Seniors' Care Resource Guide



Princeton and Regional District Area H







Princeton and District
Palliative Care Society

Summer, 2014

ACKNOWLEDGEMENT

This document was developed based upon the Seniors Resource Guides for Trail and Castlegar sponsored by Interior Health.

(www.trailfair.ca/seniors)

To talk with someone about services that may be helpful for you:

- Interior Crisis Line Network
 - 24 hours/day, 7 days/week
 - o 1-888-353-CARE(2273)
- Healthlink BC
 - o Dial: 811
 - o Visit: www.healthlinkBC.ca

Do you have recommendations for future editions? If so, please contact:

• June Hope

o Phone: 250-295-3524

o Email: jrhope@nethop.net

CONTENTS

ABUSE, CRISIS & EMERGENCIES	4
DAY PROGRAMS & RESPITE SERVICES	5
DENTIST	5
DRUG STORES / PHARMACIES	6
EYES/OPTOMETRY	6
FINANCIAL, FRAUD, & LAW	6
FOOD & MEAL SERVICES	7
GOVERNMENT BENEFITS & SERVICES: CONTACTS & SUPPORT	7
HEALTH CARE SERVICES: GENERAL INFORMATION	8
HEALTH CARE SERVICES: LOCAL	9
HEALTH CARE: CONCERNS / ISSUES / COMPLAINTS	10
HEALTH INFO LINES & SUPPORT GROUPS for SPECIFIC CONDITIONS	11
HEALTH: HEARING TESTS & HEARING AIDS	16
HEALTH / MEDICAL EQUIPMENT & SUPPLIES	16
HOME SAFETY	17
HOME SERVICES: PRIVATE	17
HOUSING & ACCOMODATION: INDEPENDENT/UNASSISTED (PRIVATE PAY)	17
HOUSING & ACCOMODATION: RESIDENTIAL CARE (SUBSIDIZED)	17
PERSONAL CARE: HAIR AND FOOT	18
RECREATION AND EDUCATION PROGRAMS	18
SOCIAL ASSOCIATIONS & GROUPS	19
TRANSPORTATION	20
TRANSPORTATION: MEDICAL APPOINTMENTS and/or SPECIAL NEEDS	20

Name	of Resource	Phone Number
•	Information	Address

Note: All phone numbers are toll free or local Princeton numbers, unless stated otherwise.

ABUSE, CRISIS & EMERGENCIES

Emergency (Ambulance, Fire, Police)	911
Volunteer Fire Departments	
 Tulameen Volunteer Fire Dept. – Jody Woodford, Chief 	
 Hayes Creek Volunteer Fire Dept. – Rob Miller, Chief 	
 Erris Volunteer Fire Dept. – Sandy Lawlor, Chief 	
 Allison Lake Volunteer Fire Dept. – Tom Hamilton, Chief 	
 Missezula Lake Volunteer Fire Dept. – Gord Borg 	
o Eastgate Volunteer Fire Dept. – Tom Rushworth, Chief	
BC Seniors Abuse & Information Line (SAIL)	1-866-437-1940
• 7 days a week (excluding holidays), 8 am – 8 pm.	
• Older adults can speak to a trained professional about situations	
where they were abused or mistreated & be referred to a local	
community or other appropriate resource	
RCMP victim services	250-295-7901
• 24 hours a day, 7 days a week	1-800-563-0808
• Information about community services, assistance, support in a	
crisis, or concerns about the safety of another senior	
Reporting possible elder abuse or neglect	
Options for reporting:	
 Crime Prevention Officer at RCMP victim services 	250-295-7901
 Princeton & District Community Care Services Society 	250-295-6666
 Mental Health & Substance Use Services 	250-295-4403
• All three services provide victims of elder abuse, sexual assault	
and family violence with crisis intervention, emotional support,	
practical assistance, justice system info, and referrals	

Cont. ABUSE, CRISIS & EMERGENCIES

Cindy Parolin Safe Home	250-295-8211
• 24-hour, 7 days a week confidential service for women including outreach support and safe shelter from domestic abuse, violence or the threat of abuse or violence.	
Healthlink BC	811
Non emergency health information	

DAY PROGRAMS & RESPITE SERVICES

Adult Day Centre Services	250-295-4442
 Tuesday and Thursdays 9:00am-3:00pm 	Vermillion Court,
• \$9.00 per day includes snacks/meals and transportation	72 Fenchurch St.
BC Home and Community Care Support	250-295-4442
 Adult Day Services, Case Management, Nursing Services, Lifeline, Oxygen Program, Social work, Assisted Living, Residential Care, End of Life, Hospice, Palliative Care 	1-877-952-3181
Community Home Support Program	250-295-6696
• Elderly, disabled and handicapped clients receive care that is supplemental in nature and provided when other resources may not be available. This service promotes independence for clients wishing to remain in their own home and supports their caregivers.	
Also see HOME SERVICES: PRIVATE	

DENTIST

Dr. Barry Cook	250-295-6212
	203 Vermilion Ave
Dr. Dan Dodds	250-295-7931
	211 Vermilion Ave

DRUG STORES / PHARMACIES

I D A Rexall Pharmacy	250-295-7670
Will deliver	3-136 Tapton
Shoppers Drug Mart	250-295-3383
• Will deliver	232 Bridge St.

EYES/OPTOMETRY

Princeton Optometry Clinic	250-295-6640
Eye Testing	131 Vermilion
	Ave.

FINANCIAL, FRAUD, & LAW

Banking	
• Set up services such as automatic deposit, bill paying, as well as	Contact your bank
internet and telephone banking.	
Better Business Bureau of Mainland BC	1-888-803-1222
• Provides a number of services including information about a	
business, scam warnings and receiving complaints.	
• Office open: Mon to Thurs 9am to 3pm; 24 hr automated line	
• Visit: <u>www.mbc.bbb.org</u>	
Dial a Law	1-800-565-5297
• Connects you with the right lawyer. Lawyers in the program offer	(press 3 for will &
initial consultation up to 30 minutes for a small fee.	estate information)
RCMP Crime Prevention Officer	250-295-7901
Contact re any concerns regarding possible financial abuse	

FOOD & MEAL SERVICES

 Care A Lot Home Support Program works with clients to prepare nutritional, homemade meals that they like 	250-295-1884
Food and Nutrition • Province of BC Service (information)	1-800-667-3438
 Meals on Wheels available through Community Services Hot nourishing meals delivered to disabled and elderly in their homes at a cost of \$6.00 for clients and \$7.00 for non-clients (7 days a week) 	250-295-6696
Princeton Crisis Assistance Society • Emergency needs, food/clothing	250-295-6881 111 Vermilion Ave.
Seniors Citizens Branch 30 • Healthy Lunch program (with membership) \[\]	250-295-7515 162 Angela Ave.

GOVERNMENT BENEFITS & SERVICES: CONTACTS & SUPPORT

 BC Housing Subsidy: Shelter Aid for Elderly Renters (SAFER) A rent subsidy for people over 60 with low income located in the Interior Region of BC To download application or find out more information, visit: http://www.bchousing.org/Options/Rental_market/SAFER 	1-800-834-7149
Seniors BC:	1-877-952-3181
Website offers a comprehensive description of health care and	
other services for seniors & includes the on-line Seniors' Guide.	
• Visit: <u>www.seniorsbc.ca</u>	
Service BC Centre (Government Agent/Access Centre)	250-295-4600
• Forms, information, licences & assistance applying for a wide	
variety of BC government services and programs.	
• More info: www.servicebc.gov.bc.ca	

Cont. GOVERNMENT BENEFITS & SERVICES: CONTACTS & SUPPORT

Service Canada Centre:	1-800-622-6232
• Forms, information & assistance re a variety of federal	
government services & programs including CPP, OAS & GIS.	
More info: <u>www.servicecanada.gc.ca</u>	

HEALTH CARE SERVICES: GENERAL INFORMATION

Ambulance Billing Services Information Line	1-800-665-7199
• Mon - Fri: 1pm – 4pm	
Health Insurance BC	1-800-663-7100
Medical Services Plan & Pharmacare	
• Forms and other information also available at the Service BC	
Centre	
HealthLink BC (formerly BC NurseLine):	811
Health Information from a nurse: 24 hours / 7 days a week	
• Dietician Information: Mon-Thurs: 8am - 8pm: Fri: 8am - 5pm	
Pharmacist Information: 7 days a week: 5pm - 9am	
• Information and links to services: www.healthlinkbc.ca	
Special line for hearing impaired persons:	711
Ministry of Health:	online
• New Resource – "Planning for Your Care Needs: Help in	
Selecting a Residential Care Facility"	
• Visit: http://www.health.gov.bc.ca/library/publications/year/	
2013/planning-for-your-care-needs.pdf	
SeniorsBC	online
A comprehensive summary of provincial services for seniors,	
including health and safety, fall prevention, and advanced car	
planning	
• Visit: <u>www.seniorsbc.ca</u>	

HEALTH CARE SERVICES: LOCAL

Princeton General Hospital	250-295-3233
	98 Ridgewood Dr.
Cascade Medical Clinic	250-295-4482
• Doctors: Dr. Eva Idanweki, Dr. Ella Monroe, Dr. Colleen Black,	98 Ridgewood Dr.
Dr. Devinder Sandhu	
Nurse Practitioner: Tanya teCours	
Community Nursing Services	250-295 -4442
• Services for those requiring acute, chronic or palliative support.	98 Ridgewood Dr.
Includes administering medication, changing dressing and	at the Hospital
education re self-care.	_
• Through Interior Health Home & Community Care	
Home Support Services	250-295-6666
• Scheduling: Monday-Friday: 8:30am-12:00pm, 1:00pm-4:30pm	
• A scheduled, subsidized service, (with cost depending on income), that provides very simple meal preparation, assistance in managing personal health care needs, respite for caregivers and palliative home support.	
 Through the Princeton & District Community Services Society 	
and Interior Health Home & Community Care	
 Note: Does NOT include bulk meal preparation housekeeping, 	
driving to appointments, shopping etc.	
Hospice Services – Princeton and District Palliative Care Society	
• For those who need end-of-life care or with a life-limiting illness	
 Offer assessment of needs, trained bedside volunteers for companionship or family respite, palliative equipment loans, and integration/coordination of care services. 	
 For caregivers or professionals: 	
 Offer a resource library, education in the community, and a 	
grief support group.	
Contact: Volunteer Coordinator	250-295-3512
Social Worker	250-295-4464

Cont. HEALTH CARE SERVICES: LOCAL

Hospice and Family Room at Princeton General Hospital	
Princeton and District Palliative Care Society provides trained	
bedside volunteers for companionship or family respite; palliative	
equipment loans; integration and coordination of care services	
Doctor referral required	
• Contact:	
o Hospital	250-295-3233
 Volunteer Coordinator 	250-295-3512
 Social Worker 	250-295-4464
Long Term Care Case Managers	250-295-4442
Work with seniors and their families to assess needs and develop	
care plans that may include home support, subsidized housing	
navigation, and assessing for assisted living or residential care.	
Through Interior Health Home & Community Care	
Public Health Services (Promotion & Prevention Services)	250-295-4442
Respite Services and Adult Day Program	250-295-6666
Through the Princeton & District Community Services Society	
and Interior Health Home & Community Care	
Seniors' Mental Health & Substance Use (MH&SU) Services	250-295-4449
• Case Manager, Elder Services offers assessment, support, groups	1-800-663-1441
& other services specifically for seniors	

HEALTH CARE: CONCERNS / ISSUES / COMPLAINTS

Interior Health Patient Care Quality Officer	1-877-442-2001
• Helps people access the Interior Health services they need.	220-1815
Addresses questions and concerns, and assists people through the	Kirschner Rd.,
complaint process, ensuring understanding of rights and responsibilities.	Kelowna

Cont. HEALTH CARE: CONCERNS / ISSUES / COMPLAINTS

 Social Worker, Social Work Department (primarily serves hospital patients or patients under IHA care) Provides psychosocial care for patients and families, including adjustment counselling, support, practical assistance, advocacy and referrals to community resources. 	250-296-4464
 Seniors' Health Care Support Line BC: Mon-Fri 8:30am-4:30pm Information, support and referrals for BC seniors who are having trouble accessing health care services or resolving care concerns. 	1-877-952-3181

Alzheimer & Dementia	
Alzheimer Society of BC	1-800-936-6033
 Dementia Helpline: Tues-Fri, 10am - 4pm 	
 Many useful resources on website 	
 Visit: <u>www.alzheimerbc.org</u> 	
Phased Dementia Pathway:	1-855-301-6742
 A new Interior Health resource for caregivers & clinicians 	
 Visit: <u>www.interiorhealth.ca/sites/Partners/</u> 	
<u>DementiaPathway/</u>	
Arthritis	
Arthritis Society	
o Help Line: Mon-Fri: 9am - 4pm	1-800-321-1433
 BC Interior Office in Kelowna (Trudy Battaglio) 	1-250-868-8643
o Contact either number for resources, information, dates of	
local workshops and names of local volunteers who can	
offer support.	
o Visit: <u>www.arthritis.ca</u>	

Bereavement	
BC Bereavement Helpline	1-877-779-2223
○ Mon –Thurs: 9:30am to 3pm	
 Visit: <u>www.bcbereavementhelpline.com</u> 	
Compassionate Friends of Canada – Princeton Division	250-295-3607
Blindness	
 Canadian National Institute for the Blind (CNIB) 	1-800-563-2642
Kelowna Office	1-250-763-1191
• Visit: <u>www.cnib.ca</u>	
Brain Injury	
South Okanagan Similkameen Brain Injury Society	250-490-0613
	#2 – 996 Main St.,
	Penticton
Cancer	
BC Cancer Agency: CCSI (Cancer Care for the Southern Interior)	1-888-563-7773
o Prevention, screening & early detection, diagnosis &	399 Royal Ave.,
treatment services, Pain & Symptom management clinic,	Kelowna, BC
support & community programs, research & education	
o Visit: <u>www.bccancer.bc.ca</u>	1 000 020 2222
Canadian Cancer Society	1-888-939-3333
 Monday to Friday 9am - 6pm 	
o Visit: <u>www.cancer.ca</u>	
Princeton Cancer Support Group for Women	
o Barb	250-295-4050
o Del	250-295-3266 250-295-3266
	230-293-3200

Caregiver Support (also see particular illness or condition)	
Choices in Support for Independent Living (CSIL)	
o IHA funded program for people with disabilities or life	
limiting illness enabling them to continue to live at home	
with support from family or appointed caregiver	
 Contact – Community Public Health Nurse: 	250-295-4448
o Visit: www.interiorhealth.ca/information.aspx?id=634	
Chronic Disease Management	
Self-Management Program:	1-866-902-3767
o A free, 6 week program (on-line & in communities) that	
offers info & teaches skills to manage various chronic	
health problems.	
o Visit: www.coag.uvic.ca/cdsmp/	
Crohn's & Colitis	
Crohn's & Colitis Foundation of Canada	1-800-513-8202
o Visit: <u>www.ccfc.ca</u>	
Deaf & Hard of Hearing	
Deaf & Hard of Hearing Western Institute	
 Kelowna Office 	1-250-763-3562
o Visit: <u>www.widhh.ca</u>	TTY: 250-763-3547
Dementia (see Alzheimer information above)	
Diabetes (see Chronic Disease Management above)	
Canadian Diabetes Association	1-800-226-8464
o Visit: <u>www.diabetes.ca</u>	

End of Life Care	
Princeton and District Palliative Care Society	250-295-3512
Hospice	
 Available at home or Princeton General Hospital 	
 See "Hospice Services" under HEALTH CARE SERVICES: 	
LOCAL for a full description of available services	
Heart (see Chronic Disease Management chave)	
Heart (see Chronic Disease Management above)	1 0// /22 7022
Heart & Stroke Foundation of BC Visite and the strong large transfer of the strong large transfer	1-866-432-7833
Visit: <u>www.heartandstroke.bc.ca</u>	
Kidney(Renal) Disease	
Kidney Foundation of Canada	1-800-567-8112
o <u>www.kidney.ca</u>	
Lung (Respiratory) Disease	
BC Lung Association	1-800-665-5864
 Lung Health Information Line 	1-888-566-5864
o Visit: <u>www.bc.lung.ca</u>	
Lupus	
• Lupus Society (BC)	1-866-585-8787
o Visit: www.bclupus.org	
Mental Health (see Alzheimer information above)	
Canadian Mental Health Association - BC	1-866-639-0522
o "Bounce Back" - Self help guide helps adults with	
symptoms of depression and anxiety. Requires a doctor's referral.	
o Visit: <u>www.cmha.bc.ca</u>	

- II To II.1.	
Here To Help	
 Online info, links & resources regarding mental health and 	
substance use.	
o Visit: www.heretohelp.ca	
The Anchorage Drop-in Center	250-295-7936
Multiple Sclerosis	
Multiple Sclerosis Society of Canada	
 Local Support Info: 	
Phone Lonnie	1-866-352-3997
■ Visit: <u>www.mssociety.ca</u>	
Nutrition	
Dietician Info Helpline	811
 Monday to Thursday 8am to 8pm, Friday 8am – 5pm 	
 Visit: www.healthlinkbc.ca 	
Ostomy	
United Ostomy Association of Canada	1-888-969-9698
O Visit: www.ostomycanada.ca	
Parkinson's Disease	
Parkinson Society of BC	1-800-668-3330
o Visit: <u>www.parkinson.bc.ca</u>	
Scleroderma	
Scleroderma Association of BC	1-888-940-9343
o <u>www.sclerodermabc.ca</u>	
Stroke	
Stroke Recovery Association of BC	1-888-313-3377
O Visit: www.strokerecoverybc.ca	

HEALTH: HEARING TESTS & HEARING AIDS

Testing and Devices	Penticton
Travel to Penticton required for testing and devices	
Voice Enhancer Amplifiers	250-295-6848
Available at The Source (and other electronic stores)	259 Bridge St,
	Princeton

HEALTH / MEDICAL EQUIPMENT & SUPPLIES

Drug Stores / Pharmacies	See
 Several carry medical supplies & equipment. 	DRUGSTORES/
	PHARMACIES
Creative Mobility Products Inc.	1-250-492-4435
 Private business selling medical equipment, wheelchairs, 	113 - 78 Industrial
scooters, lifts and ramps	Ave., Penticton
Personal Emergency Response Systems/ Medical Alarms	1-250-770-3531
Office located in Penticton	
• Visit: <u>www.lifeline.ca</u>	
Red Cross Health Equipment Loan Program (HELP)	250-293-6467
Offers a wide variety of medical equipment for up to 3 months	Riverside
By donation.	Centre at
• Need a referral from a health care professional.	148 Old Hedley Rd
Shoppers HomeHealthCare	1-250-492-7592
• Wheelchairs, walkers, scooters, stair lifts, porch lifts, elevators,	709-1301 Main St.,
adjustable beds, supports and braces, bathroom safety, wheelchair accessible vehicles.	Penticton
• Visit: <u>www.shoppershomehealthcare.ca</u>	

HOME SAFETY

Home Adaptations for Independence (HAFI)	1-800-407-7757
• Funding to low income seniors or persons with disabilities (or	ext. 7055
their landlords) for home adaptations so they can continue living	
safely in their own home or rental accommodation.	
Part of the BC Housing Program	
• Visit: www.bchousing.org/HAFI	

HOME SERVICES: PRIVATE

Care A Lot Home Support	250-295-1884
Certified Care Providers	121 Vermillion
 Personal care including medication dispensing, bathing, hair care, 	Ave.
foot care, as well as meal prep, housekeeping, shopping, errands,	
and yard care.	
• 24/7 service as arranged.	

HOUSING & ACCOMODATION: INDEPENDENT/UNASSISTED (PRIVATE PAY)

Rent subsidies may be available from BC Housing (see section: GOV'T SERVICES)

250-295-6666
250-295-6666
•

HOUSING & ACCOMODATION: RESIDENTIAL CARE (SUBSIDIZED)

Ridgewood Lodge	250-295-3233
 Located next to Princeton General Hospital 	98 Ridgewood Dr.
• For those needing 24/7 "complex care"	
 Accessed through the Home & Community Care Office: 	250-295-4462

PERSONAL CARE: HAIR AND FOOT

Dr. Dan White (Podiatrist)	250-492-3450
Orthotics, etc.	301-383 Ellis St,
	Penticton
Gentle Foot Care, Certified Foot Care Nurse, Aida Bouvette LPN	250-295-6956
• Call for appointment (available at Shopper's Drug Mart, or home)	
Hair care in home – Cory Smith	250-295-2470
Hair care in home – Marg Ovington	250-295-6188

RECREATION AND EDUCATION PROGRAMS

Princeton Golf Club	online
• May – Sept.	
• 18 holes \$30	
• <u>www.princetongolfclub.com</u>	
Princeton Curling Club	online
Weekly seniors	
<u>www.princetoncurlingclub.com</u>	
Centennial Outdoor Pool	online
• May 15 th – Sept. 1 st	
• Seniors swim 4 times a week	
Princeton Leisure Guide	Available at
 Details winter and summer activities 	Riverside Center,
	148 Old Hedley Rd
Princeton and District Community Skills Centre	250-295-4051
Computer literacy classes for seniors & other programs	206 Vermilion
	Ave.

Cont. RECREATION AND EDUCATION PROGRAMS

Riverside Community Center	Nadine McEwen
 Red Cross office for loan of crutches, wheelchair,etc. 	250-295-3477
Meeting spaces	
• Theatre	recreation@
AA and Alanon meetings	princeton.ca
Counseling and wellness resources	

SOCIAL ASSOCIATIONS & GROUPS

Offer a number of social and recreational activities for members

Senior Citizen Branch #30	250-295-7515
	162 Angela Ave.
Tulameen Community Assoc. (Mardi Hassel)	250-295-7232
Coalmont Community Assoc. (Ole Jule)	250-295 6621
Osprey Lake Ratepayers Assoc. (Alan Holmgren)	250-295-3844
Erris Community Association (Sandi Lawlor)	250-295-3062
Allison Lake Ratepayers Association (Barb Hamilton) • includes Round Lake	250 295-7096
Missezula Lake Community Association	
Eastgate Community Association	250-840-8810
Royal Canadian Legion Branch #56 (Princeton)	250-295-6060
 For veterans and those who support Canada's military heritage Social events, dinners, fundraising activities. 	170 Bridge St.

TRANSPORTATION

BC Transit	250-295-6666
• Appointments must be booked in advance	1-800-291-0911
Service:	
 Around local Princeton on Tuesday, Thursday, Friday 	
 To Penticton on Monday, Wednesday, Friday 	
o To Coalmont, San Ang Estates, Tunnel area, Allison Flats,	
West China Ridge, East Princeton. Phone for specifics.	
• For low income seniors & those receiving "Persons with Disabilities" assistance, visit: www.eia.gov.bc.ca/programs	
Princeton Taxi	250-295-2727

TRANSPORTATION: MEDICAL APPOINTMENTS AND/OR SPECIAL NEEDS

HandyDART	250-295-6666
 For those unable to use regular transit due to a disability. 	
Register & book through Princeton Transit:	
Info: www.transitbc.com/regions/accessible/handydart.cfm	
Princeton Volunteer Driver Program	250-295-7515
• For medical appointments only; cost varies according to distance	250-295-0217
Travel Assistance Program (TAP)	1-800-661-2668
Reductions on some transportation carriers (including Pacific	
Coastal Airlines) for eligible BC residents who must travel	
outside their home community for non-emergency specialist	
medical care.	
After referring doctor completes form, call for confirmation	
number	
• Visit: www.health.gov.bc.ca/tapbc/	

DISCLAIMER

We are not able to endorse or recommend specific services listed in this guide. Many publicly-funded services are externally evaluated and required to meet rigorous standards; however, we strongly suggest that prior to hiring a privately-funded service provider references be checked and clear agreements be made regarding fees, service expectations, etc.