

## STATE OF SERVICES IN NELSON

### Nelson Committee on Homelessness (NCOH)

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

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

## Service Changes: Fall 2024

### 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

### FOOD & WATER & HYGIENE

#### 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.
- **Our Daily Bread is currently soft launching a Food Bank Program on Thursdays from 9:30-11:00.**

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

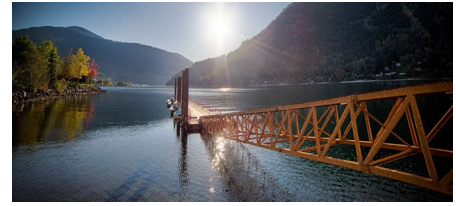
- The Good Food Bank is on every second Wednesdays 1-4pm on Sept 4th, Sept 18th, Oct 2nd, Oct 16th, Oct 30th, Nov 13th, Nov 27th, Dec 11th. Light Lunch provided during this time.
- **NEW** - Reaching Home Nutrition Program. See details at <https://nelsoncfc.ca/reaching-home-nutrition-program/> or call 250-354-1633 for more information. Applications available starting in September 2024

#### SALVATION ARMY: 250-352-9819

- 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.
- Showers are available through Street Outreach, please call 250-777-3993

#### TEMPORARY THURSDAYS (DROP-IN SERVICE): 250-551-7482

- Bottom Floor of the Salvation Army Building, 601 Vernon Street: Thursdays – 10:00 – 4:00pm
- These events are designed to provide support and resources to those in need, and will include:
  - Meals and/or food to go
  - Shower and laundry access
  - Access to clothing and hygiene supplies
- Access to on-site providers: **Interior Health, Population & Mental Health; Ministry of Social Development and Poverty Reduction, Advocacy Centre, Street Outreach, and Coordinated Access.**
- This temporary drop-in resource centre does **not** include safe consumption site.



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

- Free Community Dinner on the Third Tuesday of Every Month
- 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 4:00 pm

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

- Safe and warm space and Everyone is Welcome!
- Open Friday Mornings, 9:00 am – 11:00 am including Holidays.
- Open doors on Tuesdays 10:00 – Noon.
- Weekly Sunday Meal Program: 1:00 – 4:00pm – Starting Sunday Oct.13<sup>th</sup>. Volunteers needed. Email above.

#### 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 7:00 pm
- Showers for a \$8.08 charge.

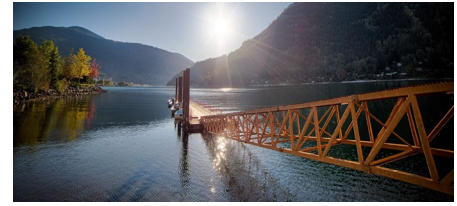
## EMERGENCY SHELTERS & TRANSITION HOUSE & HOUSING SUPPORT

#### 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 8pm
- 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](mailto: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.
  - 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/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.



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#### COORDINATED ACCESS HOUSING SUPPORT: 250-551-2973

- Referrals and supports for housing support services
- Community Lead for Coordinated Access contact at 250-551-2973 or [coordinatedaccess@nelsoncares.ca](mailto:coordinatedaccess@nelsoncares.ca)
- BC Housing <https://www.bchousing.org/>
- BC Housing Registry Inquiry Line (604) 433-2218, or 1-800-257-7756

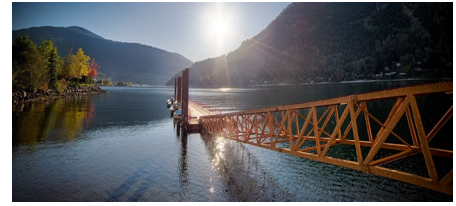
#### PHYSICAL/MENTAL HEALTH, HARM REDUCTION, OUTREACH

**ANKORS: 250-505-5506, 101 Baker Street, 1-800-421-2437, [www.ankors.bc.ca](http://www.ankors.bc.ca)**

- Office hours:
  - Monday – Thursday 9:00am - 12:00noon, and 1:00pm – 5:00pm. (Closed for lunch 12noon to 1pm)
  - Fridays 1:00pm to 5:00pm
  - Saturdays & Sundays – 11:00am to 5:00pm
- Providing Naloxone, harm reduction supplies & services, hydration & nutrition, vitamins, access to restrooms
- 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) – 1-236-972-4270 or [nelson.redun@gmail.com](mailto:nelson.redun@gmail.com) for more info**

- REDUN is a group by and for PWLLE (people with lived or living experience) of Illicit substance use.
- 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
- E-OPS contacts: Weds & Friday 250-505-9690 (Holly) and Thurs & Sat 236-972-4260 (Tiffany)
- For pickup of improperly disposed of harm reduction supplies and/or syringes please call and leave a detailed message for Tiffany @ 1-236-972-4270 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.
- Tuesdays 11:00am @ Cottonwood Falls Park: Connection (Oct.1, Nov.5) Action (Oct.15, Nov.19)



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#### **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](mailto:cst.wmprogram@axis.bc.ca)

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

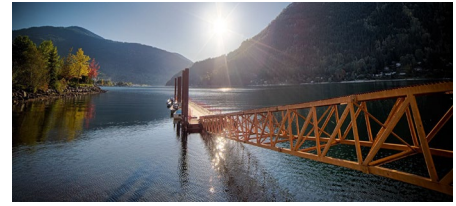
- Services open Monday to Friday 8:30 a.m. - 4:30 p.m.
- Intake services are available by phone at 310-MHSU (6478)
- Urgent response services are available, please contact 250-505-3866
- Counsellors and Case Managers, Outreach staff and Psychiatric services are available to MHSU clients/patients. We 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 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
- **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

#### **SEXUAL ASSAULT SERVICES TEAM**

- 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 of sexual assault (within past 2 years) and/or at time of reporting. Referrals through Nelson Community Services website, Community Based Victim Services or directly to [csmith@servicesfyi.ca](mailto:csmith@servicesfyi.ca)



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## 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

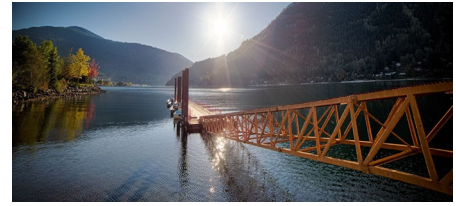
### CIRCLE OF INDIGENOUS NATIONS SOCIETY (C.O.I.N.S.): 1-877-904-2634 or [coinations.net](http://coinations.net)

- Aboriginal Patient Navigator (APN) helps connect and supports Indigenous people who are in hospital. Katie Rumbolt, APN can be reached at [patientnavigator@coinations.net](mailto: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 11:00am-1:00pm *Please use the side door up the sidewalk next to the house, not the main entrances.* Anyone aged 15+.
- Wellbriety Meetings are ongoing at United Church (602 Silica) every 2<sup>nd</sup> and the 4<sup>th</sup> Thursdays 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/>

### 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 2<sup>nd</sup> and 4<sup>th</sup> Thursday of the month from 4:00pm to 6:00pm. Home Support and other services for Indigenous Families and Children. For more information contact [IFS@kootenaykids.ca](mailto:IFS@kootenaykids.ca)
- There is also a weekly drumming circle taking place every Friday from 4:00pm to 6:00pm.





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### WOMEN & GENDER DIVERSE INDIVIDUALS

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

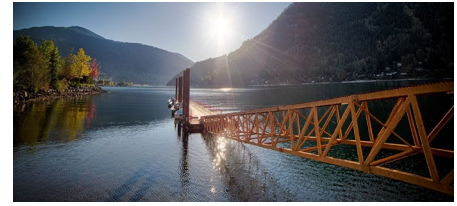
The Women's Centre is open and offering services to women, gender diverse individuals, and children.

- **Drop-In Resource and referral Program:**
  - Hours: Tuesdays 11:00 am – 3:00 pm
  - 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, internet, and printers
  - A feminist library available to members
  - Free counselling sessions with student practicum counsellors (when active, call to book)
  - A free clothing store.
  - A children's play area
  - A meeting place for a variety of groups
- **Crisis Support**
  - Hours: Wednesday 12:00 pm – 3:00 pm
  - One-on-one peer support appointments focused on creating support plans
  - Resources and referral information about health, employment, financial assistance, housing and abuse
  - By appointment - please call 250-352-9916 to book
- **Queer Drop-in:**
  - Hours: 1st and 3rd Wednesday of the month 3.00 pm – 7:00 pm
  - Caters to gender diverse individuals, queer folks, and allies. All standard drop-in services available.
- **Crafternoon:**
  - Hours: Thursday 12.30pm – 2.30pm
  - Materials and teachings provided
  - Food provided by a variety of local restaurants
- **Volunteer Program:**
  - Offers unique volunteer opportunities to build skills and get involved in the organization.
  - FREE seasonal Rooted in Community volunteer training program available.
- **Youth Empowerment Series (YES) COMING SOON!**

### 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, Baby steps, Bellies to Babies, Positive Parenting, Mother Goose, Dad's Pancakes, Nobody's Perfect and 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/)



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#### **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](http://www.freedomquestyouthservices.ca) or call to confirm service information: 250-505-9804 / 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:** Referrals are being triaged at this time. For more information call or email Lynsey Souza - 250 304 8031; [concurrent@freedomquestyouthservices.ca](mailto:concurrent@freedomquestyouthservices.ca)

#### **FOUNDRY BC VIRTUAL SERVICES: <https://foundrybc.ca/virtual/>**

- Young people aged 12-24 and their caregivers can access same day virtual services or schedule a virtual counselling appointment, find peer support, access primary care, get support with employment, access groups & workshops, or browse our library of tools and resources.

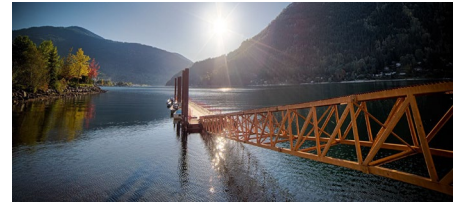
## SENIORS

#### **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! Call 778-463-5248 or email [homesupport@nelsoncares.ca](mailto: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](mailto:seniorstransportation@nelsoncares.ca)
- Resources, information & support from advocacy for health care, help forms online, banking, landlords, etc.
- In person group activities at Lakeside Place. [www.kootenayseniors.ca](http://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 250-352-270

#### **NELSON COMMUNITY RESPONSE NETWORK:, [www.bccrns.ca](http://www.bccrns.ca) or [heather.vonilberg@bccrns.ca](mailto:heather.vonilberg@bccrns.ca)**

- Provides funding and support structure for the benefit of vulnerable adults who are experiencing (or at risk of experiencing) abuse, neglect, and self-neglect.
- Training is available for individuals, groups, organizations, clubs, etc. on a variety of topics and programs.
- BC CRN has curated resources, information, and research on topics related to adult abuse, neglect, and self-neglect, <https://bccrns.ca/resources>
- BC CRN has a variety of programs that can be found at <https://bccrns.ca/programs> and include:
  - It's Not Right! Neighbours, Friends & Families for Older Adults
  - See Something, Say Something! Reducing Risk for Older Adults.
  - Spotlight on Ageism
  - Introduction to Extreme Clutter (Hoarding)



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### 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.

### 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 Temporary Drop-In Centre, Thursdays at 601 Vernon Street, lowest level.
- Tammy Hunter, MSDPR can be reached at [tammy.hunter@gov.bc.ca](mailto:tammy.hunter@gov.bc.ca) or urgent matters @ 1-866-866-0800

### LIBRARY

**NELSON PUBLIC LIBRARY: 250-352-6333, [www.nelsonlibrary.ca](http://www.nelsonlibrary.ca)**

- Hours: **Mon., Wed., Fri., Sat. 10:00 am – 6:00 pm / Tues. & Thurs. 10:00 am – 7:00 pm**
- Access to public computers: drop in with limited assistance from staff.
- Access to tech hub rooms: Digitize, record, and use the Adobe Creative Suite
- Adult, Teen & Kids Events <https://nelson.bc.libraries.coop/calendar/list/>
- 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