

STATE OF SERVICES IN NELSON



Nelson Committee on Homelessness (NCOH)

ncohcommunity@nelsoncares.ca

This bulletin provides basic information for social services in Nelson, BC.

Service Changes: December 2023

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)
- Victim Link BC: 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 – 12:00noon-7:00 p.m. daily.

The Hub is open daily for drop-in service, open all year except, **Closed Dec 25th 26th, 2023 and January 1st 2024.**

Coffee bar, hygiene supplies, first aid supplies, and clothing is available.

- **Harm Reduction** supplies are available; **e-OPS** is open **daily 1-5 pm, except Saturdays.**
- **Coordinated Access and Housing Support - Mon-Wed, 1-4 pm**
- **Home Health Nurses on-site on Mondays** - on-call, and **Tues and Fri, 1-4 pm**
- **Selkirk Student Nurses** on-site on Wednesday and Thursdays 1:00 to 4:00pm
- **Street Outreach** is **onsite Mon. Tuesday and Thurs.** and are available/**on-call M-F @ 250-777-3993.**
- **Ministry of Social Development & Poverty Reduction** is onsite **Weds & Fri 1-3:30 pm**
- **The Advocacy Centre @ the HUB Fri** for drop-in **1-5 pm, Closed Dec 25 – Jan 1st 2024.**
- **Indigenous Support** and Referrals **Mon-Fri/ 10-1 pm**
-

FOOD & WATER & HYGIENE

SALVATION ARMY: 250-352-9819

- Coffee and bread bank, 9:00am to 12noon, Mondays through Thursdays
- Showers are available Wednesday 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. Monday to Thursday, 9:00am to 12noon. Call 250-352-9819
- Pathway of Hope program – individual support given for motivated participants to achieve short- and long-term goals. Contact 250-352-9819 for more information.

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.
- **Free Turkey Xmas eve dinner 24th @ 5pm - Closed Dec 25th and 26th, 2023. Open December 27th 28th 29th.**

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NELSON COMMUNITY FOOD CENTRE: 250-354-1633 or 602 Silica Street

- The Good Food Bank is on Wednesdays 1-4. No appointment needed. It is a market style food bank where participants come in and take items they need.

- **Closed Dec 25th- 29th 2023**

WAIT'S ON NELSON: 250-352-2555 or 323 Nelson Avenue

- Free Community Dinner on the Third Tuesday of Every Month (Oct. 17, Nov. 21, Dec. 19)
- Safe, non-judgemental space with resources (sock box in winter; take-a-book/leave-a-book) Daily free meals available to those that inquire (suspended fund)
- Open Monday to Saturday 8:00 am – 4:00 pm, Sundays 9:00 am to 3:00 pm
- **Xmas dinner is at 5:30 PM, December 25th 2023**

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

- Open Friday Mornings, 9:00 am – 11:00 am including Holidays.
- Safe and warm space and Everyone is Welcome!

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

- Monday to Friday 5:30 am to 9:30 pm, Saturday 8:00 am to 8:00 pm and Sunday 9:00 am to 6:00 pm
- Showers for a \$7.77 charge.

EMERGENCY SHELTERS & TRANSITION HOUSE & HOUSING SUPPORT

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

- A 24/7 emergency shelter for those who find themselves without safe housing in the West Kootenay area.
- Houses up to 17 people, in five bunk-style bedrooms, with a stay of up to 30 days.
- Low barrier, drug-and-alcohol free, safe environment. with a common room, kitchen, laundry and shared washroom facilities.
- Intake for emergency beds starts at 7:30 pm
- Staff is on site 24 hours a day, seven days a week to provide hot meals and safe shelter as well as to support access to social services & help find stable housing and employment.
- For the North Shore Inn, referrals are through Coordinated Access (coordinatedaccess@nelsoncares.ca).

AIMEE BEAULIEU TRANSITION HOUSE: 250-354-4357

- For self identifying women (and their children) leaving violence. 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.

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- Text 778-608-3900 or use the online chat services at <https://www.servicesfyi.ca/aimee-beaulieu-transition-house/>
- Anti-Violence Line for survivors of sexual assault, ages 13+, and their supports. Emotional support, referrals, information about physical and sexual assault, medical and forensic procedures, reporting and legal options.
 - Call (24/7), text or chat 250-354-4357 (8:30am – midnight, 7 days/week) to connect with a Support Worker.
- We offer Elder Support to Indigenous women accessing our service.

COORDINATED ACCESS HOUSING SUPPORT: 250-551-2973

- Referrals and supports for housing support services
- On-site Mondays through Wednesdays, 1:00pm to 4:00pm, at the HUB at 521 Vernon Street, Nelson, **Closure Dec 25th, 26th, and January 1st 2024.**
- Community Lead for Coordinated Access, Becca Walker, 250-551-2973 or coordinatedaccess@nelsoncares.ca
- BC Housing <https://www.bchousing.org/>
- BC Housing Registry Inquiry Line (604) 433-2218, or 1-800-257-7756

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. **Until Dec 21st**
- **Extended Hours Dec 22- Jan 1st 12:30- 6:30, & 1-5 HUB (See above Hub closures). Regular Tuesday is ANKORS only.**
- 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.
- 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
- Peer Navigator support – Holly: 250-505-9690 or coordinator.redun@gmail.com
- For a complete list of services and contacts, see 'Programs & Services' section of the website: ankors.bc.ca

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 PWLLE (people with lived or living experience) of Illicit substance use.

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- We offer support, education, and advocacy. We also have socks, snacks, harm reduction supplies, etc.
- Offering e-OPS Mobile Outreach Friday and Saturday nights at 8:00pm - 12:00 am
- During “Check Week” e-OPS Mobile Outreach Wednesday through Saturday nights at 8:00pm - 12:00 am
 - Oct 25/Nov 22/ and Dec 20
- E-OPS contacts: Weds & Friday 250-505-9690 (Holly) and Thurs & Sat 236-972-6282 (Tiffany)
- For pickup of improperly disposed of harm reduction supplies and/or syringes please call and leave a detailed message for Tiffany @ 1-236-972-6282 or ANKORS @ 250-505-5506
- Holly ANKORS peer Health Navigator can be reached at 250-505-9690
- Amber Streukens with ANKORS Street College can be reached at 250-551-7224.

AXIS HOUSE – WITHDRAWAL MANAGEMENT PROGRAM 778-460-1901 (landline) or 250-919-3712 (cell)

- Located in Castlegar, Staffed 24/7
- All referrals need to be initiated by a doctor or NP
- Stimulant, opiate, alcohol withdrawal management in a warm, inviting inpatient setting
- Individualized discharge planning links with community services and supports
- Culturally safe, trauma-informed care
- cst.wmprogram@axis.bc.ca

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 250-505-3866
- 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. Street Outreach is at the HUB at 521 Vernon Street on Mondays, Tuesdays and Thursdays from 1:00pm to 4:00pm and are also available/on-call Monday-Friday @ 250-777-3993.
- **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
- Closed 22nd, 25th, 26, 27th, 28, 29, Jan 1 2024

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- **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 SERVICES

- Visiting or calling The Kootenay Lake Hospital (KLH) Emergency Department (open 24/7): 3 View Street, Nelson (250-352-3111).
- Calling Community Based Victim Services at 778-463-5275, Monday – Friday, 9:00am – 4:00p.m., and after hours and weekends the anti-violence line at (250) 354-4357.
- Sexual Assault Crisis Counselling, available to survivors AGES 13+ of sexual emotional assault (within past 6 months) and/or at time. Medical and Forensic procedures, support, counseling, referrals, via Nelson Community Services/ Community Based Victim Services or directly to csmith@servicesfyi.ca

EMPLOYMENT RESOURCES

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

- Offering Employment Services virtually and in-person by appointment. Visit <https://kcds.ca/>
- The Employment Centre is located at Suite 203-514 Vernon Street Nelson, BC V1L 4E7
- Monday-Wednesdays 8:30am – 4:30pm, Thursday 9:30am – 5:30pm, and Fridays 8:30am – 4:30pm

WORKBC CENTRE - NELSON: 250-352-6200

- Monday-Wednesdays 8:30am – 4:30pm, Thursday 9:30am – 5:30pm, and Fridays 8:30am – 4:30pm
- Closed Weekends, **Statutory Holidays**, Easter Monday & **Boxing Day**
- <http://workbccentre-nelson.ca/nelson/>

INDIGENOUS SERVICES

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

- Aboriginal Patient Navigator (APN) helps connect and supports Indigenous people who are in hospital. Katie Rumbolt, APN can be reached at patientnavigator@coinations.net or by calling 250-551-4395
- 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.
- Wellbriety Meetings are ongoing at the Nelson Baptist Church (611 5th Street) every 2nd and the 4th Tuesdays of the month from 5:30pm to 7:00pm. Contact Juanita for more information at 250-777-3683.
- Information about all COINS groups and gatherings can be found on our website: <https://coinations.net/our-programs/>

NELSON CARES SOCIETY: indigenoussupport@nelsoncares.ca

- Nelson CARES Society offers Indigenous-lead support and referrals for indigenous people between 10:00am and 1:00pm, Mondays through Fridays.
- Bringing awareness and education incorporating the mental, spiritual, emotional, and physical teachings.

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- An Indigenous weekly circle takes place every Tuesdays from 10:00am to 11:00am at the HUB located at 521 Vernon Street.
- **Closed December 25th, 26th, January 1st 2024.**

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

- Kootenay Kids Society offers our Indigenous Family Gatherings every 2nd and 4th Thursday of the month from 4-7 PM.
- 1st Thursday at Passmore Hall, 3rd Thursday at Family Place in Castlegar.
- Home Support and other services for Indigenous Families and Children. For more information contact IFS@kootenaykids.ca
- Weekly drum circle taking place every Friday at Family Place in Nelson from 4-6 PM.
- **No gatherings Dec 21st or 28th**

WOMEN & GENDER DIVERSE INDIVIDUALS

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

The Women's Centre is open and offering services to women, gender diverse individuals, and children.

- **Drop-In Resource and referral Program:**
 - Hours: Tuesday, Wednesday, Thursday from 11:00 am – 3:00 pm **Closed Dec 26th, 27th, 28th.**
 - Coffee, tea, snacks, meals, and nutritious food donated by local businesses to take home
 - Resources and referral information about health, employment, financial assistance, housing and abuse
 - Access to computers, free internet, and printers
 - A library full of feminist literature that focuses on equality and equity.
 - Free counselling sessions with student practicum counsellors
 - A free clothing store.
 - A children's play area
 - A meeting place for a variety of groups
- **Queer Drop-in:** COMING SOON. Caters to gender diverse individuals, queer folks, and allies. All standard drop-in services available. Consider filling out availability survey @ www.nelsonwomenscentre.com
- **Volunteer Program:** Offers unique volunteer opportunities to build skills and get involved in the organization. Seasonal Rooted in community volunteer training program
- **Crafternoon Thursdays:** 12-2:30pm every Thursday afternoon. Materials and teachings provided.
- **Youth Empowerment Series (YES)** Open to ages 12-14. Drop in **Solstice event Dec 21st, 2023.**
YES Beginning January 3rd 2023. (YES) offers a dynamic 8 week school program helping youth build community, drop in plus gift table and celebratory foods.

CHILDREN, FAMILIES, YOUTH

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

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- 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 Cat at cathys@kootenaykids.ca
- We offer a host of in-person children’s programming and parent support and education programming including Pancake Breakfasts, Storytelling, Baby steps, Bellies to Babies, Adulting 101, Mother Goose, Dad’s Pancakes, Nobody’s Perfect and 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/
- Following the SD8 Schedule, **Closed on Dec 17th, 2023 to Jan 2nd 2024.**

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

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)
- **Regional Substance Use Day Treatment Program (RADD):** For the next intake, call 250-231-0316 (Cindy’s cell)
- **Therapeutic Recreation Programming:** For more information, call 250-304-5070 (Greg’s cell)
- **Concurrent Disorders Clinician:** No referrals can be made at this time as these positions are currently vacant - for information. For information, 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! Call 778-463-5248 or email homesupport@nelsoncares.ca
- Volunteer Driver Program offers transportation for seniors to medical/non-medical appts . 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
 - Transportation is on Tuesday, Thursday, and Saturdays.
 - Leaves Nelson 6:30 am returns to Nelson at approximately 2:00 pm.
 - Call 778-463-5247 for details.
- Resources, information & support from advocacy for health care, help forms online, banking, landlords, etc.
- In person group activities at Lakeside Place. www.kootenayseniors.ca for schedule or call 250-352-2708
- Resource and Referral can help with filling out forms online, finding senior resources and assistance with technical devices call 250-352-2708

LEGAL RESOURCES

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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.
- The Advocacy Centre is onsite at the HUB on Fridays for drop-in service between 1:00pm and 5:00pm.

GOVERNMENT RESOURCES

MINISTRY OF SOCIAL DEVELOPMENT & POVERTY REDUCTION: 250-354-8835 or 566 Stanley Street

- Applications for income assistance and crisis supplements
- Explaining program and supports that citizens may be eligible for through the Ministry of Social Development & Poverty Reduction
- Referrals to community-based supports and services
- MSDPR is onsite at the HUB on Weds. & Fridays for drop-in service between 1:00pm and 3:30 pm. **Holiday December 18th – 28th 2023.** Ministry Office is Closed on Dec 25&26th only.
- Tammy Hunter, MSDPR can be reached at tammy.hunter@gov.bc.ca or urgent matters @ 1-866-866-0800

LIBRARY

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

- Hours: **Mon., Wed., Fri., Sat. 10:00 am – 6:00 pm / Tues. & Thurs. 10:00 am – 7:00 pm**
Regular Hours December 1st-23rd, and January 2nd
Holiday Closures December 24th, 25th, 26th 31st and January 1st 2024.
- 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, online courses, and videos