



Senior Services List

For further information about any service listed below, contact the service provider directly.

Information is as accurate as possible but may not be current. Always check with the service provider directly to confirm what is available.

To be as inclusive as possible, this list includes free, minimal fee and commercial services. Services are loosely grouped by general category and within each general category, entries are listed alphabetically to avoid any indication of favouritism when listing commercial service providers.

This Senior Services List is courtesy of the **Creston New Horizon Seniors Society (CNHSS)**
CrestonNewHorizons.ca, (FaceBook) CrestonNewHorizons, (email) info@crestonnewhorizons.ca.

To report errors found in this document or if you have information you think should be included in this document, email CrestonNewHorizons@gmail.com or text or call 403-863-5776

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Emergency Numbers

Police, Fire, Ambulance

911

Seniors' Distress Line

1-604-872-1234 – For seniors, their caregivers or anyone concerned about a senior.

Support, Home and Away

Better at Home

250-428 5520 - Better at Home is a provincial program that helps seniors with non-medical day-to-day tasks so they can continue to live independently in their own homes and remain connected to their communities. Light housekeeping, minor home repairs, grocery shopping, and transportation are examples of the services provided. Fees for services are based on a sliding scale dependent on income. Some services are offered for free, provided by volunteers and staff from non-profit organizations.

Caregiver Network for East Kootenay Seniors Society (includes Creston)

250-489-0802 - The Caregivers Network for East Kootenay Seniors believes access to information is key to succeeding as a family caregiver. They can help you navigate the system and find out where and how to access a variety of help in the East Kootenays. This is an Interior Health service funded in part by the United Way. They support caregivers caring for seniors. They provide telephone support, support groups, education and advocacy, information and referral, and in-person support visits. Monthly meetings are available in Creston. They hold 4 meetings per month for caregivers, i.e., of the person requiring care, that are often spouses or other family members.

Count on Codi

250-428-6169 – A private for-hire local business that offers grocery shopping, pet care, meal preparation, respite care, pickup & delivery services, escorted accompaniment to & from appointments, appointment booking & reminders and more – just ask.

Creston Valley Hospice Society

250-428-7575 - Services are provided by dedicated volunteers that provide visits to the chronically ill who are isolated and in need of companionship. Respite relief to caregivers is also available and a library of support books is available at the office. Also provides Bob's Place, a suite that can be used by visiting out-of-town family members.

Home Support (Interior Health) Creston Health Center

250-428-3873 - Home Support Services are intended to promote independence for those with chronic health conditions, disabilities or terminal illness as well as to provide caregiver rest and relief. You can also contact the Creston Health Centre for information on the following:

- Foot health
- Mental health
- Public health
- Diabetes and nutrition
- Home health
- Dinners at home
- Red Cross

To book a Flu or Covid vaccination, call 833-838-2323

Swan Valley Lodge

1-800-707-8550 – Day Program. Adult day services programs from Interior Health that offers social interaction and recreation. This is designed with the caregiver in mind to provide support and respite. A Home Health Care Manager must first assess for eligibility.

Therapeutic Activation Program for Seniors (TAPS)

250-428-5585 Their programs include:

- Creston Daybreak which provides meals and companionship for seniors in a group setting.
- Daily phone calls are made to seniors for safety and socialization.
- TAPS provides opportunities for seniors to socialize in a supportive environment.
- Physical Activity Programs include Tai Chi, water exercise, track walking, rehabilitative exercises and games.
- Educational Programs include choir, ukulele, book club, gardening, art, educational workshops and the occasional guest speaker.
- TAPS supports seniors so they can attend appointments and take part in outings.

Transportation

Angel Flight East Kootenay

250-430-1188 – This FREE service is available for patients who need to travel to Kelowna for medical appointments, **from Cranbrook**. An online request form must be submitted along with a signed form from your doctor.

Better At Home

250-428 5520. Services include transportation to appointments. See full description under “Support, Home and Away”

Creston Valley Taxi

250-428-5545 Available 24/7

Creston Valley Regional Transit

250-428-7750 (BC Transit Service information line)

Health Connections

250-428-7750 – The route is between Creston and Cranbrook, and you can register with handyDART. Health Connections provides accessible transportation options to non-emergency medical appointments. You must call to arrange your trip and transit staff will let you know the exact time of pick up. When scheduling medical appointments with a doctor, let the receptionist know that you will be using Health Connections. If you have mobility issues, special service will be available. Customers using wheelchairs or scooters, registered handyDART customers or CNIB pass holders may travel with an attendant. Attendants travel free.

handyDART

250-428-7750 - A BC Transit service that provides an accessible, door-to-door transit service for people with permanent or temporary disabilities that prevent them from using fixed-route transit without assistance from another person. handyDART picks you up at your accessible door and drops you off at the accessible door of your destination. Pay by cash or with a pass. Customers using wheelchairs or

scooters, registered handyDART customers or CNIB pass holders may travel with an attendant. Attendants travel free.

Mountain Man Mike's

778-382-7729 – Runs commercial bus service from Kaslo to Calgary via Creston on Monday, returning on Tuesday. Also runs a Kaslo to Vancouver service, but you would need to catch it in Nelson or Castlegar.

Wheels of Hope

The free program connects people who need transportation for cancer-related appointments with volunteer drivers. And thanks to funding from the B.C. government, Wheels of Hope is expanding to the Kootenays. To learn more about our transportation services and availability visit cancer.ca or contact the Cancer Information Helpline at 1-888-939-3333.

Housing/Accommodations

Blossom Ridge

250-254-0677 – Seniors only, not low income, 2-bedroom units, 2 handi-accessible units.

Crest View Village

250-428-9986 ext 221 - A privately operated, for profit, facility providing independent and assisted living housing, hospitality and personal support services.

Crestbrook Gardens

250-426-5222 – Intended for seniors and people with disabilities this 24-unit affordable modular housing development is government funded, along with community partners. Canadian Mental Health Association - Kootenays, manages and operates the building.

Creston Trinity Housing Society [Catalpa]

250-428-4015 - A non-profit society that operates a 19 unit complex of bachelor and 1 bedroom suites next to Trinity United Church and the Post Office, rented to low income seniors at below market rates. An application is required to be added to the waitlist for the next available unit.

Erickson Golden Manor

250-428-7373 (1 – 3pm daily) – Seniors, 1 handi-accessible unit.

Glaser Terrace

250-482-0056 – low income, families, seniors, handi-accessible units. Request/submit an application by fax 250-428-8879. Email handycapablehousing@gmail.com

Kootenai Community Centre Society (KCCS)

250-402-0068 - Among other things, KCCS also provides shelter and safety for older women fleeing domestic violence and abuse. If needed they provide clothing, food, laundry and essentials. Their support service also assists with housing, employment, counselling, financial assistance and legal services. This is their 24/7 crisis line # 250-428-6856.

Nikkyi Place

250-402-8648 – seniors only, not low income, independent care, handi-accessible units. 2 meals a day, bimonthly housekeeping, weekly laundry service.

Rebekah Manor (Nexus)

250-426-7588, info@nexussupport.ca – offers suites to low income seniors plus challenged persons who can live independently. Rent is determined by income.

Shelter Aid for Elderly Renters (SAFER)

604-433-2218, or 1-800-257-7756 - Lower income seniors renting in the private market may be eligible for a rent supplement through SAFER, a BC Housing program.

The Bungalow Residences

250-428-6928 – One Bedroom, Bachelor and Studio suites in the former Pioneer Village. Shared kitchen space.

Meals / Groceries

Dinners at Home

250-428-3873 Extension 5 (Creston Valley Hospital) – Meals (multiple or single) are ordered through and picked up at the hospital. Cost of each meal is \$6.25, and accounts can be set up for direct billing, payments can be preauthorized or just pay-as-you-go.

Food Bank

250-428-4107 - The Creston Valley Gleaners Society is committed to providing food assistance to individuals in our community facing food insecurity. You can call ahead or visit the food bank on hamper days, Tuesdays & Fridays between 9:00 am and 12:45 pm. Bring a valid government issued Photo ID to confirm your residency in the local community. During your first visit you will register which then makes you eligible to receive up to two hampers per month.

Independent Grocer (Pealow's)

250-402-6020 A service available to customers is PC Express whereas you can place your grocery order online and a personal shopper does your shopping for you. Pealow's will even bring your grocery order to your vehicle when you arrive to pick up, if requested. There is no charge for this service. Call 1-844-295-8219 to set up the PC Express membership.

Mealz 4 U

250-977-1323 – A private and local business that can provide homestyle meals delivered to your home for a fee.

Ministerial Association

250-428-2300 (Helen) For seniors or shut-ins, free meal delivered to your door or pick up at the back of the Holy Cross Catholic Church. Mondays only from 11 to Noon.

Save-on-Foods

250-428-2555 – Seniors receive a 10% discount on their groceries (except meat) if they are participants in TAPS' Wednesday morning or afternoon grocery shopping program. Contact TAPS for more info. ALSO,

Save-on-Foods offers on-line shopping and provides a special designated parking spot just for pick-up. There is a small fee for the on-line service.

United Church

250-428-4015 – Drop in and join other seniors for a free community lunch from 11:30 to 12:15 every Wednesday. Located at 128 10th Ave. North.

Out of Town Services

JoeAnna's House

250-470-0100, joeannashouse@kghfoundation.com. Provides low cost accommodations for family members of patients at Kelowna General Hospital. Contact them or visit their website, joeannashouse.com, for further information, including cost and how to apply for accommodation.

Pharmacies/Health Aids

Canadian Red Cross

250-428-9619 – Located in the hospital. The Canadian Red Cross Health Equipment Loan Program (HELP) provides Canadians with short-term loans of health equipment on a donation basis. A referral form is required from your health care provider.

Independent Grocer (Pealow)

250-402-6020 – Dispensing fee = \$9.99; Open Sundays only when staffing permits. Blister packaging is available. Free delivery within the Creston area available to anyone unable to pickup from the store.

Kootenay Lifeline 24/7

1-800-543-3546 – provides remote monitoring devices for a fee.

Pharmasave

240-428-9080 – Dispensing fee = \$10.99; 7 days/week. Seniors get a 25% discount on Thursday purchases not including lottery, prescriptions or gift cards. Free delivery of purchases prescriptions or otherwise is available at no cost Monday to Friday. Blister packaging is available as are injections (not covid) for flu, travel or as prescribed by your health care provider.

Pharmasave Home Health Care

428-8766 – Provider of health aids and supplies, not drugs. Seniors get 25% off their purchase on the 1st Thursday of every month and 15% off during the entire 1st week of every month.

Save-on Pharmacy

250-428-2555 – Dispensing fee = \$10.30; Closed Sundays. Free delivery of prescriptions, in town, if filling two or more. Blister packaging is free.

Shopper's Drug Mart

250-428-9334 – Dispensing fee = \$11.60; 7 days/week. Seniors get a 20% discount off most items' regular price every Thursday and sometimes they also offer a \$10 bonus card with a minimum purchase. Services include medication blister packaging, medication reviews and injections.

Support Phone lines

<u>Alzheimer Society of BC</u>	1-800-667-3742
<u>Arthritis Society</u>	1-800-321-1433
<u>Dementia Helpline</u>	1-800-936-6033
<u>BC Center for Senior Abuse</u>	1-866-437-1940
<u>Grandparents raising Grandchildren</u>	1-855-474-9777
<u>Seniors' Distress Line</u>	1-604-872-1234
<u>Support for Victims of Crime</u>	1-800-563-0808
<u>Women's Help & Shelter Line</u>	1-800-200-3003
<u>Parkinson Society BC</u>	1-800-668-3330

Medical Clinics

<u>Creston Valley Hospital</u>	250-428-2286
<u>Family Practice Associates</u>	250-428-9371
<u>Summit Medical Clinic</u>	250-428-7768

Dental Clinics

<u>Cavell Street Dental Clinic</u>	250-428-4488
<u>Creston Denture Clinic</u>	250-428-4700
<u>Creston Valley Dental Centre</u>	250-428-9111
<u>Dr Jordan Catherall Inc.</u>	250-428-8779
<u>Orchard Heights Dental</u>	250-428-2757

Health Support Clinics

<u>Active Living Physiotherapy</u>	250-428-8962
<u>Balancing Rock Clinic</u>	250-328-8052
<u>Creston PhysioWorks & More</u>	250-428-8962
<u>Creston Valley Acupuncture</u>	250-254-4711
<u>Dynamic Hearing Solutions</u>	236-351-0010
<u>Dynamic Physiotherapy</u>	250-431-8055
<u>Joanne Gailius Physiotherapy</u>	403-550-2212

<u>Samadhi Acupuncture</u>	306-469-7751
<u>The Hearing Loss Clinic</u>	250-428-2663
<u>Vitality Acupuncture & Wellness Centre</u>	250-254-4811

Pets

Creston Pet Adoption and Welfare Society (PAWS)

250-428-7297 – **Seniors for Seniors Foster Program** The PAWS ‘Seniors for Seniors’ program matches people 60 and over in the Creston area with older pets. These matches usually work out well because older pets are trained, calmer, and quieter than younger animals, so they better fit the lifestyle of an older person. The program matches a senior pet with the applicant and PAWS covers the medical expenses and special needs items. PAWS is a volunteer-based, no-kill shelter in the Creston Valley. They are dedicated to finding loving homes for abandoned, rescued, surrendered, and abused pets in the Creston Valley. They provide veterinary care, rehabilitation, socialization, and spaying or neutering as required. PAWS philosophy as a no-kill shelter means that PAWS pets that don’t find their forever homes live out their lives, loved and cared for at the shelter or fostered by volunteers.

Recreation & Health

BC Parks

BC Seniors receive a discount on campsite fees during the off season from Labour Day to June 14th of the following year. Visit BC Parks website.

BC Senior Games (55+)

778-426-2940 - Promotes active participation in sport & recreation for BC residents 55 years and over. This annual 5-day celebration attracts more than 3500 participants from communities all across BC to participate in 25 different sports and activities. All ability levels are welcome and sports include everything from Cribbage to Triathlon.

Creston & District Community Complex

250-428-7127 – Free access to the fitness centre and to the pool for those 75+ years old. The Creston and District Community Complex has a multi-purpose facility with indoor features including a fitness centre and studio, arena, curling arena & lounge, aquatic centre, commercial kitchen, and meeting rooms.

Creston Valley Fall Fair

Seniors get a discount for entry/access.

Hunting and Fishing Licenses

BC residents 65 years of age or over can buy their hunting and angling (fishing) license at a reduced rate.

Movement Therapy

250-428-9939 - A twice weekly program of CNHSS, this is an hour-long session of stretching exercises that helps prevent mobility problems in seniors or people of any age. Participants are encouraged to

participate to the extent they are able and there is no pressure to meet any pre-set standard. All sessions are drop-in. Monday and Thursday mornings, 10am, \$2 fee.

Tivoli Theatre

Seniors' discount. Regular adult admission is \$13, and Seniors pay \$10 with \$3 upcharge for 3D movies.

TOPS (Take off pounds sensibly)

306-222-1744 – A peer-to-peer weight loss support group based on accountability and the ability to lean on people in similar shoes. Weekly meetings. Membership fees.

Trails for Creston Valley Society

info@CrestonValleyTrails.ca, CrestonValleyTrails.ca – Society maintains a series of hiking trails in the Creston Valley of varying difficulty. Website contains maps and other information on the various trails.

Seniors Groups

Creston New Horizons Senior's Society

info@CrestonNewHorizons.ca, CrestonNewHorizons.ca – Creston New Horizons Seniors Society is a volunteer run organization that exists to sponsor events providing seniors in our valley a chance to get out and participate in things they enjoy doing. Events include Movement Therapy, Bridge, Crib, various dances, Playing Pool, Table Tennis, and Karaoke. Costs are kept low, so money is not a barrier to participation.

Creston Valley Senior's Association

250-428-6065 – Bingo, crib tournaments, jam sessions, pancake breakfasts are just some of the many events hosted by the Association.

Creston Public Library

250-428-4141 - The library provides a long list of free services in addition to the usual borrowing of books, magazines, VDs, audiobooks, board games, and more. If an individual experiences a barrier to enjoying print books - then options are available to assist. Assistance can be provided to access the Centre for Equitable Library Access (CELA) and/or National Network for Equitable Library Service (NNELS) collections. Also, various listening devices are available to suit your specific needs. If you unable to come to the library in person, the library can prepare materials for curbside pickup or home delivery.

Government

BC Home renovation tax credit for seniors

The renovation must be to your principal residence, which is the home you primarily live in. The renovation or alteration must help a senior or a person with a disability by:

- Improving access to the home or land, or
- Improving mobility and functions within the home or land, or
- Reducing the risk of harm within the home or land.

You can claim the credit when you file your T1 income tax return.

HealthLink BC

811 – This is a free-of-charge provincial health information and advice phone line available in BC. The 811-phone line is operated by HealthLink BC, which is part of the Ministry of Health. By calling **811** you can speak to a health service navigator, who can help you find health information and services; or connect you directly with a registered nurse, a registered dietitian, a qualified exercise professional, or a pharmacist. Any one of these healthcare professionals will help you get the support you need to manage your health concerns. No doctor? Register with HealthLink to get on the waiting list. **For the deaf and hard of hearing** - If you are deaf or hard of hearing, you can contact HealthLink BC 811 using Video Relay Services (VRS), or Teletypewriter (TTY). VRS provides the deaf, hard of hearing or speech-impaired with real time sign language interpretation by video. You can use VRS when making telephone calls using Internet and cellphone-based technologies. VRS is free to use for registered deaf, hard of hearing or speech-impaired Canadians who use sign language.

Home Adaptations for Independence (HAF) Program

1-800-257-7756 – For people with diminished physical abilities. It helps low-income households pay for modifications to their home for accessibility. If eligible, a person could receive up to \$20k in financial assistance.

RDCK

250-428-5717, 1-800-268-7325 – The RDCK provides approximately 170 services to taxpayers. Check their website at www.rdck.ca for details.

Service BC

1-800-663-7867 or the Creston office @ 250-428-3211. Contact them for assistance & info for any of the following topics:

- Income and disability assistance
- ICBC driver licensing
- ID verification
- Provincial government payments
- Landlord and tenant relations
- Hunting and fishing
- Getting married
- Changing your name
- After a death

Service Canada

1-800-633-6232 – Contact them for assistance & info for any of the following topics:

- Jobs and the workplace, including pensions and retirement
- Immigration and citizenship
- Travel and tourism, including travel advice.
- Benefits, such as the new Canadian Dental Care Plan
- Health, including mental health support
- Taxes

Town of Creston

250-428-2214 – The town provides waste/curbside collection, utilities, safety & emergency services, cemetery services and more. Check their website, www.creston.ca, for more details.

Travel Assistance Program (TAP BC)

1-800-661-2668 (24/7) - The Travel Assistance Program (TAP) helps alleviate some of the transportation costs for eligible B.C. residents who must travel within the province for non-emergency medical specialist services not available in their own community. Eligible Medical Specialist Services Include:

- Non-emergency medical specialist services available at the closest location outside the patient's community; and
- Diagnostic procedures, laboratory procedures, diagnostic radiology, nuclear medicine procedures, BC Cancer Agency, Transplant Units, HIV/AIDS treatment at St. Paul's Hospital, specialty clinics at BC Children's Hospital and other tertiary care hospital services

Finance

CIBC

CIBC has launched a program that provides priority phone routing for seniors aged 65 and older, helping to make it faster and easier for you to get your banking done by phone. Clients who are age 65 and older will automatically be moved into priority queue when they enter their debit card number. Also, when you turn 65, you're automatically eligible for the perks of CIBC Smart™ for Seniors which includes a lower monthly fee on your chequing account, free Interac e-Transfers, free bank drafts and money orders, and a \$5 discount on the annual rental fee for a safety deposit box.

Creston & District Credit Union

250.428.5351 -Their Golden Chequing account for those aged 60+ provides: no monthly fee, 40 transactions/month, in-branch bill payments, free personal & official cheques, free drafts & money orders, free e-Transfers, \$5 rebate on safety deposit annual fee, daily interest paid on min. monthly balance of \$5k or more. Overdraft protection is available.

Royal bank

RBC offer a Senior's Rebate on all personal banking accounts for clients 65 years of age and over. This account offers up to 12 transactions/month before additional fees are added. Also includes an annual fee rebate on the RBC Premium credit card, free ATM usage worldwide, free Interac e-Transfers, no-fee overdraft protection

Restaurants

Bigfoot Café and gifts

250-254-3668 – Senior prices for local, organic pasta or soup.

Iron Kettle Restaurant

250-428-7425 – Some lighter portion menu items are available.

Retro Café

250-254-3668 – Some lighter portion menu items are available.

Ricky's All Day Grill

250-428-8826 – Some lighter portion menu items are available.

Tim's Fish and Chips

250-428-4008 - Senior 1 piece fish orders are available.

Hotels/Motels

Bavarian Orchard Motel

250-428-9935 – Seniors get a 10% discount off their standard rates.

<u>City Centre Motel</u>	250-428-2257– Seniors get a \$10/night discount on daily rentals.
<u>Creston Hotel & Suites</u>	250-428-2225 – Seniors get a 10% discount off their standard rates.
<u>Creston Valley Motel</u>	250-428-9823 - Seniors get a \$10/night discount off their best rate.
<u>Magnuson Hotel</u>	250-428-2224 – Seniors get a \$5/night discount off their standard rate.
<u>Ramada by Wyndham</u>	250-254-1111 - Seniors get a 5% discount off their standard rates.
<u>Skimmerhorn Inn</u>	250-428-4009 – Seniors get a \$20/night discount off their standard rate.
<u>The Valley View Motel</u>	250-428-2336 – Seniors get a 10% discount off their standard rates.
<u>Uptowner Motor Inn</u>	250-402-8819 – Seniors get a 10% discount off their standard rate.

Utilities

<u>Fortis BC</u>	1-866-436-7847 – Report power outages or account info
<u>Telus</u>	1-800-881-2323 – accounts, billing or technical support
<u>RDCK</u>	1-800-268-7325 - Water & Sewer in certain rural areas, Landfills
<u>Shaw (Rogers)</u>	1-888-472-2222 - Main contact #
<u>Town of Creston</u>	250-428-4141 – Water, Sewer. Garbage collection