

*“Poverty is a lack of opportunity, lack of freedom. It is hunger and malnutrition, disease and lack of basic social services. It is a policy failure that degrades people - those who suffer it and those who tolerate it. It is an equity gap between countries and within counties. Poverty is still the gravest insult to human dignity. Poverty is the scar on humanity’s face.”*

*Gro Harlem Brundtland,  
Former Prime Minister of Norway*

April 2018

**521 VERNON ST. NELSON B.C V1L 4E9**

**Te: 250-352-5777 Fax: 250-352-5723**  
advocacycentre@nelsoncares.ca  
[www.advocacycentre.org](http://www.advocacycentre.org)



The Advocacy Centre

# Nelson On a Shoestring

*A Guide to Services for Kootenay Residents*



nelson  
**CARES**  
society

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## The Advocacy Centre

Services are geared for residents of the region as a first priority.

This brochure was produced primarily by Advocacy Centre volunteers and students. Thanks to the Osprey Foundation, Columbia Basin Trust, Service Canada and to everyone who gave their input.



About this booklet .....	1
About The Advocacy Centre .....	2
General tips.....	3
Food .....	4
Housing.....	6
Welfare.....	9
Avoiding trouble.....	10
Getting around.....	11
Looking for work.....	12
Safety.....	14
Health.....	15
Clothing/household.....	17
Children and families.....	19
Youth.....	20
Seniors.....	21
Recreation.....	22
Environment/Sustainability.....	24
Other handy information.....	25

## About this Booklet

Poverty, is a reality for many people in our community. Decent food, housing, employment, accessible health care and safe, affordable housing are the most basic of needs. Decent food, housing, a safe community and employment are necessary steps for survival and a sense of dignity. The solutions to poverty and ending discrimination lie in social awareness, political action and social change. This booklet is for people with little money and contains tips on finding cheap and free services in Nelson. It is only a guide – ask the specific groups for details.

# About The Advocacy Centre

**Nelson: 521 Vernon St.**

**Tel: 352-5777/1-877-352-5777**

**Fax: 250-352-5723**

**Email: [advocacycentre@nelsoncares.ca](mailto:advocacycentre@nelsoncares.ca)**

**[www.advocacycentre.org](http://www.advocacycentre.org)**

Mon- Thurs, 9am-12pm and 1:00 pm-4pm

Appointments encouraged.

Appointments regularly in Trail and Castlegar.

Workshops available for other communities.

Contact us for details.

The Advocacy Centre provides resources for those who want to learn about their rights and how to protect them. Information and support is available on subjects such as:

- Welfare
- Poverty
- Victims of family and sexual violence
- Child protection
- Provincial disability benefits
- Family law
- Tenancy
- Community resources

**Health Insurance BC** 1-800-663-7100

Automated service providing answers to frequently-asked questions about things like MSP and PharmaCare. 24 hrs/day.

**Hope Air** 1-877-346-4673 [www.hopeair.ca](http://www.hopeair.ca)

Will provide air travel for required medical treatments. Apply online or by phone. Must be financially eligible.

**Lawyer Referral Service** 1-800-663-1919

Call to set up half hour appointment with a lawyer, as available, for \$25.

**Legal Aid**

Apply through local agent or Legal Service Call Centre:

Local agent - William Westcott Law Office 1-866-368-9171 (M, W, F 9:30a,-2:30pm). In person appointments available in Nelson on Fridays if needed; call to arrange.

Legal Services Call Centre 1-866-577-2525 (M, T, Th, F 9am,-4pm; W 9am-2:30pm)

**Legal Services Law Line** 1-866-577-2525

Next step legal advice on Family Law matters for those who don't qualify for Legal Aid.

**Ministry of Children and Family Development**

250-354-6480 566 Stanley St.

**Ministry of Social Development & Poverty Reduction**

1-866-866-0800 566 Stanley St.

**Residential Tenancy Branch**

Kelowna 1-800-665-8779 Provides information to tenants and landlords about their rights.

**Service BC** 1-800-663-7867, 310 Ward St, Main Flr. Information & free connection to all provincial government offices and officials.

**Tenant Resource and Advisory Centre** 1-800-665-1185

A non-profit organization that provides legal information to tenants.

**Salvation Army** 601 Vernon St. lower level 250-352-3488  
Mon to Thurs 12 Noon to 1:00 pm - Drop-In: coffee, tea, games  
Mon to Thurs 10:00 am to 1:00pm Showers available.  
2 chaplains for spiritual support if wanted.

### **Our Daily Bread**

Kootenay Christian Fellowship 520 Falls St.  
Art Therapy - Wednesday 9:30am – 11:30 am

### **Selkirk College Hairdressing Program**

2001 Silver King Rd. 250-354-3243 Inexpensive haircuts , hair styling from late Nov. to mid-May. Call for an appointment.

### **Online Resources**

**BC Civil Liberties Association** -<http://www.bccla.org>  
1-604- 687-2919

**Disability Alliance of BC** [www.disabilityalliancebc.org](http://www.disabilityalliancebc.org)

**Clicklaw** – [www.clicklaw.bc.ca](http://www.clicklaw.bc.ca)

**Legal Services Society** – [www.lss.bc.ca](http://www.lss.bc.ca)

**Family Law websites** – [www.familylaw.lss.bc.ca](http://www.familylaw.lss.bc.ca)

[www.bcfamilylawresource.com](http://www.bcfamilylawresource.com)

**Ombudsperson** – [www.bcombudsperson.ca](http://www.bcombudsperson.ca) 1-800-567-3247

**Povnet** - [www.povnet.org](http://www.povnet.org)

**Residential Tenancy Office** [www2.gov.bc.ca/landlordtenant](http://www2.gov.bc.ca/landlordtenant)

**Tenant Rights** – [www.tenants.bc.ca](http://www.tenants.bc.ca)

**My Law BC** - [mylawbc.com](http://mylawbc.com)

**Dial-a-Law** - [www.cbabc.org/For-the-Public/Dial-A-Law](http://www.cbabc.org/For-the-Public/Dial-A-Law)

### **Phone Numbers**

**Disability Alliance of BC**

1-800-663-1278

**Dial a Law** – 1-800-565-5297

**Family Law Information Line** – 1-866-577-2525

Mon , Tues, Thurs & Fri: 9am – 3pm; Wed: 9am to 2:30pm

## **General Tips**

When you are looking for free services in the community:

- Remember that some resources are not always available (e.g. tofu is usually available on certain days).
- Be respectful. Don't take your anger or frustrations out on the people who are trying to help.
- Phone ahead to places to see if you need an appointment
- If you think your rights have been violated, ask about a complaint procedure. Most services appreciate feedback if it's done constructively and honestly.
- Try to take or ask for only what you need-there are many people looking for few resources.
- To get emergency money from the Ministry of Social Development & Poverty Reduction, you must have an open welfare file. Call the Ministry 1-866-866-0800, or the Advocacy Centre 250-352-5777 for information. (See P. 9)
- Check the facts first. There are many myths about welfare and people living in poverty.
- Please let us know about any good tips you discover.

## **Street Outreach Team**

Nelson Community Services #208 - 518 Lake Street 250-777-3993  
Provides support to individuals with self-identified needs, and works together to improve overall quality of life. Offers basic needs items, harm reduction supplies, and information; support with scheduling and appointments; assistance with paperwork; housing support and rent supplements; transportation; advocacy; program referrals; addictions recovery support; recreation.

## FOOD

### **Nelson Good Food Cupboard**

602 Silica St. (United Church basement) 250-354-1633  
Mon 9am-1 pm or Wed 1pm-5pm or by appt. May use 1/wk. or call. Incl. fresh produce. Closed holidays, after a holiday Monday is open on Tuesday. Supplies vary. [www.foodcupboard.com](http://www.foodcupboard.com)

### **St. Saviour's Anglican Pro-Cathedral**

**Food Pantry** 701 Ward St. 250-352-5711  
Fri. 9:00am-11:00am Everyone welcome!

### **Our Daily Bread - Kootenay Christian Fellowship**

520 Falls Street 250-352-1722 Mon-Fri 8:30am - 1:00pm  
Free continental breakfast and free bread & vegetables as supplies last. Lunch at noon - \$20.00 donation for a 22 lunch meal card or donate \$5.00 per meal. Volunteer opportunities available if not able to pay. Locals have priority.

### **Salvation Army Family & Community Services**

601 Vernon St., lower level 250-352-3488 Mon. to Thurs.  
10:00am to 12:00 noon. Free hot breakfasts served at 10am.  
Bread available upstairs.

**Food Bank/School Lunch** available for locals only. As of April 1, 2018 by appointment only by phone, in person or email [David\\_Sprague@can.salvationarmy.org](mailto:David_Sprague@can.salvationarmy.org). Piece of ID for each individual, and proof of address and income required.

### **Friendship Outreach Clubhouse**

818 Vernon St. 250-352-7730  
The Clubhouse is a centre for people with persistent mental illness. Meals and other subsidized benefits and activities. Referrals from Mental Health and Substance Use required.

### **Nelson and District Women's Centre**

420 Mill St. 250-352-9916  
Tues, Wed, Thurs, 12pm-4pm Free food cupboard/clothing, Self-Identified women only. [www.nelsonwomancentre.com](http://www.nelsonwomancentre.com)

## Other Handy Information

### **AFKO (Association Francophone Kootenay Ouest)**

723 Ward St. 250-352-3516 [www.afko.ca](http://www.afko.ca)  
Mon-Fri 10 am-12:30 pm and 1:30 pm-5:30  
Open to francophone and francophile. Library, information, computers and social events

### **Free web bulletin boards**

Buy, sell, rent or find rides, accommodations and more.  
[www.ilovenelson.com](http://www.ilovenelson.com) [www.discovernelson.com](http://www.discovernelson.com)  
[www.craigslist.com](http://www.craigslist.com) [www.gyos.com](http://www.gyos.com)  
[www.kijiji.com](http://www.kijiji.com)

### **Income Tax Help (Seniors Resource Centre)**

719 Vernon St. 250-352-6008  
Free help with income tax forms for low income people of all ages who qualify financially. Call for an appointment.

### **Laundromats**

Esso Village Coin-Op Laundry 524 Nelson Ave. 250-352-3534  
Plaza Laundromat 616 Front St. 250-352-6077 7am to 8 pm

### **Public Washrooms**

410 Hall – Sidewalk Toilet, just off Baker St.  
Aquatic Centre – 305 Hall St.  
Chahko Mika Mall -1150 Lakeside Dr.  
City Building – 310 Ward, Unit 101  
Lakeside Park  
Library – 602 Stanley St.  
Art Gibson Park, Rosemont

### **Red Cross Health Equipment Loan Programs**

614 Front St. (West Arm Plaza) 250-354-4456 Mon, Tues, Thur, Fri. 10:00am -1:00pm Offers short-term equipment loans to assist people coping with illness, injury or end-of-life at home. Need a referral from a health practitioner. Also HELP Plus for advanced needs like bed lifts.

## Stars for Success

[www.wkearlyyears.ca/stars-for-success](http://www.wkearlyyears.ca/stars-for-success)

125 Hall St. 250-352-6786

Provides funding for families that need help to enroll their children age 0-6 in recreation, art, sport and early learning programs.

## Touchstones Nelson Museum of Art and History

502 Vernon St. 250-352-9813

Mon-Sun 10-5, Thur. 10-8

Museum, art gallery and archives. Entrance by donation  
Thursday nights from 5-8pm. Ask at Nelson Public Library about signing out a temporary membership card for Touchstones.  
Watch for any new show openings that may be free.

## Selkirk College Library

2001 Silver King Rd. 250-354-3249 – 1-866-301-6601

Books and research data bases. Closed in summer.

# Environment and Sustainability Resources

## Custom Fit Inclusion and Employment Services

521 Vernon St. 250-352-6011 ext 15 or 18

Re-cycling pick up program.

## Nelson Junior a Leafs Bottle and Recycling Depot

120 Silica St. 250-354-4922

Recycles bottles and cans for refunds.

## West Kootenay EcoSociety

206-507 Baker St. 250-354-1909

Promotes environmentally sustainable communities. Resources and volunteer opportunities. Reduced membership fees for students or those on a fixed income.

## Other Resources

### Nelson Food Cupboard Programs 250-354-1633

Good Food Days – learn new cooking skills, share recipes and a meal. Call for schedule; Harvest Rescue – volunteer fruit pickers can get free fruit; Gardening opportunities.

### The Family Place-Kootenay Kids Society

312 Silica Street, 250-352-6678 [www.kootenaykids.ca](http://www.kootenaykids.ca)

Free pre-natal vitamins and food vouchers for pregnant women. Groups offer free snacks or lunch. Check newsletter or website for more information.

### Meals on Wheels

250-352-7053 Available Mon, Wed and Fri.

For people of all ages who are housebound or just coming out of the hospital. \$6.25 for a full meal. Frozen meals for \$6.25

## Tips and Strategies

- Check grocery stores for discount food bins. If you don't see one, ask the produce manager or stocking clerk to mark down day old or slightly damaged items – they will often cut the price in half.
- Get some friends together and buy in bulk or take advantage of case lot sales.
- Start a community kitchen with your friends, have a potluck, share food.
- Pick wild plants, roots, fruits or berries. Check the library for information.
- Talk to neighbours about sharing their gardens and fruit trees.
- Watch for the Harvest Rescue program every fall, or search out abandoned fruit trees.
- Try canning and drying, or fishing (need a license).

# HOUSING

## Emergency Housing

**Stepping Stones for Success** 816 Vernon St. 250-352-9876  
Open 24 hours/day. Short term accommodation for up to 30 days for individuals & families. All genders welcome, must be 19 or over.

**The Aimee Beaulieu Transition House**  
250-354-HELP (4357) Emergency shelter & confidential support for self-identified women & children fleeing abuse.

## Hostels

**Dancing Bear Inn** <https://dancingbearinn.com>  
171 Baker St. (250) 352-7573 An HI Hostel. Dorm room for around \$30/night. Shared kitchen/lounge.

## Other Strategies

- If you are looking for housing, the vacancy rate in Nelson is very low, and you may need to look rurally or in other nearby communities for housing, but don't get discouraged; when looking for a place to rent, timing can be everything.
- If you are **not on welfare**, call the Ministry of Social Development at: 1-866-660-3194 (1-800-663-9122 outside lower mainland) after 4:30pm. They will ask you some questions and *may* be able to put you up for a night in a local hotel. (604-660-4927 Mainland)
- Check with the local churches. They may be able to give you a place to sleep for the night.
- Camping is an option. City of Nelson Campground on High St. is open May 1<sup>st</sup>-Oct 15<sup>th</sup> \$26/night unserviced; 2 weeks max. Includes free showers, use of common room/wifi. Ask Visitor Information Centre (91 Baker St, 250-352-3433) to find out about campgrounds outside of Nelson.
- There's an informal street system too – check wherever you find groups hanging out. Think about your safety.

**Chamber of Commerce and Visitor Information Centre**  
[www.discovernelson.com](http://www.discovernelson.com) 91 Baker St. 250-352-3433  
Call to find out about community groups and special events. Free maps of the area are available.

**Kidsport** [www.kidsportcanada.ca](http://www.kidsportcanada.ca) 250-551-6974  
Provides grants for low-income kids to age 18 to participate in organized sports.

**Nelson and District Community Complex (NDCC)**  
305 Hall Street, 250-354-4386. Runs programs for all ages. See quarterly Leisure Activity Guide for program information. Call to find out about loonie/toonie swims and skates.

**NDCC Leisure Access Program**  
[www.rdck.bc.ca/community/recreation/nelson/programs.html](http://www.rdck.bc.ca/community/recreation/nelson/programs.html)  
Low income individuals and families can apply for a subsidy to participate in Nelson and District Community Complex activities.

**Nelson and District Youth Centre** 608 Lake St. [youth.nelson.ca](http://youth.nelson.ca)  
250-352-5656 Mon-Fri 3-10pm; Sat 1-9 pm (Winter Hrs.)  
Recreational resources, facilities & events. Indoor skateboard park, books, magazines, arts & crafts, basketball, pool & ping pong table. Free wifi/hang zone; reasonably priced programs & drop-in activities.

**Nelson Public Library**  
602 Stanley St. 250-352-6333 <http://nelson.bc.libraries.coop/>  
Offers free programs and services for children and adults. Borrow books, videos and music. Indoor pay phone, internet access and resources for legal and consumer information.

**Nelson Outdoor Markets**  
250-354-1909 (West Kootenay EcoSociety) #206 -507 Baker St.  
*Saturday Market:* Cottonwood Falls Park, typically from May through October, 9:30am -3:00pm. *Wednesday Market:* On Baker Street mid- June through end of September, 9:30 am to 3:00 pm. *Market Fest:* Baker Street summer festival featuring local entertainment, food & vendors. Watch for dates.



**Nelson & District Seniors Coordinating Society** 719 Vernon St. (Old Civic Centre) 250-352-6008 [info@nelsonseniors.ca](mailto:info@nelsonseniors.ca)  
Volunteer-run programs: Personal Advance Planning; TEETH - a low income Dental program ([www.healthco-op.ca](http://www.healthco-op.ca) or [teethclinicwk@gmail.com](mailto:teethclinicwk@gmail.com) - See P. 17); - Elder Abuse Prevention (Wed. noon to 2pm); - Income Tax and Financial Advocacy; - Thurs. Grocery Run; Referrals. Help with govt. forms. Resource Centre is open Tues. to Thurs. 10 am to 3 pm.

**Company of Older Women** (Women's Centre) 250-352-9916  
Informal group of retired women. Meets the last Monday of the month and may include guest speaker or videos. By invitation, call for details.

**Kootenay Seniors** [www.kootenayseniors.ca](http://www.kootenayseniors.ca) one stop source for information about seniors' services & programs.

**Seniors Home Help Services**, Nelson CARES, 709A Vernon St (250) 352-2708 [www.kootenayseniors.ca](http://www.kootenayseniors.ca). Offers House-cleaning, In-home laundry, Respite and Light food preparation. Available at an affordable price to anyone requiring assistance with everyday living.

## RECREATION

### Tips and Strategies

- Some sports groups will subsidize fees or equipment costs. Talk to the president or administrator of the activity you are interested in. If you're not sure who to contact, call the Nelson and District Community Complex.  
305 Hall St. 250-354-4386
- Take advantage of local parks and trails. Check the Visitor Information Centre, 91 Baker St. 250-352-3433

### Resources

**Artwalk** – Nelson and District Arts Council: [www.ndac.ca](http://www.ndac.ca)  
Free summer art exhibition at venues throughout Nelson. Watch for opening nights.

## Finding Permanent Housing

It is hard to find affordable housing in Nelson. Pamphlets like "Finding a Place to Rent in Nelson" and "Guide to Trouble Free Renting" are available at the Advocacy Centre and can help you get started.

### Cicada Place Youth Housing and Services

605 Lake St. 250-352-3504 ext.200 for further info  
Supported low-cost housing for youth 16-24. Units available for youth participating in the Independence for Youth Program. Call to book an appointment and to get an application.

### Kiwanis Project Society (Fairview)

700 Gordon Rd, 250-354-4041  
Independent living for seniors 65 and over (60 years if wait list is short). Low-end of market rents. [nelsonkiwanis@telus.net](mailto:nelsonkiwanis@telus.net)

### The Links Housing Cooperative

402 B Tower Rd, 250-352-6652  
[www.linksco-op.com/](http://www.linksco-op.com/) email: [linkshousingcoop@gmail.com](mailto:linkshousingcoop@gmail.com)

**Nelson CARES Affordable Housing** Nelson CARES Society  
309-500 West Richards St. 250-352-1608  
Three locations with units available for seniors, families and people with disabilities. Call for details.

### Ward Street Place

567 Ward St 250-352-2320 Low-cost rental units downtown  
19+

### Anderson Gardens

CMHA-Kootenays manages the project. 302 Anderson Street  
For seniors (55+) and adults with a disability. Must apply to and meet eligibility criteria of BC housing. Phone: 1-800-257-7756 or go to [www.bchousing.org](http://www.bchousing.org).

## Tips

- Check the local papers & bulletin boards around town.
- Check at realty companies for rental listings. Leave your contact information, along with what you are looking for.
- If you have access to the internet, check out these online bulletin boards:  
[www.ilovenelson.com](http://www.ilovenelson.com)  
[www.discovernelson.com](http://www.discovernelson.com)  
[www.pennywiseads.com](http://www.pennywiseads.com)  
[www.craigslist.com](http://www.craigslist.com)  
[www.gyos.com](http://www.gyos.com)  
[www.kijiji.ca](http://www.kijiji.ca)  
[www.westkootenayrentals.com](http://www.westkootenayrentals.com)
- Selkirk College Off-Campus Housing listings:  
<http://selkirk.ca/services/campus-services/residence-services/campus-housing-list>
- FACEBOOK – put the word out there! Also ask about Nelson, BC, Canada-*Homes and Rooms for Rent*
- Post a notice or create your own “Rental Wanted” ad – some newspapers and online bulletin boards will let you do this for free. What makes you a good tenant? What can you offer a landlord or housemate?
- Tell everyone you can think of that you are looking for a place – you never know what might come up!

## Nelson & District Youth Centre

608 Lake St. 250-352-5656

[www.ndyc.com](http://www.ndyc.com) Recreational, educational and cultural programs for young people. Youth employment centre. Referral to other youth services. Open Mon.-Fri. 3-10 pm, Sat. 1-9 pm Closed Sunday.

## SENIORS

### BC Centre for Elder Advocacy and Support

Operates SAIL, Senior Abuse and Information Line  
1-866-437-1940 [www.bcceas.ca](http://www.bcceas.ca)  
Legal information and advocacy for seniors.

### Nelson Mental Health (Elder Services Program)

333 Victoria St. 250-505-7248

Assistance to seniors experiencing issues with depression, confusion, management problems, stress, bereavement, anxiety and isolation. Will visit home, care facility or hospital. Also offers workshops and group programs. Call for more info.

### Gordon Road Wellness Centre

905 Gordon Rd.

*Community Care Services* – 250-352-1401

Long term care, home support, home care nursing, rehabilitation.  
*Broader Horizons Adult Day Centre* –  
250-352-1444 Social/recreation programs for seniors including day trips, shopping, dancing, celebrations and games. Day rates apply. Program referral 250-352-1433.

### Senior Citizens Association of BC Branch 51

717 Vernon St. 250-352-7078 Senior social group offering activities such as social events and games.

### West Kootenay Seniors Transportation Coordinator

709A Vernon St. 250-352- 2708 [www.kootenayseniors.ca](http://www.kootenayseniors.ca)  
Helping seniors find transportation solutions around the West Kootenays.

### **Nelson Community Services**

201-518 Lake St. 250-352-3504

Individual, couple, family and group counseling, parenting education, parent/teen mediation, family support services.

### **Nelson and District Women’s Centre**

420 Mill St. 250-352-9916

Tues, Wed, and Thurs, noon-4pm

Safe and friendly drop-in space for women-identified & children. Referrals, peer counselling, library, free women’s and children’s clothing, sewing/textile equipment and community garden.

### **Nelson Waldorf School**

250-352-6919

Tuition reduction available for low-income families. Call for more information.

### **Childcare Subsidies**

Childcare subsidies are available through the Ministry of Children and Family Development. Low income parents can receive help with some childcare costs, even if not working. Call the regional office, Kamloops 1-888-338-6622.

**La Leche League** – [www.lllc.ca](http://www.lllc.ca) Information, support and encouragement for breast feeding moms. Local Nelson group, check website. Free. Meets 3<sup>rd</sup> Wednesday of the month.

## **YOUTH**

### **Freedom Quest Regional Youth Services**

511 B Lake St. 250-352-3783 Youth addictions counseling. Prevention, day treatment, outreach support.

**Cicada Place** Nelson Community Services 605 Lake St. 250-352-3504 Combination of housing and programs to help youth (16-24) make the transition to independent living.

## **Renting and the Law**

The Residential Tenancy Act is the law that describes the rights and responsibilities of tenants and landlords. To find out what the law says:

- Pick up pamphlets at The Advocacy Centre (521 Vernon St.) or Service BC (310 Ward St.)
- Look up the Residential Tenancy Act at the Library.
- Call the Residential Tenancy Offices at 1-800-665-8779 (Kelowna) or check their website: [www2.gov.bc.ca/landlordtenant](http://www2.gov.bc.ca/landlordtenant)
- Call the Tenant Resource and Advisory Centre, 1-800-665-1185 or check their website: [www.tenants.bc.ca](http://www.tenants.bc.ca)

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Note: The Act does not cover certain living situations for example, if you are crashing on someone’s couch.

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## **WELFARE**

Welfare provides financial assistance for people who have no other means of support. (employment, EI, savings, assets, etc.) Call the Ministry of Social Development & Poverty Reduction at **1-866-866-0800** if you have questions.

### **To apply for welfare:**

1. You can apply online at [www.iaselfserve.gov.bc.ca](http://www.iaselfserve.gov.bc.ca). If you are not able to do the application on-line, call the Ministry or go to their office at 566 Stanley Street (The Pink Building) and ask for a “staff assisted” application.

2. An eligibility interview will be scheduled. This is usually 3 weeks after you fill out your application. During this time you will be asked to complete an orientation session and a job search.

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**Important: Not everyone has to complete a 3 week work search. Check with the worker when you first apply. Even if you are required to do a search, you can ask for an immediate eligibility interview if you have an immediate need for food, shelter, medical care, heat or electricity.**

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3. During your eligibility interview, a worker will assess whether you qualify for welfare benefits. The Ministry will tell you what information you need to bring.

For more about welfare and your rights check:

- The Ministry of Social Development: 1-866-866-0800
- PovNet website: [www.povnet.org](http://www.povnet.org)
- Legal Service Society website: [www.lss.bc.ca](http://www.lss.bc.ca)
- The Advocacy Centre: 250-352-5777
- Government policy and procedures: [www.gov.bc.ca/eia/](http://www.gov.bc.ca/eia/)

## Avoiding Trouble

Sometimes people can run into trouble around city bylaws. Here are some tips for avoiding trouble in Nelson.

- Dogs are allowed but must be on a leash and not tied to public property. Riding skateboards, playing drums, street hockey or hackey sack on Baker St is not permitted. There may be restrictions to other areas of the city, so keep an eye out for signs.
- You may have some problems if you are camping outside designated areas, or squatting.

## Second Hand Consignment Stores

### Play it Again Kids

807 Baker St. 250-505-5300

Maternity wear, infant & kid's clothes (to size 12), toys and books.

### Shoe La La and Silver Lining

456 Ward St. 250-352-6754

### Strutter's Styles

551 Ward Street 250-352-2501

### Sweet Repeats Clothing Shoppe

575 Baker St. (downstairs)

250-354-4409

### Dharma Consignment

523 Josephine St. 250-352-0848

### Moon Monster

566 Baker Street 778-463-2808

## CHILDREN and FAMILIES

### Child Care Resource and Referral Program

804 Stanley St. 250-352-0407 Resources and outreach to home daycare providers and caregivers. Toy lending library. Information on childcare providers and services. Childcare subsidy forms available as well as assistance with filling in and faxing these forms.

### Kootenay Kids Society – The Family Place

[www.kootenaykids.ca](http://www.kootenaykids.ca)

312 Silica St. 250-352-6678

A non-profit organization for children and caregivers. Programs include Play Groups, Support Groups, Parenting Education & Aboriginal Early Intervention. Call or go online to learn more.

### Circle of Indigenous Nations Society:

1005 2nd St. Castlegar  
250-231-4968 [coinations@gmail.com](mailto:coinations@gmail.com) [www.coinations.net](http://www.coinations.net)  
Offers Aboriginal Family Service Development Program and a variety of family, infant, early years, child and parenting programs. (See P. 15)

## Clothing/Household Free

- The Women's Centre (420 Mill St.) has a free store for women and children's clothing.
- Watch for events like free days and trash to treasure days, or post notices on local bulletin boards and websites.
- Check out Nelson and Area Freecycle, an online community for giving away or receiving free items. Go to: <https://groups.freecycle.org/group/NelsonBC/posts/all>

## Tips and Strategies

- Check thrift shops and garage sales. Check the papers for garage sale listings.
- Use second hand consignment stores to sell or trade clothing.
- Watch for rummage sales, barter fairs and bazaars.

## Thrift Shops

**I.O.D.E Thrift Shop** 670 Baker St 250-352-9915  
They often have a "free" bin or rack.

### **Positive Apparel Thrift Shop**

721A Front St. 250-505-5444

Secondhand clothing for men, women, kids and infants. House wares, linens, books hardware, furniture and collectables.

**Salvation Army Thrift Store** 601 Vernon St. 250-352-9819

Free clothes daily at Drop In, lower level 12 Noon to 1:00 pm.

### **SHARE Nelson ReStore**

520-A Falls St. 250-352-1222

Furniture and household goods (no clothing).

- If the police approach you, be respectful. If you have a question about the law, ask them to clarify it for you. The police may also be a good source of information about other resources in Nelson.
- You need a license from the Nelson City Police to busk per fiscal year. The annual fee is \$30.00. A temporary permit is available for 1 day at \$5/a day; maximum for 3 days or 1 year with an annual permit. You can get more information at the Nelson City Police, 606 Stanley Street. 250-354-3919
- Dumpster diving is illegal.
- If you feel that your rights have been violated, you can make a complaint. The Advocacy Centre (521 Vernon St.) has some pamphlets that may be helpful.

## GETTING AROUND

### Tips and Strategies

- **Buses** serve Nelson and West Kootenay centres of Castlegar & Trail, as well as outlying areas. Fares: \$2.25 per one-way trip (transfers available ; \$4.50 day pass; 10 tickets for \$20.25 - Call **1-855-993-3100** for info or pick up a schedule on the buses at Nelson City Hall or go to [BCTransit.com](http://BCTransit.com)
- **HandiDART** – Nelson Region \$2.00; Castlegar & Kootenay Boundary Region: \$2.50; Kaslo Local: \$1.25. Call 1-877-843-2877
- **Monthly Bus Passes:** Senior Citizens 65+ yrs and students: \$45.00. Semester Passes: \$125.
- Persons with Disabilities can receive a bus pass as part of their disability assistance. Low-income seniors and other eligible people can access the program at a reduced cost. Call **1-866-866-0800**.
- Hitchhiking is free, but can be dangerous. Think about safety.
- Try carpooling. Check bulletin boards. Put up your own notices.

- Pick up a map of the city at Nelson Chamber of Commerce  
91 Baker St. 250-352-3433

## Other Resources

### Kootenay Carshare Co-op

Suite 310, 622 Front St. 250-352-2033

Members can book a car for a small fee.

There is an initial deposit, but it's cheaper than owning a car.

### Kootenay Rideshare

<https://kootenay.ride-share.org/> Connect with other people who want to share a ride to places like Vancouver or Calgary, or locally between communities.

# LOOKING FOR WORK

## Tips and Strategies

- Check the help wanted ads in free local papers & on-line:
  - The Pennywise  
<http://www.pennywiseads.com/section/employment-opportunities>
  - The Nelson Star <https://www.nelsonstar.com/e-editions/>
  - Try <http://www.localworkbc.ca/> and [www.indeed.ca](http://www.indeed.ca) and <https://kootenay.jobs> and <http://ilovenelson.com/classified-ads/help-wanted/>
- Check bulletin boards like the one at the Women's Centre (420 Mill St.) or the Library (602 Stanley St.)
- Volunteer – it's a great way to get to know the community.

## Employment Services

### Kootenay Career Development Society

203-514 Vernon St. 250-352-6200 [www.kcds.ca](http://www.kcds.ca) Career counselors, computers, faxing, photocopying, job board, training support, work related local and long distance calling and faxing.

### Service Canada Employment Insurance Office

Chahko Mika Mall, 1125 Lakeside Dr. [www.servicecanada.gc.ca](http://www.servicecanada.gc.ca)  
Job banks and job boards. Access to other federal programs and services. 8.30-4.00 Mon-Fri.

## Nelson Mental Health and Substance Use

Second Floor 333 Victoria St. 250-505-7248

Offers services and supports to people with mental health or substance use concerns: assessments, group therapy, psychiatric counselling, case management, treatment, elder services, urgent response, support recovery. **Referral to:** day and outpatient programs, residential programs, geriatric services.

Offers services for adults with substance use (addictions) concerns, including: assessment, individual and group treatment including relapse prevention which provides ongoing support to help maintain recovery. Referral and coordination for those needing Opioid Antagonist Therapy (OAT clinic-utilizing methadone or suboxone); withdrawal (detox) services, Day Treatment, Residential Treatment or Residential Supportive Recovery services. Free naloxone (narcans) kits. Individuals may self-refer or referral may be made by a family member, physician or other helping professional.

**Narcotics Anonymous** Call 250-825-0048, 250-551-1060  
717a Vernon St. (The Cellar) Every Wednesday 5:15pm

**Alcoholics Anonymous** 717a Vernon St. Call 250-352-3391  
and

**Salvation Army Family & Community Services** 601 Vernon St.,  
lower level 250-352-3488 Mon. to Thurs. 2 chaplains available.

**Nelson Options for Sexual Health Clinic** 2<sup>nd</sup> flr. 333 Victoria St.  
250-505-7200 Wednesday Drop-in 5:30-8:00pm (ring buzzer)  
or by appointment based on nurse availability. Information and education on sexual and reproductive health care including: STI info & support, pregnancy testing & options counselling, low cost contraception resources and info; emergency contraception pill; Free Hep B vaccination. Referrals. **Sex Sense Line 1-800-739-7367** for info and resources on sex, sexuality and sexual health. Confidential. Open Mon-Fri . 9:00am to 9:00 pm.

**Aboriginal Patient Navigator-IHA:** Castlegar Health Centre  
(Tues/Wed/Thur) 250-304-5621. Provides support to Aboriginal patients, caregivers, and their families while in the health-care system, regionally, for culturally-safe health care.

## Health Resources (continued)

**West Kootenay Community TEETH Clinic** Not-for-profit, low cost dental clinic. Apply at Seniors Coordinating Society, 719 Vernon St the first and third Thursday of the month from 10am to noon. Must bring proof of income, residency to complete eligibility assessment. [www.healthco-op.ca](http://www.healthco-op.ca) Phone 250-352-6560 for info.

**ANKORS** [www.ankors.bc.ca](http://www.ankors.bc.ca) 101 Baker St. 1-800-421-AIDS or 250-505-5506. Harm Reduction (safer injection and inhalation supplies), support and outreach services for people living with and at risk for HIV and/or Hepatitis C. Transgender Support. Drop-In Services, lending library, community resources, prevention & education programs, internet access, take-home Naloxone program & mobile harm reduction services 250-777-0733.

### **Interior Health Authority: Nelson Health Unit**

2<sup>nd</sup> Flr. 333 Victoria St. 250-505-7200 Public health nursing, nurse practitioners, nutrition program, flu vaccination clinic, tobacco reduction & enforcement, speech & language for preschoolers, public health inspector, Health Outreach Nurse (incl. HIV & STI testing), environmental health, & dental hygiene & prevention program.

### **Kootenay Columbia College of Integrative Health Sciences**

Chinese Medicine Student Clinic: 402 Baker St. 250-352-5887 Ask about reduced fees for people with disabilities or financial aid recipients. 2<sup>nd</sup> Student Clinic in Fall 2018 at 781 Baker St. Academy at 560 Baker Street #2.

### **Kootenay Lake Medical Clinic** – Chahko Mika Mall

1140 Lakeside Drive 250-352-4666 Mon-Fri, 8.30 – 6:00, Sat 9.30-5.00, Sun 10:00-3:00, Stat Holiday's 11.00-5.00.

### **Ancron Medical Centre and Walk in Clinic**

108 – 402 Baker St 250-352-9144 Mon-Fri 9.00-4.00, Sat & Sun 10.00-2.00 Closed Statutory Holidays.

**Nelson Medical Clinic** 806 Vernon Street 250-352-6611 Mon-Fri 8:30am – 5:00pm Family practice centre.

**Nelson Youth Employment Centre** 608 Lake St 250-352-8116 [www.nelson.ca/185/Youth-Employment-Centre](http://www.nelson.ca/185/Youth-Employment-Centre) Ages 16-22 One-on-one career and employment services. Non-judgmental. Confidential. Up-to-date Youth job board, customized employment, certificates in WHMIS, Emergency 1<sup>st</sup> Aid, Serving it Right, Super Host, Food Safe, Basic computer & other short-term training; Self-Serve Centre: phones, printing, computers; resume building and job search assistance. Free workshops and training. Interview Skills, Job search methods; Specialized and Individualized services.

## Computer Access

Here are some places you can use a computer to work on resumes or to get on the internet.

- **Kootenay Career Development Society**  
203 – 514 Vernon St. 250-352-6200 For work or school purposes only, call for an appointment.
- **Nelson Public Library** 602 Stanley St. 250-352-6333 Free 1 hour access, more if not busy. Printing 25cents/page, colour \$1/page
- **Our Daily Bread** 520 Falls St. 250-352-1722. Computer and phone access from 8:30am to 1:00 pm Mon. to Fri.
- **BC Government Access Centre** 310 Ward St. Free access to provincial government websites.
- **Service Canada Access Centre** - Chahko Mika Mall, 1125 Lakeside Drive. Free access to federal government websites.
- **Nelson Youth Centre** 608 Lake St. 250-352-5646
- **Women's Centre** 420 Mill St. 250-352-9916 Women identified only.
- **AFKO** 723 Ward Street 250-352-3516 Free for French speaking people.

# SAFETY

## Emergency Numbers

**24 Hour Crisis Line** – 1-888-353-2273

Confidential, anonymous support; 24/7

- **Ambulance** – 911
- **Aimee Beaulieu Transition House** – 250-354-HELP (4357)  
For self-identified women and children fleeing abuse.
- **Fire** – 911
- **Kids Help Phone** - 1-800-668-6868 Counseling and referral
- **Kootenay Lake Hospital** – 250-352-3111
- **Nelson Police Department** -Emergency – 911
- **RCMP** Emergency – 911
- **Victim Link** -1-800-563-0808 Report any type of crime: 24/7

## Safety Resources

### Nelson Area Specialized Victim Services

The Advocacy Centre

521 Vernon St. 250-352-5777

Monday to Thurs: 9am-12pm and 1:00-4:00pm

Information, support, short term counseling and referrals for victims of relationship violence, sexual assault/abuse, child abuse, stalking and criminal harassment. For any age, any gender, by appointment.

### City of Nelson Fire Department

919 Ward St. 250-352-3103

Will do a Fire Smart assessments to reduce potential impact of wild fire on your home and property.

### Police Victim Services

Provides support to victims of crime and trauma.

Nelson Police Department 606 Stanley St. 250-505- 5657

R.C.M.P. 1010 Second St. 250-354-5196

### Safe Haven Program

If you see a Safe Haven sticker on the door or window of a business that means it is a place where women and children who feel threatened can go and use the phone to call for help.

### VictimLink Info Line – 1-800-563-0808

Information, support and referrals for victims of crime. 24 hour crisis intervention, crime prevention.

### Women’s Outreach Services Nelson Community Services

201-518 Lake St, 250-352-3504 Mon-Fri, 8:30am-4:30pm

Responds to the needs of adult women and their children who have experienced or are at risk of abuse. Provides supportive counseling, advocacy, safety planning, referrals and transportation/accompaniment to important appointments.

# HEALTH

## Tips and Strategies

If you don’t have medical coverage, contact Medical Services Plan of BC at 1-800-663-7100 or visit [www.health.gov.bc.ca](http://www.health.gov.bc.ca) They have special rates for people with low incomes. Ask for an application.

- If you are on income assistance, you are covered for most prescriptions. If you are low-income you may be eligible for the Fair PharmaCare program. Call 1-800-663-7100 or pick up a brochure from a drugstore.
- If you cannot afford a certain medication, or if it’s not covered, ask your doctor if they have free samples.

## Health Resources

**Circle of Indigenous Nations Society:** 1005 2nd St. Castlegar

250-231-4968 [coinations@gmail.com](mailto:coinations@gmail.com) [www.coinations.net](http://www.coinations.net)

Promotes cultural awareness in the community, and creates safe space and support to access cultural gatherings and traditional ways of healing. Includes Aboriginal Mental Health & Addictions Program, Women & Men’s Healing conferences, Cultural Safety Training, Drum Making & Awakening Ceremony. (See P.19)