



# STATE OF SERVICES IN NELSON – Winter 2026

## Nelson Committee on Homelessness (NCOH)

ncohcommunity@nelsoncares.ca

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

### EXTREME WEATHER ALERT

EWA issued by: Cheryl Dowden, Community Representative for the City of Nelson, British Columbia.

The following shelters will be providing spaces during this Extreme Weather Alert:

#### 1. St. Saviour's Pro-Cathedral Anglican Church

Open: 8:00PM - 8:00AM

701 Ward St.

#### 2. ANKORS: Warming Day Center

Open: 8:00 AM – 8:00 PM

101 Baker St.

### 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

#### DROP-IN SERVICE:

Open: Thursdays from 10:00am – 4:00pm

601 Vernon Street (Bottom Floor of the Salvation Army Building) | 250-551-2854

- 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, Selkirk College nursing students, Ministry of Social Development and Poverty Reduction, Street Outreach, and Coordinated Access.

\*Note - This temporary drop-in resource centre does not include an overdose prevention site.

#### NELSON COMMUNITY FOOD CENTRE:

602 Silica St. | 250-354-1633

- The Good Food Bank is on the 1<sup>st</sup> & 3rd Wednesdays of the month from 1:00 -4:00 pm. Light lunch is provided.
- NEW - Reaching Home Nutrition Program.  
See details at <https://nelsoncfc.ca/reaching-home-nutrition-program/>



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#### OUR DAILY BREAD (ODB):

**Open: Monday – Friday (Food Bank Program on Thursdays from 9:30am - 11:00am)**

**520 Falls St. | 250-352-1722 | [office@kcfoffice.com](mailto:office@kcfoffice.com)**

- **ODB lunch is at 11:30am.** The last entry for meals will be 12:50pm.
- Meals offered plated to stay or in a 'to-go' container.
- The cost is a \$25 donation for 22 meals; Volunteer opportunities in exchange for a meal may be available.

#### SALVATION ARMY:

**Open: by appointment Monday to Thursday, 9:00am to 12:00pm**

**601 Vernon St. (Top floor) | 250-352-9819**

- Pathway of Hope program offers individual support for participants to achieve short and long-term goals.
- Showers are available through Street Outreach, please call 250-777-3993

#### WAIT'S ON NELSON:

**Open: Monday to Saturday 8:00 am – 4:00 pm, Sundays 9:00 am to 4:00pm**

**323 Nelson Avenue | 250-352-2555**

- 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)

#### ST. SAVIOUR'S FOOD PANTRY:

**701 Ward St | 250-352-5711 | [kokaneeanglicans@gmail.com](mailto:kokaneanglicans@gmail.com)**

**Open: Friday Mornings, 9:00am – 11:00am including Holidays, Tuesdays 10:00am – 12:00pm**

- Safe and warm space and Everyone is Welcome!
- **Weekly Sunday Meal Program: 2:00 – 4:00pm.** Volunteers needed. Email above.

#### Nelson & District Community Complex (NDCC):

**Open: Monday to Friday 5:30am - 9:30pm, Saturday 8:00am - 8:00pm and Sunday 9:00am - 7:00pm**

**305 Hall St. | 250-354-4386**

- Showers for \$8.08.

### EMERGENCY SHELTERS & TRANSITION HOUSE & HOUSING SUPPORT

#### AIMEE BEAULIEU TRANSITION HOUSE:

**Call 24/7: 250-354-4357**

- For self identifying women (and their children) leaving violence.
- 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 | [coordinatedaccess@nelsoncares.ca](mailto:coordinatedaccess@nelsoncares.ca)

- Referrals and supports for housing support services
- BC Housing <https://www.bchousing.org/>
- BC Housing Registry Inquiry Line (604) 433-2218 or 1-800-257-7756

### STEPPING STONES EMERGENCY SHELTER (Program of Nelson CARES):

816 Vernon St | 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 safe environment with a common room, meal program, laundry and shared washroom facilities.
- Intake for emergency beds starts at 8 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.

## PHYSICAL/MENTAL HEALTH, HARM REDUCTION, OUTREACH

### ANKORS:

**Open: Monday to Thursday: 9:00am -5:00pm. (Closed for lunch from 12:00pm - 1:00pm)**

**Open: Fridays: 1:00pm - 5:00pm | Saturdays: 11:00am - 5:00pm**

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

- 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
- 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  
Shana at RISE BC Wellness Centre:
  - text line - 250-590-9393
  - phone line - 250-352-5259
- 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)

- 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



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- 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)

### AXIS HOUSE – WITHDRAWAL MANAGEMENT PROGRAM

Open: 24/7

Castlegar | 778-460-1901 or 250-919-3712 | [cst.wmprogram@axis.bc.ca](mailto:cst.wmprogram@axis.bc.ca)

- 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

### NELSON MENTAL HEALTH AND SUBSTANCE USE (MHSU):

Open: Monday to Friday from 8:30 am - 4:30 pm

201-515 Vernon St | 250-505-7248

- 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 through [kbaccess.ca](http://kbaccess.ca)

### NELSON COMMUNITY SERVICES:

Open: Tuesday to Friday from 8:00am – 5:00pm

518 Lake Street | 250-352-3504 or 250-551-1227

- **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
- **Children and Youth counselling and support** programs continue to maintain contact with existing clients and are open to new referrals.
- **Homelessness Prevention Program** – help to find rental housing & rent supplements (for those who qualify)
- **Street Outreach Program** - working as part of broader community response to vulnerable populations.  
Street Outreach is **available/on-call** Monday-Friday 250-777-3993.
- **Stopping the Violence Women's Counselling and Women's Outreach** – maintaining contact with existing clients and open to new referrals
- **Supported Rent Supplement Program** - is for low-income individuals that require mental or physical health supports to secure independent housing. All referrals go through the Coordinated Access for Supportive Housing (CASH) table, which also refers those being considered for the NSI.



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#### SEXUAL ASSAULT SERVICES (SAS) TEAM:

- Visiting The Kootenay Lake Hospital (KLH) Emergency Department (open 24/7): 3 View Street, Nelson
- Calling Community Based Victim Services at 778-463-5275, Monday – Friday, 9:00am – 4:00pm, 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)

#### EMPLOYMENT RESOURCES

#### KOOTENAY CAREER DEVELOPMENT SOCIETY (KCDS) Also known as WorkBC:

Open: Monday to Wednesdays from 8:30am – 4:30pm

Thursday 9:30am – 5:30pm & Fridays 8:30am – 4:30pm

86 Baker Street - Suite #3 | 250-352-6200 | <https://kcds.ca/> | <http://workbccentre-nelson.ca/nelson/>

- Offering Employment Services virtually and in-person by appointment.

#### INDIGENOUS SERVICES

#### CIRCLE OF INDIGENOUS NATIONS SOCIETY (C.O.I.N.S):

1-877-904-2634 | [www.coinations.net](http://www.coinations.net)

- Aboriginal Patient Navigator (APN) helps connect and supports Indigenous people who are in hospital. Carrie Conacher, 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:

312 Silica St | 250-352-6678 | [info@kootenaykids.ca](mailto:info@kootenaykids.ca) | [www.kootenaykids.ca](http://www.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)
- Weekly **drumming circle** taking place every Friday from 4:00pm to 6:00pm.

#### WOMEN & GENDER DIVERSE INDIVIDUALS

#### NELSON & DISTRICT WOMEN'S CENTRE:

250-352-9916 | [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:**



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- 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: 1<sup>st</sup> and 3<sup>rd</sup> 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:

312 Silica St | [info@kootenaykids.ca](mailto:info@kootenaykids.ca) | [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/)

### CICADA PLACE, Youth Housing and Outreach (Nelson Community Services):

605 Lake St | 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:

250-505-9804 | 1-877-304-2676 | [www.freedomquestyouthservices.ca](http://www.freedomquestyouthservices.ca)

- **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 (Program of Nelson CARES):

805 Nelson Ave | 250-352-2708 | [www.kootenayseniors.ca](http://www.kootenayseniors.ca)

- Home Support Program provides **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 appointments. 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 (805 Nelson Ave.) Visit [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:

[heather.vonilberg@bccrns.ca](mailto:heather.vonilberg@bccrns.ca) | [www.bccrns.ca](http://www.bccrns.ca)

- Provides funding, support structure and resources for the benefit of vulnerable adults who are experiencing (or at risk of experiencing) abuse, neglect, and self-neglect. <https://bccrns.ca/resources>
- Training is available for individuals, groups, organizations, clubs, etc. on a variety of topics and programs.
- 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)

### LEGAL RESOURCES

#### THE ADVOCACY CENTRE:

205 Hall Street. | 250-352-5777 | [advocacycentre@nelsoncares.ca](mailto:advocacycentre@nelsoncares.ca)



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- Help with financial support, tenancy, debt, legal resources, family law, and support to victims of relationship/sexual violence, applications for legal aid.

## GOVERNMENT RESOURCES

### MINISTRY OF SOCIAL DEVELOPMENT & POVERTY REDUCTION:

566 Stanley Street | 250-354-8835

- 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 support 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:

Open: Mon, Wed, Fri, Sat from 10:00 am – 6:00 pm / Tues, Thurs from 10:00 am – 7:00 pm

602 Stanley St. | 250-352-6333 | [www.nelsonlibrary.ca](http://www.nelsonlibrary.ca)

- Access to public computers digitize, record, and use the Adobe Creative Suite, printing and scanning services (drop in with limited assistance from staff.)
- Adult, Teen & Kids Events <https://nelson.bc.libraries.coop/calendar/list/>
- Access to public washrooms
- 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