

*“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*

November 2019

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

**Tel: 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.



**Legal Services Family 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 (welfare) - 1-866-866-0800, 566 Stanley St.**

**Ombudsperson – 1-800-567-3247**  
Complaints about BC public services.

**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.

## Notes

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## About this Booklet

Poverty is a reality for many people in our community. Decent food, employment, accessible health care and safe, affordable housing are the most basic of needs and are necessary 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.

We'd love to hear from you – let us know if any information is incorrect or if you have resources, tips and strategies to add.  
Advocacy Centre, 250-352-5777 [advocacycentre@nelsoncares.ca](mailto:advocacycentre@nelsoncares.ca).

# About The Advocacy Centre

521 Vernon St, Nelson BC V1L 4E9

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 available in 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
- Provincial disability benefits
- Family law
- Tenancy
- Victims of family and sexual violence
- Legal and community resources.

## Selkirk College Hairdressing Program

2001 Silver King Rd. 250-354-3243

Inexpensive haircuts, hair styling. late Nov. to mid-May. Call for appt.

## Online Resources

**BC Civil Liberties Association** - <http://www.bccla.org>

**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 website** - [www.familylaw.lss.bc.ca](http://www.familylaw.lss.bc.ca)

**Ombudsperson** - [www.bcombudsperson.ca](http://www.bcombudsperson.ca)

**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** - [dialalaw.peopleslawschool.ca](http://dialalaw.peopleslawschool.ca)

## Phone Numbers

**Access Pro Bono** - 1-877-762-6664

Free ½ hr appointment with a lawyer; must be financially eligible.

**BC Civil Liberties Association** - 604-687-2919

**Credit Counselling Society of BC** - 1-888-527-8999

Free ½ hour debt counselling.

**Disability Alliance of BC** - 1-800-663-1278

**Dial a Law** - 1-800-565-5297

24 hour recorded telephone information about legal issues.

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

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

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

Call to set up half hour appointment with a lawyer, as available.

**Legal Aid** - 1-866-577-2525

### **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.kijiji.com](http://www.kijiji.com)

### **Income Tax Help** (Seniors Coordinating Society)

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, Thurs, Fri. 10am-1pm. 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.

### **Salvation Army**

601 Vernon St. lower level 250-352-3488

Mon-Thurs, 10am-1pm. Coffee, tea, games, showers. Food service 10am-noon. Chaplain available for spiritual support if wanted.

### **Our Daily Bread** (Kootenay Christian Fellowship)

520 Falls St. 250-352-1722

Art Therapy – Wed, 9am-11am

## **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 items to meet basic needs, 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 Community Food Centre**

602 Silica St. (United Church basement) 250-354-1633  
[www.nelsoncfc.ca](http://www.nelsoncfc.ca). Mon 9am–1 pm, Wed 1pm–5pm or by appt.  
Closed holidays; if Mon is a holiday, open on Tues. May use  
1/week or call to discuss options.

### **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 St. 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.  
Drop in Mon-Thurs 10am-1pm; coffee, tea, showers.  
- Free hot breakfasts served 10am-noon.  
- Bread available upstairs at thrift store.  
- Food Bank/School Lunch available for locals only. By  
appointment. Arrange appointment 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  
Centre for people with persistent mental illness. Meals and other  
subsidized benefits and activities. Referrals from Mental Health  
and Substance Use required.

### **Touchstones Nelson Museum of Art and History**

502 Vernon St. 250-352-9813  
Mon-Sun 10am-5pm, Thurs 10am-8pm. Museum, art gallery and  
archives. Entrance by donation Thurs nights, 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 & Sustainability

### **Custom Fit Inclusion and Employment Services**

204-518 Lake St. 250-352-6011 ext 5270 - 5271  
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 Handy Information

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

807 Baker St. 250-352-3516 [www.afko.ca](http://www.afko.ca)  
Tues-Fri, 10am-5pm. Open to francophone and francophile.  
Library, information, computers and social events.

### **Kidsport**

604-333-3434 [www.kidsportcanada.ca](http://www.kidsportcanada.ca)

Grants for low-income kids up to 18 to participate in organized sports.

### **Nelson and District Community Complex (NDCC)**

305 Hall St. 250-354-4386

Programs for all ages. Loonie/toonie swims and skates. Contact the NDCC or see the quarterly Leisure Activity Guide for program information. Leisure Guide available at the NDCC or at: [rdck.ca/EN/main/services/recreation/leisure-guides.html](http://rdck.ca/EN/main/services/recreation/leisure-guides.html).

*NDCC Leisure Access Program* - Low income individuals and families can apply for a subsidy to participate in NDCC activities. Contact the NDCC for details.

### **Nelson and District Youth Centre**

608 Lake St. 250-352-5656 [youth.nelson.ca](http://youth.nelson.ca)

Mon-Fri 3-10pm, Sat 1-9 pm. 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 [nelson.bc.libraries.coop](http://nelson.bc.libraries.coop)

Free programs and services for children and adults.

Borrow books, videos and music. Internet access and resources for legal and consumer information.

### **Nelson Outdoor Markets (West Kootenay EcoSociety)**

250-354-1909 #206 -507 Baker St.

*Saturday Market:* Cottonwood Falls Park, typically May-Oct, 9:30am -3pm. *Wednesday Market:* Baker St., mid-June-end of Sept, 9:30am-3pm. *Market Fest:* Baker Street summer festival featuring local entertainment, food & vendors. Watch for dates.

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

420 Mill St. 250-352-9916 [www.nelsonwomancentre.com](http://www.nelsonwomancentre.com)

Tues, Wed, Thurs, 12pm-4pm

Free food cupboard. Self-Identified women only.

## **Other Resources**

### **Nelson Community Food Centre Programs**

602 Silica St. (United Church basement) 250-354-1633

[www.nelsoncfc.ca](http://www.nelsoncfc.ca). Good Food Days – learn new cooking skills, share recipes and a meal; Harvest Rescue – volunteer fruit pickers can get free fruit; gardening opportunities. Call or visit website for schedule/details.

### **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 Mon and Fri. 7am-3pm

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

171 Baker St. 250-352-7573 [dancingbearinn.com](http://dancingbearinn.com)  
An HI Hostel. Dorm room for around \$30/night. Shared kitchen/lounge.

### Tips and 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 after 4:30pm. They will ask you some questions and *may* be able to put you up for a night in a local hotel.

#### Nelson & District Seniors Coordinating Society

719 Vernon St. (Old Civic Centre) 250-352-6008  
[info@nelsonseniors.ca](mailto:info@nelsonseniors.ca). Resource Centre open Tues-Thurs 10 am-3pm. Other programs: Personal Advance Planning; TEETH low income dental program (see pg 16); Elder Abuse Prevention (Wed noon-2pm); income tax & financial advocacy; Thurs grocery run; referrals; help with govt forms.

#### 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.

## Recreation

- 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, ask 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.

#### Chamber of Commerce and Visitor Information Centre

91 Baker St. 250-352-3433 [www.discovernelson.com](http://www.discovernelson.com)  
Information about community groups and special events. Free maps of the area available.

# Seniors

## **BC Centre for Elder Advocacy and Support**

1-866-437-1940 [www.bcceas.ca](http://www.bcceas.ca)

Legal information and advocacy for seniors. Senior Abuse and Information Line (SAIL).

## **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.

## **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 group offering activities such as social events and games.

## **Kootenay Seniors**

709A Vernon St. 250-352- 2708

*West Kootenay Seniors Transportation Coordinator* - Helps seniors find transportation solutions around the West Kootenays.

*Home Help Services* - House-cleaning, in-home laundry, respite and light food preparation. Available at an affordable price to anyone requiring assistance with everyday living.

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

- 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-Oct 15, \$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.

## **Finding Permanent Housing**

It is hard to find affordable housing in Nelson. The Advocacy Centre has a "*Finding a Place to Rent*" pamphlet that can help you get started.

### **Cicada Place Youth Housing and Services**

605 Lake St. 250-352-3504 ext.200

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 [nelsonkiwanis@telus.net](mailto:nelsonkiwanis@telus.net)

Independent living for seniors 65 +. Low-end of market rents.

### **The Links Housing Cooperative**

402 B Tower Rd. 250-352-6652 [www.linkshousingcoop.com](http://www.linkshousingcoop.com)

Email: [linkshousingcoop@gmail.com](mailto:linkshousingcoop@gmail.com)

### **Nelson CARES Affordable Housing**

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)

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 and Strategies**

- 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.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!
- Check out the Renting it Right website for tips and strategies for finding housing and your rights and responsibilities as a renter. Includes an online course/certificate.  
[www.rentingitright.ca](http://www.rentingitright.ca).

### **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 self identified women & their children. Referrals, peer counselling, library, free women’s and children’s clothing, sewing/textile equipment, community garden.

### **Nelson Waldorf School**

250-352-6919

Tuition reduction available for low-income families.

### **Childcare Subsidies**

Regional office, Kamloops 1-888-338-6622

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

### **La Leche League**

250-777-1972 [www.lllc.ca](http://www.lllc.ca)

Info, support and encouragement for breast feeding moms.

## **Youth**

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

511 B Lake St. 250-505-9804

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.

### **Nelson & District Youth Centre**

608 Lake St. 250-352-5656 [www.ndyc.com](http://www.ndyc.com)

Mon-Fri 3-10 pm, Sat 1-9pm. Recreational, educational, employment & cultural programs. Referral to other youth services.

### **Dharma Consignment**

523 Josephine St. 250-352-0848

### **Moon Monster**

448 Baker St. 778-463-2808

## **Children & 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**

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

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**

1801 Connors Rd. 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 & parenting programs.

### **Nelson Community Services**

201-518 Lake St. 250-352-3504

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

## **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 and 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/publications](http://www.lss.bc.ca/publications)
- 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.

- 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>
- 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/Consignment 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 10am-1pm.

### SHARE Nelson ReStore

520-A Falls St. 250-352-1222

Furniture, household goods, clothes. Free pick-up for quality goods.

### Play it Again Kids Consignment

807 Baker St. 250-505-5300

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

### Shoe La La and Silver Lining Consignment

456 Ward St. 250-352-6754

### Strutter’s Styles Consignment

551 Ward St. 250-352-2501

### **Narcotics Anonymous**

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

### **Alcoholics Anonymous**

717a Vernon St. 250-352-3391

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

601 Vernon St., lower level 250-352-3488  
Chaplain available Mon-Thurs by appointment.

### **Options for Sexual Health Clinic**

2<sup>nd</sup> flr. 333 Victoria St. 250-505-7200  
Drop-in Wed 5:30-8:00pm (ring buzzer) or by appointment based on nurse availability. Information and education on sexual and reproductive health care including: sexually transmitted infections 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 Mon-Fri 9am-9pm.  
Confidential info/resources on sex, sexuality and sexual health.

### **Aboriginal Patient Navigator-IHA**

Castlegar Health Centre, 709 10th St. 250-365-7711  
Support to Aboriginal patients, caregivers, and their families while in the health-care system, regionally, for culturally-safe health care.

## **Clothing/Household**

- 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.

- If police approach you, be respectful. If you have a question about the law, ask them to clarify it for you. Police may also be a good source of information about other resources.
- You need a yearly license from the Nelson City Police to busk. The annual fee is \$30.00. A temporary permit is available for 1 day at \$5/a day, maximum 3 days. Photo id required. You can get more information at the Nelson City Police, 606 Stanley St. 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, Castlegar, Trail and 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** – 1-877-843-2877. Mon-Fri. Call for details.
- **Monthly Bus Passes:** Adult: \$60 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**

250-352-2033

Members can book a car for a small fee. Variety of affordable memberships available.

### **Kootenay Rideshare**

[kootenay.ride-share.org](http://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:  
[www.pennywiseads.com/section/employment-opportunities](http://www.pennywiseads.com/section/employment-opportunities)  
[www.nelsonstar.com/e-editions/](http://www.nelsonstar.com/e-editions/)  
[www.localworkbc.ca/](http://www.localworkbc.ca/)  
[www.indeed.ca](http://www.indeed.ca)  
[kootenay.jobs](http://kootenay.jobs)  
[ilovenelson.com/classified-ads/help-wanted/](http://ilovenelson.com/classified-ads/help-wanted/)
- Check bulletin boards like the one at the Women's Centre (420 Mill 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.

#### **Kootenay Columbia College**

Student clinics offer discounted rates for massage and traditional Chinese medicine (TCM) treatments. Online booking:

[kootenaycolumbiacollege.janeapp.com](http://kootenaycolumbiacollege.janeapp.com)

TCM Student Clinic, 102-402 Baker St. 250-354-1984

RMT (massage) Student Clinic, 781 Baker St. 250-352-9952

TCM Outpatient Clinic/Herbal Dispensary, 104-402 Baker St. 250-354-1995

#### **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 holidays

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 Mental Health and Substance Use**

Second Floor 333 Victoria St. 250-505-7248

Offers services/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. Individuals may self-refer or referral may be made by a family member, physician or other helping professional.

Services for adults with substance use (addictions) concerns: assessment, individual & group treatment including relapse prevention; 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 (narcax) kits.

## Health Resources

### Circle of Indigenous Nations Society

1801 Connors Rd Castlegar 250-231-4968 [www.coinations.net](http://www.coinations.net)  
Promotes cultural awareness in the community, creates safe space and support to access cultural gatherings & traditional ways of healing. Aboriginal Mental Health & Addictions Program, Women & Men's Healing conferences, Cultural Safety Training, Drum Making & Awakening Ceremony.

### West Kootenay Community TEETH Clinic

250-352-6560 [www.healthco-op.ca](http://www.healthco-op.ca)  
Not-for-profit, low cost dental clinic. Apply at Seniors Coordinating Society, 719 Vernon St on the 1<sup>st</sup> and 3<sup>rd</sup> Thurs of the month, 10am to noon. Bring proof of income and residency.

### ANKORS

101 Baker St. 1-800-421-AIDS or 250-505-5506. [www.ankors.bc.ca](http://www.ankors.bc.ca)  
Mobile harm reduction services - 250-777-0733  
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.

### 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.

### 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.

### Service Canada Employment Insurance Office

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

### 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. 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 & training; interview skills; job search methods; specialized & 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. Work or school purposes only, call for appt.
- **Nelson Public Library** - 602 Stanley St. 250-352-6333. Free 1 hour access, more if not busy. Printing .20/pg, colour .50/pg
- **Our Daily Bread** - 520 Falls St. 250-352-1722. Computer and phone access from 8:30am to 1:00 pm Mon-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. 250-352-5656
- **Women's Centre** - 420 Mill St. 250-352-9916. Self identified women only.
- **AFKO** - 807 Baker St. 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

## Resources

### **Nelson Area Specialized Victim Services** (Advocacy Centre)

521 Vernon St. 250-352-5777

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

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

### **Police Victim Services**

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

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

Provides support to victims of crime and trauma.

### **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.

### **Victim Link 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.