



**SENIORS'
RESOURCE GUIDE**

REVELSTOKE 2010

A Personal Record & Emergency Numbers

Name _____
Address _____
City _____
Postal Code _____
Telephone _____
BC Care Card Number _____
Old Age Security Number _____
Pharmacare Card Number _____

Name & Telephone of Closest:
Relative _____
Friend _____
Doctor / Medical Clinic _____
Pharmacy _____
Lawyer _____

EMERGENCY (ambulance, fire, police): 911

- **BC Health and Seniors Information Line:**
1-800-465-4911

- **BC Healthlink** Call **811** to speak to a:
 - Registered Nurse for health questions
(24 hours per day)
 - Pharmacist for medication questions
(nightly from 5 PM to 9 AM)
 - Dietician for nutritional advice
(Monday to Friday 9AM to 5PM)

**Welcome to the first edition of the
Revelstoke Seniors' Resource Guide**

If you have questions or need help accessing any
services or programs:

PHONE:

Revelstoke Seniors Association, Seniors' Counsellor
250-837-9456

Community Connections, Social Justice Advocate
250-837-2920

Interior Health, Community Care Social Work
250-837-2131 ext 204



OTHER RESOURCES:

BC Seniors' Guide
www.hls.gov.bc.ca/seniors

Directory of Social Services for Revelstoke & Area
www.revelstokesocialdevelopment.org
(Paper copies available at the Seniors' Centre)



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CARING FOR CHILDREN

Are you caring for your grand children, great grand children or young family members? There are many free and fun early childhood activities and resources in Revelstoke.

COLUMBIA BASIN ALLIANCE FOR LITERACY

All programs are free of charge.

Mother Goose

Share stories, songs and rhymes with your grandchild.

When: Tuesdays and Wednesdays, 10 am

Story Adventure Kits

Fun take home kits to borrow and discover the magic of imagination.

Family Night Out

Family activities, preschool circle time, family games, storytelling and multi-age group activities are some of the features of this fun time together in the evening.

Location: Room 106, 1401 1st St W

Phone: 250-837-6669

CARING FOR CHILDREN

StrongStart Early Learning Drop-In Centre and Leap Land Indoor Playground

A free 'drop-in' program for children 5 and under and their parent, grandparent or caregiver.

Come play, have lots of fun and have a nutritious snack.

Location: Room 102 601 West 2nd Street
(Mt. View School)

When: Monday, Wednesday and Friday 9 AM to Noon

Tuesday & Thursday 12:30 to 3:30 pm

Saturdays (fall and winter only) 9 AM to Noon

Phone: 250-837-1273

Child Care Society Toy and Resource Library

- Children's books, toys, and early learning materials to borrow
- Information on all of Revelstoke's early childhood development and early learning programs
- Summer Play in the Park Program
- Child Care Subsidy information
- Special family events

Stop in for a tour and a visit!

Location: Room 106, 1401 1st Street W

Phone: 250-837-6669

FEDERAL:

Call 1-800-277-9914

or visit the Service Canada website at:

www.servicecanada.gc.ca

Pick up forms at the Post Office.

Old Age Security (OAS)

A monthly pension paid once a resident is 65 years or older. To receive OAS, apply at least 6 months before your 65th birthday.

Guaranteed Income Supplement (GIS)

When you file your income tax return, the GIS provides additional money on top of OAS for seniors living on a lower income.

Allowance

For the spouse or common-law partner of someone receiving both the OAS and GIS.

Allowance for the Survivor

For those whose spouse or common-law partner has passed away, this benefit provides additional money until aged 65.

Canada Pension Plan (CPP)

For those who have contributed to the plan through paid employment in Canada. To receive CPP, apply at least 6 months before you want to receive it. The earliest the pension can be received is age 60.

For local help with any of the programs listed above, see page one.

Employment Insurance Benefits (EI)

Seniors who continue working after age 65 are eligible for the same EI benefits as other workers in Canada if they meet the required conditions.

Phone: 1-800-206-7218.

Veterans Affairs Canada (VAC)

Assistance to elderly veterans and caregivers, such as disability benefits, attendance allowances, health care, home care, respite, palliative care, special equipment and home adaptations.

Phone: 1-866-522-2122 or 250-837-6047.

Remember, to access most programs it is very important to file your income tax return on time!

FINANCIAL ASSISTANCE

PROVINCIAL:

Senior's Supplement

For low-income seniors who are receiving GIS and OAS if their income is below a certain level. Paid automatically when you file your income tax return.

Phone: 1-866-866-0800 (press 4, then 1).

Income Assistance (IA)

For those seniors not eligible for OAS or the GIS. Eligibility is based on income, assets, and shelter cost. Phone: 1-866-866-0800 (press 3, then 1).

Experts at your local bank or investment management firms can help you protect and manage your finances, and prepare for the future.

Planning ahead is critical!

FUNERAL SERVICES

Brandon-Bowers Funeral Home

Services offered include:

- pre-planning
- funeral
- cremation
- burial and celebrant services
- grief counselling

Location: 301 Mackenzie Ave.

Phone: 250-837-2029

Website: www.bowersfuneralservice.com

Mountain View Cemetery

Location: 103 Hwy 23 North

To reserve a plot or Columbarium space, call City Hall at 250-837-2161 or

Brandon-Bowers Funeral Home at 250-837-2029.



BC Health & Seniors' Information Line

Phone: 1-800-465-4911

BC Seniors' website & BC Seniors' Guide

www.hls.gov.bc.ca/seniors

Seniors in Communities website

www.seniorsincommunities.ca

SERVICE BC AGENT (Revelstoke)

Location: Room 104, Court House
1123 2nd St. W.
Box 380, Revelstoke, BC V0E 2S0

Phone: 250-837-6981

Office Hours: Monday to Friday, 8:30 AM to 4:30 PM
Closed daily, 12:00 noon to 1:00 PM

Services:

Appointments can be made for:

- Commissioner for Taking Affidavits
- Deputy District Registrar of Voters
- Marriage Licence
- Provincial Property Tax Collector

BC Agent Services:

- 'B' Licence Applications / Permits for Casinos & Bingos
- BC Assessment
- BC Hydro Payments
- BC Parks Reservations
- Birth, Death and Marriage Certificate Applications
- Boater Safety Program
- Child Care Subsidy Program
- Commercial Vehicle Inspection Program Decals and Forms
- Community Access Terminal
- Company Name Searches and Registrations
- Driver's Licence Services
- Electrical and Gas Permits
- Fish and Wildlife Licences
- Freedom of Information Act Applications
- Land Title Searches and Information
- Legal Services Society Forms and Access
- Logging Tax Payments
- Manufactured Home Searches and Relocation Permits and Registrations
- Marriage Licences
- Medical Services Plan Registration and Billing Payments
- Mineral Titles Online
- Ministry of Employment & Income Assistance Services
- Navigable Waters (Federal Government)
- OneStop Business Registration
- Personal Property Registry
- Pesticide Exams
- Property Tax Information and Collections
- Registrar of Voters
- Residential Tenancy Information
- StudentAid BC

CHIROPRACTORS:**Third Street Chiropractic**

Location: 300 3rd St. W.

Phone: 250-837-2110

DENTISTS:**Mackenzie Dental Centre**

Location: 101 1st St. W.

Phone: 250-837-4253

Revelstoke Dental Centre

Location: 111 2nd St. W.

Phone: 250-837-6231

Selkirk Dental Clinic

Location: 314 Connaught Ave.

Phone: 250-837-5249

HEARING:

Canadian Hearing Care - Services include hearing evaluations and hearing aid sales.

Location: Silverbear building at 305 1st St. W.

Phone: 250-837-3011

HOSPITAL:**Queen Victoria Hospital**

Location: 1200 Newlands Rd.

Phone: 250-837-2131

Website: www.interiorhealth.ca

The hospital offers the following:

- Services related to major trauma
- Maternity
- Minor elective surgeries
- Laboratory and radiology (X-ray)
- Occupational and Physiotherapy
- Nutritional and diabetic counselling
- Care for the elderly, including respite and hospice

Kelowna General Hospital 1-888-877-4442

Kamloops Royal Inland Hospital 1-877-288-5688

Vernon Jubilee Hospital 1-250-558-1200

HEALTH SERVICES

MEDICAL DOCTORS:

Selkirk Medical Clinic

9 local physicians, including an on-call doctor, and laboratory services.

Open: Monday to Friday 9 AM to 5 PM

Location: 101 1st St. E.

Phone: 250-837-9321 for an appointment

Fax: 250-837-9444

For after-hours medical emergencies, call the hospital at 250-837-2131.

BC Healthlink - Call 811 to speak to a:

- Registered Nurse for health questions (24 hours per day)
- Pharmacist for medication questions (nightly from 5 PM to 9 AM)
 - Dietician for nutritional advice (Monday to Friday 9 AM to 5 PM)

HEALTH SERVICES

OCCUPATIONAL THERAPY SERVICES:

Occupational Therapists help clients who may be having difficulty with daily activities. Assessment and assistance might include:

- Self Care - dressing, grooming, bathing, toileting, self-feeding and swallowing
- Mobility - need for aids such as wheelchairs, scooters and walkers
- Transfers - need for equipment and/or education on safe techniques
- Pressure Wound Management - input on positioning and pressure relief mattresses or wheelchair cushions, as an adjunct to nursing care
- Simple Splints - for support
- Cognition - assessment regarding the impact of cognitive changes on clients' safety or ability to manage independently
- Home Environment - safety or mobility
- Need for Community Services - assistance with bathing, meal delivery, Lifeline, etc.

For more information or to make an appointment contact the Community Rehab department at Queen Victoria Hospital at 250-814-2270.

HEALTH SERVICES

OPTOMETRIST:

Dr. Terrance O'Hagan Optometry

Location: 310 Connaught Ave.

Phone: 250-837-5244

PUBLIC HEALTH CLINIC:

Public Health Clinic Services:

- hearing screens
- flu shots and other vaccines
- tobacco education
- communicable disease investigation, education, and resources

The public health team includes a public health inspector, health unit aide, public health nurses, school-based prevention worker, and speech and language pathologist.

Location: Queen Victoria Hospital, 1200 Newlands Rd.

Phone: 250-814-2244

Website: www.interiorhealth.ca

HEALTH SERVICES

SEXUAL HEALTH:

SAFER Clinic

(Sexual Awareness for Everyone in Revelstoke)

Confidential, unbiased and non-judgmental services open to all ages.

Drop-in: Wednesdays from 7-9 PM

Location: Community Connections at 314 2nd St. E.

Phone: 1-800-739-7367

TRAVEL MEDICINE AND VACCINATION CLINIC:

A doctor and nurse are on staff.

Location: 301 1st St. E.

Phone: 1-888-288-8682 for an appointment

The Directory of Social Services for Revelstoke and Area

has up-to-date listings of private
practice health care professionals.
www.revelstokesocialdevelopment.org

Acupuncture and Chinese Medicine
Registered Massage Therapy
Occupational Therapy
Physiotherapy

HOME AND COMMUNITY CARE

Options that provide independence, choice and dignity for seniors and adults with disabilities.

For eligibility criteria, wait-list information, a nursing assessment and/or more information on the following programs from Adult Day Program to Respite, Phone: 250-814-2267

Adult Day Program

For clients still living at home who may be at risk of losing their independence, a variety of supportive programs and activities in a comfortable group setting – includes personal care services, such as bathing, rehabilitation, nutrition, therapeutic recreation, caregiver respite, education & support, and social activities.

Assisted Living

For eligible seniors and adults who need more help to remain independent, but who do not need 24-hour professional care in a residential facility. Includes such services as: two meals a day, medication reminders, scheduled bathing, housekeeping, social & recreational activities, 24-hour response service.

HOME AND COMMUNITY CARE

Community Care Nursing

For acute, chronic or palliative support, home care registered nurses administer medications, change dressings, provide education about self-care, and do assessment for all continuing care services.

Home Support Service

For people who need help managing personal health care needs such as bathing, using the toilet, and getting up and dressing – designed to supplement rather than replace the support of loved ones.



HOME AND COMMUNITY CARE

Palliative Care

Palliative, or end-of-life, care provides supportive and compassionate care for the dying. This care is provided in hospital, assisted living, residential care, or at home. Includes: professional nursing, rehabilitation, home support, respite care, counselling, bereavement and grief support.

Ask Home Care about the BC Palliative Care Benefits Program.

Residential Care

For people with complex health care needs who require 24-hour professional care, and need continuous care due to physical, mental and behavioural conditions who are unable to continue living safely at home. Available either on a short-term or permanent basis. Those with the greatest need have priority over others.



HOME AND COMMUNITY CARE

Respite

Gives non-professional caregivers who look after a loved one temporary relief. Adult day service program or facility-based care provided on a short-term basis.

For information about the above programs, phone Community Care at 250-837-2267.

COMMUNITY CARE SOCIAL WORK

Social Work services provide counselling regarding:

- Abuse and neglect related to older, vulnerable adults
- Client and family adjustment to changes in health
- Financial concerns
- Locating and development of community resources to support clients
- Palliative care and bereavement

Phone: 250-837-2131 ext 204



HOME HELP

There are many individuals in Revelstoke who offer house keeping, delivery services, foot care, yard and lawn maintenance, and handyman services.

For names of individuals who provide these services, Phone: Community Care (personal care or foot care only) at 250-814-2267 or Seniors' Counsellor 250-837-9456

Also, check local newspapers, community bulletin boards, or churches for ads. Feel free to ask for references or recommendations from friends.



HOSPICE

Revelstoke Hospice Society

The hospice philosophy encourages a focus on life and living. The goal of hospice care is to help the client live the fullest life possible, while also helping all those involved to come to terms with the illness. Hospice offers information, companionship, and emotional support, and also provides caregivers a "breather" to have some time for themselves.

Phone: 250-837-5523

Email: revhosp@telus.net

Website: www.revelstokehospicesociety.com

Mailing address: Box 3133, Revelstoke BC V0E 2S0



IF YOU ARE RENTING:**Housing Outreach Worker:**

Provides support to adults who are homeless, or at risk of homelessness. The worker provides a range of services to decrease barriers and increase success in keeping permanent housing, including assessment, service planning, skills teaching, resource identification and follow-up.

Phone: Community Connections at 250-837-2920

Revelstoke Renters' Voice (RV):

Local organization concerned about rental issues and the decline of affordable housing. Through support, education and advocacy, RV strives to help renters learn their rights, and promotes healthy relationships with landlords.

Email: revelstokerentersvoice@gmail.com

IF YOU ARE RENTING:**Shelter Aid for Elderly Renters:**

For seniors aged 60 years and over who pay over 30% of their gross monthly income on rent for their home, including pad rental for a manufactured home that is owned. For applications and eligibility requirements, Phone: 1-800-257-7756

Website: www.bchousing.org/programs/SAFER

Tenant Resource and Advisory Centre:

An educational charity that provides information about residential tenancy law in BC through a variety of supports, including the publication "The Tenant Survival Guide".

Phone: 1-800-665-1185

Website: www.tenants.bc.ca

Tenant Support Worker:

Provides a variety of support services to tenants currently living in BC Housing buildings in Revelstoke so that they can be successful in their tenancies, and in their lives.

Phone: Community Connections at 250-827-2920

IF YOU ARE RENTING:**Residential Tenancy Branch:**

Provides information to landlords and tenants about their rights and responsibilities, and options under the Residential Tenancy Act and Manufactured Home Park Tenancy Act. The office can provide information to help resolve disputes related to tenancy, such as claims for damages, rent increases or eviction notices.

Phone: 1-800-665-8779

Website: www.rto.gov.bc.ca

Subsidized Rental Housing:

To be eligible for subsidized rental housing, a person's gross household income must be below certain income limits. The income limits vary, depending on the community and number of bedrooms in the unit. Assets must also be limited. In Revelstoke, subsidized housing complexes are specifically for seniors and disabled residents. For more information, and a list of subsidized housing in our area,

Phone: 1-800-257-7756

Web: www.bchousing.org/applicants/housing_listing

IF YOU OWN YOUR HOME:**Home Adaptations for Seniors' Independence Program (HASI):**

Financial assistance for homeowners and landlords to pay for minor home adaptations to extend the time that low-income seniors can live in their own homes independently. Maximum assistance available is \$3,500 and is intended to cover adaptations such as handrails, and bathtub grab bars.

Phone: 1-800-668-2642

Residential Rehabilitation Assistance Program (RRAP):

Financial assistance for low-income homeowners for the repair of lower value homes or modifications that make homes more accessible for persons with disabilities.

Phone: 1-800-668-2642



HOUSING

IF YOU OWN YOUR HOME:

Homeowners Grant for Seniors:

This grant reduces the amount of property tax paid on the primary residence of those aged 65 and over.

Phone: 1-888-355-2700 or
reception at City Hall: 250-837-2161

Property Tax Deferment:

Homeowners aged 55 years and over may defer the payment of annual property taxes on their principal residence. This is a low interest loan program supported by the provincial government. Deferred taxes must be repaid with interest and an administration fee.

Phone: 1-250-387-0555 or ask reception at City Hall



HOUSING

REVELSTOKE COMMUNITY HOUSING SOCIETY:

Non-profit corporation formed by the citizens of Revelstoke in conjunction with the municipality. The primary objective is to provide, manage and promote a range of affordable housing options within the city of Revelstoke that are accessible to local residents.

Phone: 250-837-5345



INCOME TAX ASSISTANCE

COMMUNITY VOLUNTEER INCOME TAX PROGRAM:

Trained volunteers provide free income tax preparation for low-income residents who would like help.

Phone: 1-800-959-8281 or

Revelstoke Seniors Association at 250-837-9456

Check out the listings in the phone book under Tax Consultants or Accountants for local businesses that will assist you with income tax preparation.



INCOME TAX ASSISTANCE

FEDERAL & PROVINCIAL TAX CREDITS:

Don't forget to apply for the following when you file your income tax return:

- Pension income amount
- Disability amount
- Medical expenses
- GST tax credit
- Expenses for an attendant or full-time care in a nursing home
- Age-amount for those who turn 65 (or are older) during the year

Phone: 1-800-959-8281



LEGAL AID:

Legal Services Society

For information about legal problems and/or if you cannot afford a lawyer call 1-866-577-2525 or visit Website: www.lss.bc.ca

Legal Aid

The nearest legal aid office is in Salmon Arm
Phone: 1-250-545-3666

Lawline

A toll-free telephone service that provides general legal information and, in some cases, advice about legal issues
Phone: 1-866-577-2525, press 7



PUBLIC GUARDIAN AND TRUSTEE OF BC:

Provides a range of services to adults who may need help managing their affairs, such as financial, legal and personal care matters.

Phone: 1-604-660-4444
Website: www.trustee.bc.ca

WEB-BASED LEGAL INFORMATION:

LawLINK specific to BC residents
www.lawlink.bc.ca

Family Law in BC
www.familylaw.lss.bc.ca

PovNet has information about poverty law problems
www.povnet.org

LEGAL TERMS:

Power of Attorney

A legal document that gives another person the power to make decisions regarding your legal or financial matters. This can be general or quite specific. It is usually done when a person is physically unable to look after their affairs due to travel or injury, illness, disease or accident.

Representation Agreement

A legal document that appoints someone to make decisions for you about finances, health and/or personal care matters, if you are incapable of making decisions independently for whatever reason. You can choose when or under what circumstances you want the agreement to start. You can also choose different representatives to make different decisions. For example, you may choose your daughter to handle your banking and your son to make medical decisions.



LEGAL TERMS:

Wills

A document that explains what you want done with the assets that you own solely in your own name, when you die. A will is also your statement on who and what is important to you. It is very important to consult a professional and make a will properly as it is a complex legal document.

When making legal decisions it is very important to consult a trusted legal advisor!

For up to date listings of local lawyers and notary public, see The Directory of Social Services for Revelstoke and Area
www.revelstokesocialdevelopment.org

LIBRARY AND LITERACY

Okanagan Regional Library

Location: 605 Campbell Ave in the Community Centre

Phone: Librarian at 250-837-5095

Hours:

Tuesday: 12 PM - 8 PM

Wednesday: 12 PM - 7 PM

Thursday: 10 AM - 4 PM

Friday: 10 AM - 5 PM

Saturday: 10 AM - 5 PM

English as a Second Language Settlement Assistance Program

This program includes free English language tutoring, weekly classes, field trips and other services to eligible adults who are residents of Canada.

When: September to June

Location: Okanagan College, 1401 1st St W

Phone: 250-837-4235

LIBRARY AND LITERACY

Revelstoke Volunteer Literacy Tutoring Program

A free and confidential one to one tutoring program for adults. Learners do not have to be enrolled as students at the college to access this program. The focus is to help adult learners gain literacy skills so they can achieve life goals.

Location: Okanagan College, 1401 1st St W

Phone: 250-837-4235 extension 6504

Columbia Basin Alliance for Literacy

Up to date information on community literacy programs and events for adults, including seniors.

Phone: 250-837-6669



MEALS AND NUTRITION

Community Connections Food Bank

Coordinates free weekly food distribution to those in need - non-perishable food hampers as well as milk, bread, fresh fruit and vegetables. The Christmas Hamper program is also offered in December each year.

Hours: Fridays between 8:30 AM to 11:00 AM

Location: Downstairs at the Legion, 600 1st St. W.

Phone: Community Outreach Coordinator at 250-837-2920 ext 28

Meals on Wheels

Nutritious meals are provided at home for seniors and people with disabilities who want to maintain an independent life in their homes but are unable to prepare their own meals.

Phone: Moberly Manor at 250-837-3147

Nutrition and Diabetes Counselling

Offered at Queen Victoria Hospital, 1200 Newlands Rd.

Phone: 250-814-2276 to make an appointment

Revelstoke Seniors Association

Join others for a dinner out once a month at various local restaurants.

Phone: Seniors Centre at 250-837-9456.

MEALS AND NUTRITION

Seniors' Helping Hands

For those unable to grocery shop for themselves and have homecare nursing approval.

Applications are available at Coopers, or Home and Community Care at the hospital.

- Coopers Foods accepts orders (\$25.00 or more) over the phone on Wednesday mornings between 10 and 11 AM
- Seniors Association volunteers purchase the order
- Coopers delivers the groceries to your home

Phone: Seniors' Centre at 250-837-9456 to contact the program coordinator



MEDICAL EQUIPMENT AND SUPPLIES

Red Cross Loan Cupboard

Medical supplies and equipment available.

Location: Big Eddy School at 970 Begbie Rd.

Phone: 250-814-0200

Local Pharmacies:

Offer a variety of specialized equipment and supplies including communication aids, incontinence supplies, and mobility aids.

People's Drug Mart: 250-837-5191

Pharmasave: 250-837-2028

Community Rehab

Offers specialized clothing needs and other assistance.

Phone: 250-814-2270



MENTAL HEALTH AND COUNSELLING

Community Connections Clinical Services

Individual, family and group counselling services offered to adults who may be experiencing a range of problems including:

- Anxiety, stress
- Loss / grief
- Relationship conflict
- Violence including sexual, physical, and emotional abuse

All services are free of charge.

Phone: Community Connections at 250-837-2920

Community Care Social Work

Social Work services provide counselling regarding:

- Abuse and neglect related to older, vulnerable adults
- Client and family adjustment to changes in health
- Financial concerns
- Palliative care and bereavement
- Locating resources
- Development of community resources to support clients

Location: Queen Victoria Hospital, 1200 Newlands Rd.

Phone: 250-837-2131 ext 204

Revelstoke Mental Health and Addiction Services

Provides:

- Psychiatry
- Adult Mental Health (including the elderly)
- Alcohol and Drug Counselling services

Location: Queen Victoria Hospital at 1200 Newlands Rd.

Phone: 250-814-2241

Revelstoke Awareness and Outreach Program (RAOP)

RAOP offers friendship, support and empathy to people isolated by the effects of mental illness.

Trained peer volunteers assist people to build self-confidence.

Phone: 250-837-6030

**Alliance Church**

1559 Illecillewaet Road

Phone: 250-837-4008

Christian City Church

108 1st St. W. (above the Royal Bank)

Phone: 250- 837-4894

Fellowship Baptist Church

1806 Colbeck Road

Phone: 250-837-9414

Website: www.revelstokebaptist.com

Kingdom Hall of Jehovah's Witnesses

250 Basford Drive

Phone: 250-814-2000

Legion Chaplain

Non-denominational ministerial services

Phone: 250-837-6047

Lutheran Church of the Resurrection

1502 Mt. View Drive
Phone: 250-837-3330

Revelstoke United Church

Location: 314 Mackenzie Ave.
Phone: 250-837-3198

Seventh Day Adventist Church

662 Big Eddy Road
Phone: 250-837-3917

St. Francis of Assisi Catholic Church

Location: 510 Mackenzie Ave.
Phone: 250-837-2071

St. Peter's Anglican Church

622 2nd St. W.
Phone: 250-837-3275

Revelstoke Senior Citizens Association and Seniors' Centre

A variety of activities throughout each month, including a monthly birthday party, bowling, card playing, choir, computer centre, potluck supper, 'toonie' aqua-fit and fitness classes.

Membership is \$10/year and most activities are **free**.
For more information, call 250-837-9456

Revelstoke Community and Aquatic Centre

The City of Revelstoke offers a myriad of activities, some especially for seniors. The Parks and Recreation Leisure Guide has a complete, up-to-date listing of local clubs, organizations, societies and community activities.

For more information or to obtain the guide:
Visit the front desk, located at 600 Campbell Ave.
Phone: 250-837-9351

Website: www.cityofrevelstoke.com (Parks & Rec tab)

Pool Passes and Recreation Subsidies

For clients who meet the criteria as low income, passes for the Revelstoke Aquatic Centre and subsidies for all other City of Revelstoke Parks and Recreation programs are available. Applications are accepted Thursdays at Community Connections from 1PM to 3PM.

Location: 314 2nd St E
Phone: 250-837-2920 ext 28

ADULT ABUSE AND NEGLECT:**Community Response Network (CRN)**

A diverse group of concerned community members and agencies working under the Adult Guardianship Act that respond to adult abuse, neglect, and self-neglect for people aged 19 years and older and coordinate with designated agencies to address situations when individuals are not able to seek help on their own.

Individuals have the right to:

- Be treated with respect
- Have access to basic needs
- Have protection from neglect
- Have protection from physical, emotional, financial or sexual abuse
- Information about civil and legal rights,
- Have control over their lives

If you think someone is mistreating you – or someone you know – call the

Abuse Response Line at 250-814-2267 or, for developmentally disabled adults, call 250-837-6295.

CRN Information: 250-837-4382

AMBULANCE, FIRE, AND POLICE

- Call 911

CONSUMER PROTECTION:

Loss of money is the crime most commonly reported by seniors. Consumer fraud includes:

- Home renovation scams
- Bogus charities
- Telemarketer / email requests for personal financial information

Typical scams include lottery wins and free prizes, offers from overseas to place money in your account, and “it’s the manager calling” to update your account details.

WHAT TO DO:

- Say no! Hang up! Close the door!
- Delete the email! Or call the police!
 - **Never give out any of your personal or financial information by email or over the phone!**
- Call **Phone Busters** - a central source for complaints against telemarketing fraud – at 1-888-495-8501 and ask for ‘Seniors Busters’.
- The **National Do Not Call List (DNCL)** gives consumers a choice about whether to receive telemarketing calls. Call 1-866-580-3625 or www.innate-dncl.gc.ca
- The **Business Practices and Consumer Protection Authority** is appointed by the BC government to address consumer complaints. Call 1-888-564-9963.

SAFETY AND SECURITY

EMERGENCY OR DISASTER PREPAREDNESS:

Emergency Social Services (ESS)

Provides for basic short-term services required by people who are forced from their homes by disasters. Essential services include: food, lodging, clothing, family reunification, and emotional support.

Phone: Fire Department at 250-837-2884

Websites: www.ess.bc.ca or www.pep.bc.ca

Volunteers receive extensive training, and provide support in emergency situations.

To volunteer:

Phone: 1-866-925-2909



SAFETY AND SECURITY

FALLS PREVENTION:

Contact Occupational Therapy at 250-814-2270

LIFE LINE:

An easy-to-use personal response service that lets you summon help any time of the day or night - even if you can't speak. All you have to do is press your Personal Help Button, worn on a wristband or pendant, and a trained Personal Response Associate will ensure you get help as quickly as possible.

Phone:

Community Care at 250-814-2267 or 1-888-832-5426



VICTIMS' SERVICES:

Police-based support services for victims of any crime or trauma, including family and/or sexual violence, staffed by people trained to help victims, free of charge.

Services may include:

- Crisis intervention
- Emotional support
- General assistance
- Help applying for criminal injury compensation
- Accompanying you to court
- Referral to other agencies and information on the progress of a police investigation

Contact the local Program Manager at 250-837-9260 or email victimservices@rctvonline.net

WOMEN'S SHELTER SOCIETY:

Forsythe House – A Safe Place

Provides safe refuge and support to women (and their children) who are at risk of all forms of abuse.

Emergency contact: 250-837-1111

Phone: 250-837-4382

Email: forsythe@telus.net

BUS PASS:

You may purchase a bus pass for the local transit bus at the front desk of City Hall.

Phone: 250-837-2161

For low-income seniors and persons with disabilities, eligible people can buy a yearly bus pass at a reduced cost. For more information, or to apply for this, Phone: 1-866-866-0800 (press 4 then 3)

Transit bus schedules can be picked up at City Hall, the Seniors' Centre or Community Centre.

DOOR - TO - DOOR TAXI PASS:

For people with disabilities who are able to transfer themselves to a vehicle. Passengers must first register at the hospital.

There is no fee for registration and information you provide is confidential.

Each applicant is eligible for 20 one-way trips per month at a cost of \$2.00 per trip.

Phone: Queen Victoria Hospital at 250-837-2131 or Community Care Social Work at 250-837-2131 ext 204

TRANSPORTATION

HEALTH CONNECTIONS BUS:

A transit partnership program funded by Interior Health that provides transportation to non-emergency medical appointments.

Although medical appointments are a priority, everyone is eligible to use this service if space is available.

Schedule:

- The bus travels from Revelstoke to Kamloops on Tuesdays, leaving Revelstoke at 8 AM and departing from Kamloops for the return trip at 3 PM.
- The bus travels from Revelstoke to Kelowna on Wednesdays, leaving Revelstoke at 8 AM and departing from Kelowna for the return trip at 3 PM.

To guarantee a seat, call 24 hours in advance.

Phone: 250-837-3000, or

if outside of Revelstoke: 1-866-618-8294.

Fare:

\$5.00 one-way. Please have exact change.

TRANSPORTATION

DISABLED PARKING PASS:

To apply for a disabled parking pass, you can download the application form from www.sparc.bc.ca and print it out, or pick one up at Selkirk Medical Clinic downtown.

Your doctor must fill in the appropriate section. Mail the completed form, along with payment of a small fee, to the SPARC BC office (address is on the form).

Forms cannot be faxed, as the original signatures of the applicant and doctor are required.

When traveling by bus, ferry, or air, or when staying in hotels/motels, always remember to ask for the **seniors' discount!**



VETERANS SERVICES

VETERANS AFFAIRS:

For information and assistance on:

- Services and benefits for war veterans
- Canadian Forces members
- Serving and discharged members of the RCMP and their families

Phone: 1-866-522-2122

Website: www.vac-acc.gc.ca

Email: information@vac-acc.gc.ca

Remember to have your discharge number on hand!

For local Service Officer contact information:

Phone: Seniors' Centre at 250-837-9456

Website: www.revelstokesocialdevelopment.org

Royal Canadian Legion

600 1st Street West

Phone: 250-837-6020



VETERINARY SERVICES

Shuswap Veterinary Clinic

Location: 717 Victoria Road, Revelstoke

Phone: 250-837-4530



VOLUNTEER OPPORTUNITIES

There are many opportunities to volunteer in the community.

Phone:

Revelstoke Senior Citizens Association at 250-837-9456, or the Revelstoke Community and Aquatic Centre at 250-837-9351

Website:

<http://www.revelstokecf.com/volunteers>



This guide was produced by the Revelstoke Community Social Development Committee
www.revelstokesocialdevelopment.org

We apologize for any errors or omissions.

Disclaimer:

The City of Revelstoke is in no way responsible for the delivery of the services listed in this guide.

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