ca)

#### REDUN (Rural Empowered Drug Users Network): Coordinator (Tiffany) – 1-236-972-6282 or [nelson.redun@gmail.com](mailto: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.
- Offering e-OPS on outreach Friday and Saturday, 8:00-12:00 p.m.
- In-person meetings are Tuesday at 3:00 pm (stipend available)
- For pickup of improperly disposed of syringes, please call and leave a detailed message.



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#### 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

### 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>



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#### **KOOTENAY KIDS SOCIETY: [info@kootenaykids.ca](mailto:info@kootenaykids.ca) or [kootenaykids.ca](http://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](mailto:danieleb@kootenaykids.ca)

## WOMEN

#### **NELSON & DISTRICT WOMEN'S CENTRE: 250-352-9916 or [dropin@nelsonwomenscentre.com](mailto:dropin@nelsonwomenscentre.com)**

- The Women's Centre is open for our regular Drop-In Hours: Tuesday, Wednesday, Thursday from 11:00 a.m. – 3:00 p.m. The Drop-In provides:
  - ⇒ A community of supportive women
  - ⇒ Coffee, tea, and snacks, and free nutritious food to take home
  - ⇒ Resources and referral information about health, employment, financial assistance, housing and abuse
  - ⇒ Volunteer opportunities
  - ⇒ Access to computers, free internet
  - ⇒ A feminist lending library with hundreds of fiction and non-fiction works by women authors
  - ⇒ Compassionate peer counselling
  - ⇒ A free clothing store
  - ⇒ A children's play area
  - ⇒ A meeting place for a variety of groups
- We offer ongoing herbal healing workshops facilitated by Maria Zak, for specific workshop dates and times, please contact [volunteer.nelsonwomenscentre@gmail.com](mailto:volunteer.nelsonwomenscentre@gmail.com)
- Kendra Wilks offers peer-support counselling, for more information or to meet with Kendra, please contact [info@yanaroot.com](mailto:info@yanaroot.com).

## CHILDREN, FAMILIES, YOUTH

#### **KOOTENAY KIDS SOCIETY: [info@kootenaykids.ca](mailto:info@kootenaykids.ca) or [kootenaykids.ca](http://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](mailto: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](http://kootenaykids.ca) or call 250-352-6678. Programs run everyday but Sunday.
- See online calendar for details: [kootenaykids.ca/events/](http://kootenaykids.ca/events/)

#### **CICADA PLACE, Youth Housing and Outreach (Nelson Community Services): 250-352-3504 ext. 200**

- Remains open to those who live there; call for inquiries
- Youth Outreach available for youth ages 13-19



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**FREEDOM QUEST YOUTH SERVICES:** [www.freedomquestyouthservices.ca](http://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)
- **Regional Substance Use Day Treatment Program (RADD):** For the next intake, call 250-231-0316 (Cindy'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](#).
- **Therapeutic Recreation Programming:** 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](http://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](mailto: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](http://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](mailto: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](http://www.nelsonlibrary.ca)**

- 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
- Weekly story times and afterschool activities for children and families. Book Babes Tuesday at 10:30, Family Storytime Thursday at 10:30 & Kids Afterschool at the Library Tuesday at 3:30.