



Golden Senior Guide 2021

The Essential Guide to Information for Golden Citizens Aged 50+

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ADVOCACY & COMPLAINTS

OFFICE OF THE SENIORS ADVOCATE

1st Floor 1515 Blanshard Street, PO Box 9651 STN PROV GOVT, Victoria, BC V8W 9P4
Telephone: 1-877-952-3181 Fax: 1-250-952-3034

The office of the Seniors Advocate monitors and analyzes seniors' services and issues in BC and makes recommendations to government and service providers to address system issues. The office monitors services in five key areas: health care, housing, income supports, personal supports and transportation. If you need help with seniors' programs and services, call the toll-free number above and speak with an Information & Referral Analyst Monday to Friday from 8:30 am to 4:30 pm (except for statutory holidays) or you can email the office by using their online form on their website.

OFFICE OF THE OMBUDSPERSON

PO Box 9039 STN PROV GOVT, Victoria, BC V8W 9A5
Telephone: 1-800-567-3247 Website: www.bcombudsperson.ca

BC's independent voice of fairness receives enquiries and complaints about the practices and services of public agencies within its jurisdiction.

ASSISTED LIVING REGISTRY

PO Box 9638 STN PROV GOVT, Victoria, BC V8W 9P1
Phone: 1-866-714-3378 Fax: 1-250-952-1119
Email: [online form on website](http://www.health.gov.bc.ca/assisted/): www.health.gov.bc.ca/assisted/

The assisted living registry has the legal authority and responsibility to investigate complaints related to health and safety concerns in publicly subsidized and private-pay assisted living residences in British Columbia. Examples of complaints are—abuse or neglect, unsafe environment, personal care practices that put a person at risk. If you have a complaint, raise your concerns firstly through the operator's internal complaint system and if you do not get a satisfactory resolution, you can make a complaint to the assisted living registry.

ARTS & CULTURE

GOLDEN & AREA 'A' ART GUILD

Meets Mondays from 10:30 am to 3 pm in the Golden Senior Centre. A welcoming and supportive gathering of artists of all abilities and talents. Call Kryz 250-344-4746

GOLDEN & DISTRICT MUSEUM AND ARCHIVES

Stimulating Exhibits | Educational | Golden BC Museum (goldenbcmuseums.com)

1302—11th Avenue South - PO Box 992, Golden BC V0A 1H0

Telephone: 250-344-5169 Email: museum.golden@gmail.com

Regular hours Monday to Friday 9 am to 4 pm. Extended hours in the summer months.

Closed on official holidays.

Governed by the Golden & District Historical Society whose mandate is to collect, preserve, and exhibit artifacts and information from Golden BC and its surrounding communities for the education and entertainment of all. Membership can provide a wide variety of volunteer opportunities in a wide range of interests and activities.

KICKING HORSE CULTURE / GOLDEN DISTRICT ARTS COUNCIL

516—9th Avenue North - PO Box 228, Golden, BC V0A 1H0

Telephone: 250-344-6186 Email: info@kickinghorseculture.ca

Community arts council which serves the town of Golden and area. KHC also manages the operations of the Golden Civic Centre, a community hall where they stage concert performances and where a variety of community activities are held. KHC office is located within their Art Gallery of Golden (AGOG) on the main street of town. The Art Gallery of Golden is open Monday through Saturday from 10:30 am to 5:00pm. Open Stat holidays, summer Sundays and Sundays in December from 11 am to 4 pm.

MOUNTAIN MAGIC QUILT GUILD

Meets Thursday evenings from 7:00 to 9:00 p.m. in the Golden Senior Centre. Membership is open to all persons interested in quilting. For more information call Bev Ewan at 250-344-5658.

SNOW KING'S MASQUE PARADE

Annual community artistic street party staged in February at Spirit Square.

GOLDEN CINEMA

Screening complete seasons of the Metropolitan Opera Live in HD. Telephone 250-344-5510

COMMUNITY EVENTS

COMMUNITY EVENTS CALENDARS:

For general information on local events and activities, check out the following community calendars:

GOLDEN STAR NEWSPAPER

Telephone: 250-344-5251, 413-9th Avenue N
www.thegoldenstar.net.

KICKING HORSE COUNTRY CHAMBER OF COMMERCE

Telephone: 250-344-7125, 500 10th Avenue North, Golden, BC,
[www.goldenchamber.bc.ca>events-calendar](http://www.goldenchamber.bc.ca/events-calendar). This calendar includes various categories of specific interest to different groups - Age Friendly for 50 Plus, Business/Education, Community/Public Events, Family/Children Events, Film/Theatre/Music, Sports/Adventure.

GOLDEN FARMER'S MARKET

www.goldenbcfarmersmarket.com 11-3 spirit square Wednesdays June 16- September 29

Long weekend Saturdays May 22, July 31, Sept 4, Oct 9.

Fresh fruits and vegetables from local growers. Locally produced honey, plants, artisan breads, homemade baked goods, preserves and pickles and wide variety of artisan wares (pottery, soaps, knitting, etc.) Live music most days.

GOLDEN ROCKETS HOCKEY CLUB

250-290-2001 1410 9th St S Website: goldenrockets.com

Junior B ice hockey team based in Golden. Founded in 1991-1992 season. Home Arena – Golden, Division –Eddie Mountain, League –Kootenay International Junior Hockey League.

SNOW KING'S MASQUE PARADE

Annual community artistic street party staged in February at Spirit Square. Community art-making and theatrical event which honours the history and cultural heritage of Golden's mountain home. Spirit Square welcomes Snow King and Lady Spring down from the mountain with a torch-lit procession and escort. Music, dancing, ice and snow carving, stilt walking, giant puppets, fire spinning and other circus acts.

SUMMER KICKS

Website: kickinghorseculture.ca

With support from the Town of Golden and CSRD Area "A" Kicking Horse Culture presents free weekly concerts featuring Canadian touring headliners and local artists in Spirit Square. Wonderful summer evening entertainment for all ages and all free.

EDUCATIONAL SERVICES

College of the Rockies – Golden Campus

1305 – 9th Street South Telephone: 250-344-5745

Lifelong learning opportunities, some of which are aimed primarily at senior interests and needs. Seniors can access any of the continuing education programs. The college publishes the continuing education guide four times a year. The college has found that seniors are often looking for access to computer training and has an instructor who can sit with seniors and address their questions one-on-one. Continuing education and computer training all have fees attached. If a senior would like to participate in one of the full-time academic programs. The education advising services offered at the college are free and seniors just need to call the college to make an appointment.

COLUMBIA BASIN ALLIANCE FOR LITERACY



www.cbal.org

#107 421 9th Avenue North (Downtown in the Patlar building)

Telephone: 250-439-9665

Email: goldencoordinator@cbal.org

CBAL programming for seniors include the following offerings:

- 1) Tech Tutoring – for all technology questions - including (but not limited to) navigating websites, photo storage, online security, social media, etc.
- 2) One 2 One Tutoring - reading/writing, test taking, job skills, etc.
- 3) CyberSeniors - Beginner level small group computer class
- 4) Getting to Know Your iPad - Beginner level small group iPad class
- 5) Settlement Services - language classes and workshops for Newcomers to Canada and Permanent Residents
- 6) Volunteer Opportunities - One 2 One reading with children in schools, Events, mentoring newcomers, and tutoring learners with specific needs that match your skill set!

CBAL is here to help with ANY of your literacy/learning needs. Call, email or stop by anytime if you have questions or suggestions for programming

ELDER ABUSE & NEGLECT

BC ASSOCIATION OF COMMUNITY RESPONSE NETWORKS



15008 – 26th Avenue, Surrey, BC V4P 3H5 Fax: 1-604-531-9498

Email: administration@bccrns.ca

Web: www.bccrns.ca

Responds to adult abuse, neglect and self-neglect for people aged 19 years and older and coordinated under the Adult Guardianship Act. Adult Abuse is any action which causes harm to another – whether it is financial, physical, sexual or psychological. Neglect is the failure to provide necessary care, assistance or attention that causes serious physical, mental or emotional harm or damage to or loss of assets. Self neglect is any failure to take care of ourselves that causes serious physical or mental harm or damage to or loss of assets.

The Community Response Network brings people together to:

- Raise awareness using posters, brochures, newspaper articles, skits, resource fairs, etc
- Educate through workshops and conferences
- Build relationships leading to protocol development so everyone will know who can help work toward prevention,
- Keep track of how the community's response is working to continuously make it better

VICTIM SERVICES INFO LINE

Telephone: 1-800-563-0808

Website: www.victimlinkbc.ca

Provides information and support for all victims of crime.

VICTIM SERVICES PROGRAM – BC CENTRE FOR ELDERLY ADVOCACY AND SUPPORT

Telephone: 1-866-437-1940

Website: www.bcceas.ca/programs/sail/

Support to adults 50+ who have experienced or are vulnerable to abuse or victim of crime.

RCMP VICTIM SERVICES



1419 – 11th Avenue North
PO Box 810, Golden BC V0A 1H0

Telephone: 250-344-3920

Email: goldenvs@uniserve.com

Website: goldencommunityresources.ca/victim-services

Hours: 10:00 am to 2:00 pm Monday to Thursday

Emergency Response is Available 24/7.

From a call for help, to the investigation of the crime, to an offer of a referrals, the RCMP work in close partnership with victim services' organizations to ensure that victims of crime receive the support they need without delay. Information provided includes:

- Information about the legal system, criminal justice, court orientation
- Describing the process & steps involved in the police investigation & prosecution
- Explanation & help to obtain restraining orders, peace bonds, court injunctions, etc.

To access this service, you must be the victim or witness of a crime. Initial contact is through the RCMP or by referral from another justice personnel.

EMERGENCY SERVICES

Emergency & Community Service Numbers

All Emergencies (Police, Fire, Ambulance) Call 911

- **Ambulance** (Non-emergency)
250-344-6226
- **Canadian Mental Health Association** (East Kootenays)
1-888-353-2273
- **Crime Stoppers**
1-800-222-8477
- **Emergency Social Services**
250-344-7550
- **Fire** (Non-emergency)
250-344-6401
- **Golden Food Bank**
250-344-2113
- **Golden Hospital Emergency Dept.**
250-344-5271
- **Golden Medical Clinic**
250-344-2211
- **Golden Mental Health**
250-344-3015
- **Grandparents Raising Grandchildren Help Line**
1-855-474-9777
- **Poison Control Centre**
1-800-567-8911
- **RCMP** (Non-emergency)
250-344-2221
- **RCMP Victim Services**
250-344-3920
- **Suicide Distress Line**
1-800-784-2433
- **Victim-Link**
1-800-563-0808
- **Women's Safe Home**
250-344-2101

EMERGENCY PREPAREDNESS

A guide for emergency preparedness for seniors

[Disaster Preparedness for Srs-English.revised 7-09.pdf](#)
(healthyagingcore.ca)

EMERGENCY SOCIAL SERVICES

Service BC – Golden Court House

837 Park Drive

PO Box 39

Golden BC, V0A 1H0

Telephone: 250-344-7550

Fax: 250-344-7553

Hours: 8:30 am to 12 pm and 1:00 pm to 4:30 pm

Service BC is co-located with the Ministry of Attorney General court services branch in the Court House building at 837 Park Drive. Provides basic short-term services required by people forced from their homes by disasters.



GOLDEN FIRE DEPARTMENT

Emergency Telephone 911

Non-Emergency Telephone 250-344-6401

1107 – 11th Avenue S, Golden BC

24 Hour-a-day service that provides emergency fire, rescue, medical, and other related services to the Town of Golden.



RCMP – ROYAL CANADIAN MOUNTED POLICE

Emergency Telephone 911

Non-Emergency Telephone: 250-344-2221 Fax: 250-344-2841

1419 – 11th Avenue N. - PO Box 810, Golden BC V0A 1H0

This detachment serves the communities of Golden and Field. General Services Hours of Operation: Monday to Friday – 8:00 am to 4:30 pm. Services including, but not limited to: Criminal Records Checks, Fingerprints, Report A Crime, General Information, Non-emergency complaints.

GOLDEN & DISTRICT SEARCH & RESCUE SOCIETY

210 Fisher Road
PO Box 1332
Golden BC, V0A 1H0

Telephone: 250-344-5902

SAFE HOMES PROGRAM

24 Hour Crisis Line 250-344-2101

24 Hour Crisis Line Support for Women. Providing safe refuge and support to women (and their children) at risk of all forms of abuse.

FOOD & DIETARY SERVICES

DINNERS AT HOME (FORMERLY MEALS ON WHEELS)

Phone: 250-344-5271 or 250-344-3032

This program provides you with nutritious, well-balanced meals. Available at the Golden District Hospital. Meals can be heated in a microwave or oven, are easily stored in your freezer, and are a balanced nutritious alternative to cooking at home. Each meal is labeled with reheating instructions.

GOLDEN FOOD BANK SOCIETY

Phone: 250-344-2113 - 1117 9th Street South, Golden

Providing healthy food to any resident of Golden who is in need.

RESTAURANTS

Many local restaurants have weekly specials and seniors discounts.

<https://www.tourismgolden.com/dining/restaurants-caf%C3%A9s>

GOVERNMENT SERVICES

FEDERAL GOVERNMENT

Website: www.canada.gc.ca

MEMBER OF PARLIAMENT - [HTTP://WEBINFO.PARL.GC.CA](http://WEBINFO.PARL.GC.CA)

Rob Morrison Member of Parliament, Kootenay-Columbia

Email – rob.morrison@parl.gc.ca

Nelson Office 1-250-354-2610

Cranbrook Office 1-250-417-2250

Toll Free 1-800-668-5522

FEDERAL CONTACT INFORMATION:

- *BC Climate Action Tax Credit* – tax-free quarterly payment that helps low-income individuals and families with the carbon taxes they pay. Phone 1-800-959-1953 English or 1-800-959-1954 French. www.cra-arc.gc.ca/bnfts/rltd_pgrms/bc-eng.html
- *Canada Border Services Agency* – general border services information; for in-depth information, speak to an agent 8 am to 4 pm Monday to Friday. www.cbsa.gc.ca
Phone: 1-800-461-9999 English/French or 1-866-335-3237 TTY
- *Canada Pension Plan* – 1-800-277-9914 – www.hrsdc.gc.ca
- *Canada Revenue Agency* – 1-800-959-8281 - www.cra-arc.gc.ca
- *HST Credit* – 1-800-959-1953
- *Tax Refund Status* – 1-800-959-1956
- *Tax Info phone service* – 1-800-267-6999

- *Citizenship & Immigration* – 1-888-242-2100 – www.cic.gc.ca
- *Old Age Security* – 1-800-277-9914 – www.hrsdc.gc.ca
- *Passport Canada* – 1-800-567-6868 – www.pptc.gc.ca
- *Service Canada* – 1-800-622-6232 – www.canada.gc.ca
- *Social Insurance Numbers* – 1-800-206-7218 – www.hrsdc.gc.ca
- *Veterans Affairs Canada* – 1-866-522-2122 – www.vac-acc.gc.ca

INCOME SECURITY PROGRAMS

Canada Pension Plan, Old Age Security, Guaranteed Income Supplement.

Phone 1-800-277-9914 or 1-800-529-3742 TTY –
www.esdc.gc.ca/en/pension/index.page

HEALTH CANADA

Phone 1-866-225-0709 or 1-800-465-7735 TTY – www.hc-sc.gc.ca

Responsible for helping Canadians maintain, improve health while respecting individual choices, circumstances.

MUNICIPAL GOVERNMENT

Town of Golden
Telephone: 250-344-2271 www.golden.ca
810 9th Avenue South
Email enquiries@golden.ca

Provides essential, expected and extended services for the residents of Golden, BC.

COLUMBIA SHUSWAP REGIONAL DISTRICT

Karen Cathcart – Director Area 'A' - kcathcart@csrd.bc.ca – www.csrd.bc.ca

Telephone: 250-344-8357

Building inspection, Bylaw Enforcement, Agricultural Land Reserve, Zone & Land Use Bylaws, Environmental Services, Solid Waste & Recycling, Parks & Recreation, Emergency Management, Dog Control, Utilities – see web site for all services and details.

PROVINCIAL GOVERNMENT

AIR QUALITY HEALTH INDEX

New tool that measures air quality in your community, reports health risks. Air quality advisories. Website www.bcairquality.ca

Provincial Contact Information:

- -Community Care Facilities Licensing – www.healthplanning.gov.bc.ca/ccf
 - -Employment & Income Assistance – www.gov.bc.ca/hsd
 - -Enquiry BC – general enquiries – 1-800-663-7867 – www.gov.bc.ca
 - -Government Agent Golden – 837 Park Dr., Phone: 250-344-7550
 - -Housing – BC Housing – 1-800-834-7149 – www.bchousing.org
 - -Interior Health – 1-250-837-2131 – www.interiorhealth.ca
 - -Medical Services Plan (MSP) – 1-800-663-7100
-

SERVICE BC

Phone: 1-800-663-7867 Website: www.gov.bc.ca

Service BC can help you contact the program, service or person that you need to speak to from 7:30 a.m. to 5 p.m. Monday through Friday. Services include: BC Assessment, BC Hydro Payments, BC Parks Reservations, Birth-Death & Marriage Certificate Applications, Boater Safety Program, Commissioner for Taking Affidavits, Fish & Wildlife Licences, Land Title Searches & Information, Marriage Licences, Medical Services Plan Registration & Billing Payments, Registrar of Voters, Residential Tenancy Information.

SERVICE BC CENTRE – GOLDEN LOCATION

Phone: 250-344-7550 - 837 Park Drive (Located in the Court House) Website: www.gov.bc.ca

MEMBER OF THE LEGISLATIVE ASSEMBLY (MLA)

Website: www.leg.bc.ca/mla

HEALTH CARE & WELL-BEING SERVICES

BALANCED SOLE FOOT CARE

Telephone: 250-348-2463 or 250-439-9467

Qualified foot care service providing diabetic foot care, nail trimming, treatment of corns, nail fungus, calluses, in-grown toenails. Mobile clinic services available.

CANADIAN RED CROSS HEALTH EQUIPMENT LOAN PROGRAM

Telephone: 250-344-5271

Walkers, wheelchairs, bathing and toiletry aids. Short term (3 months) loan of equipment – must have health practitioner referral – call for hours of operation. Equipment loans are available by donation.

ELEMENTS THERAPEUTICS

802 Park Drive Phone: 250 344 6654 mail@elementtherapeutics.ca

Health & wellness centre offering physiotherapy, massage therapy, yoga, nutrition, personal training consults.

GOLDEN & DISTRICT GENERAL HOSPITAL – INTERIOR HEALTH AUTHORITY

Phone: 250-344-5271

Golden & District Hospital 835 - 9th Avenue South Golden, BC V0A 1H0

Level 1 community hospital. Offers services including inpatient, obstetrics, emergency, lab, nutrition/ dietician services.

GOLDEN CHIROPRACTIC

509 – 9TH Avenue North Telephone: 250-344-7337

Providing chiropractic care focused on your quality of everyday life.

GOLDEN DENTAL CENTRE

901 9th St South, PO Box 719 phone 250-344-2710 info@goldendental.ca

PURCELL DENTAL OFFICE

814 Park Dr, Golden, BC V0A 1H0 [Phone: \(250\) 344-5864](tel:(250)344-5864)

GOLDEN HOSPICE SOCIETY

Telephone: 250-344-6300 or 250-344-5756 Email: goldenhospicehelp@gmail.com

Addressing the needs of palliative care patients and their families. Quality of the family wellness, community involvement and personal dignity are all part of the compassionate care offered. To access services through a referral please contact your doctor, home health nurse, your pastor or a family friend.

GOLDEN MEDICAL CLINIC

826 – 9TH Avenue South
Telephone: 250-344-2211
Fax: 250-344-7620
Accounts: 250-344-6863

Clinic Hours – 9 am to 12 pm and 1:30 to 4:30 pm Monday to Friday excluding holidays.
General medical services dedicated to providing health care to the citizens of the community

GOLDEN OPTOMETRY CLINIC

[Golden Optometric Clinic](#)

509 B 9th Avenue North Telephone: 250-344-6268 Fax: 250-344-6230

INTERIOR HEALTH - HOME & COMMUNITY CARE SERVICES

Telephone: 250-344-3005

835 9th Avenue South Golden & District General Hospital

Interior Health's Home & Community Care program provides needed help to clients in their homes. Doctor referral is not required – referrals can be made by the client, family member, friends or an Aboriginal Patient Navigator. A health professional determines eligibility and will work with you, your family and your doctor to develop a care plan. The care plan may include receiving community care services or coordinating access to housing options. Cost is based on income and clients must meet eligibility criteria.

All services provided by Interior Health Authority (IHA) require a BC Residency clause of 3 months and must be approved by a Case Manager.

Contact the local Home & Community Care office to learn more and how to access the following services:

Case Manager/Assessment Nurse

Telephone: 250-344-3026

Case Managers arrange for community care services and help with the transition between home, assisted living and residential care. Case Management may be provided in your home, in a clinic, at an assisted living residence or in the hospital. Accepts referrals from professional and community. Makes home visits and completes an assessment on client's needs and abilities. A financial assessment is also done using the previous year's income tax assessment. If a couple are living in the home, then both incomes are used to calculate daily charges.

Community Care Nursing

If you require acute, chronic or palliative support, Interior Health can help with this program. Nurses will provide care on a non-emergency basis to help with things such as administering medications, changing dressings, pain management, chronic disease management, intravenous care, ostomy care, post-hospital care, wound care, palliative care and self-care education.

Community Rehabilitation Services

Community occupational therapists and physiotherapists provide rehabilitation to eligible people in their homes or other care settings.

Home Support Services

Promotes independence for those with chronic health conditions, disabilities or terminal illness. This is a publicly subsidized service based on income. Home support services are designed to supplement, not replace, the care and resources provided by families, caregivers and friends. Home Support Services aid with in-home personal care, bathing, meal prep, meal assistance, falls prevention programs, tube feeds, medicine reminder assistance, catheter/ostomy care and respite. You must meet eligibility requirements prior to accessing services.

Caregiver Support

Telephone: 1-877-489-0803 or 250-344-6866 Email: caregiversnetworkek@gmail.com

Provides support for informal caregivers of an elderly person who lives either with them at home, alone in the community, or in a facility (private, assisted or supported care). Caregivers are provided with the opportunity to exchange information, access community resources, receive education, access advocacy when needed and most importantly, promote self-care. Funded by Interior Health Authority, the group meets the second Wednesday of the month, 6:30 pm in the Golden Seniors Society.

Choice in Supports for Independent Living (CSIL)

CSIL is a self-managed care option that provides people with more flexibility and choice. If eligible for CSIL, money may be given directly to the client so that they can purchase and supervise home support services themselves, rather than having Interior Health provide the services on their behalf.

Respite Services

Respite Services give the unpaid caregiver temporary relief from the emotional and physical demands of caring for a friend or family member to allow them to continue to provide quality care. Respite services can include Adult Day Program, Home Support services, or short term stays in a residential care facility or hospice.

Adult Day Program

Adult Day Programs offer personal care, recreation and social activities for people still living at home while providing caregivers with rest and relief.

Health Care Equipment & Supplies

Community Care professionals can help ensure that required medical supplies and equipment are provided in your home. Some supplies may be provided, or you may be referred to the Red Cross equipment loan program or a local supplier. Occasionally costs may be covered by the Palliative Care Benefits Program, Non-Insured Health Benefits, or an alternate funding source.

Acquired Brain Injury

This service works with care teams to develop plans for people who have brain injury because of trauma that occurs after birth (falls, blows to the head) or non-degenerative diseases such as tumours, strokes or aneurysms.

Community Nutrition

Registered dietitians work to support nutritional needs through healthy eating and other means of nutrition support. They also assist with prevention and management of chronic conditions.

Community Social Work Services

Help for clients and their families to negotiate complex systems, build solid support networks, cope with stress, and strengthen or restore their ability to self-manage.

Community Respiratory Therapy Services

Provides discharge planning and home care service to clients with chronic obstructive pulmonary disease, asthma, home ventilation, tracheostomy and palliative care issues.

Home Oxygen Program

Interior Health provides funding to those who qualify for the home oxygen program based on medical and non-medical criteria. Your doctor can complete an application with an oxygen prescription.

Health Services for Community Living

IHA provides a range of health care services to people with developmental disabilities. Services may include nursing, rehabilitation, dental hygiene, dietitian and speech language.

Meals Programs

Call the Home and Community Care office to find out about available meal programs in the area.

Palliative Care

Provides supportive and compassionate care to the dying. Care can be provided in a variety of settings – contact the Home and Community Care office for more information.

Designated Agency Response to Adult Abuse and Neglect

Interior Health is appointed as a designated agency to protect vulnerable adults from abuse, neglect or self-neglect. The designated agency must receive and investigate reports of adult abuse or neglect of adults 19 years of age or older who are unable to seek support or assistance on their own because of restraint, physical disability, illness, disease, injury or any other condition that affects decision-making ability. For more information, contact the Home and Community Care office.

INTERIOR HEALTH PATIENT CARE QUALITY OFFICE

Toll Free: 1-877-442-2001 Email: patient.concerns@interiorhealth.ca

Resolving concerns and improving quality. The Patient Care Quality office provides service across Interior Health to receive, record, track and respond to compliments and complaints. Interior Health is committed to providing their patients, residents and clients with excellent care and service. Your feedback helps them to know what they are doing well and what can be improved upon.

HOUSING

ABBNEYFIELD HOUSE, ST. PAUL'S GOLDEN

[St Paul's Golden — Abbeyfield Houses Society of Canada™](#)

Telephone: 250-344-7997

915 – 9th Street South - PO Box 2258, Golden BC V0A 1H0

Independent living with some support services. Providing accommodation and companionship for seniors in their own community. Ten private bed-sitting rooms (300 sq. ft.) which are furnished by each resident. Adjoining private bathrooms. Common living, dining and recreation areas for all residents. Lunch and dinner are provided daily, and community kitchen is open for snacks as desired. Breakfast is responsibility of each resident.

Facility has a live-in house coordinator who attends to the daily running of the house, shops and prepares lunch and dinner. Laundry facilities are provided at no additional cost. Homecare and financial assistance are available.

Miscellaneous amenities included in rent: supplied food for breakfast & snacks, electricity, hot water & heating costs, basic cable TV, property taxes, secure exterior doors with phone entry, storage area.

HENRY M. DURAND MANOR

Telephone: 250-344-3042

803 – 9th Street South - Golden BC

Long term residential care facility managed by Interior Health Authority. Eligibility for publicly subsidized residential care is determined by the Interior Health Home and Community Care office (250-344-3045) – you do not need to contact the facility directly. Once considered eligible for residential placement, your name will be placed on a list for either a first appropriate bed or a bed in your preferred facility. The Case Manager will continue to monitor your needs while you wait for placement. People with the greatest need have priority for the first appropriate bed in a residential care facility. Eligibility is based on several factors including:

- Having demonstrated complex care needs assessed as requiring residential care.
- Having made reasonable attempts to have care provided at home that has either failed or is considered unsafe or unreasonable to continue. Individuals who can manage at home with home health services, but refuse services are not typically appropriate for residential care.
- Have had the required health and financial assessments completed by the Case Manager.
- Have met eligibility criteria.

Facility has 26 residential beds, two dining centers, resident lounge, bathing facilities and an activity room. Each resident has their own unit with in-room washroom.

MOUNTAIN VIEW HOUSING

Telephone: 250-344-7924 Fax: 250-344-7962
750 – 8th Avenue South, Golden BC

Independent and assisted living facility. Managed by the Golden Community Resources Society.

Assisted Living Module:

Eight assisted living units in self-contained apartments with a 24-hour response system. Units are spacious one-bedroom suites and are wheelchair accessible.

Residents receive a wide range of services including two meals per day, general housekeeping, laundry, personal care, 24-hour response, and social and recreational opportunities. Residents pay 70% of their after-tax income for their units and services.

Applications for residency within assisted living module are administered and referred through Interior Health Home Support Services (telephone 250-344-3045).

Independent Living Module:

Eight independent living rental units. Location allows tenants to live independently as well as having the ability to access meal services and recreational activities.

PURCELL VIEW APARTMENTS

814 – 12th Street South, Golden BC

Independent living accommodation. Retirement home which offers senior residents (65+) subsidized housing options as well as a variety of amenities and services. The apartments are managed by the Golden & District Senior Citizen's Housing Society Board of Directors. Applications are available at the "Western Financial Group" insurance agency (511 – 9th Avenue North, Golden; telephone 250-344-7161).

MINISTERIAL SERVICES & CHURCHES

Sources of spiritual nourishment, fellowship and volunteer opportunities within church communities.

- Church of Jesus Christ of Latter-Day Saints
*1529 Lafontaine Road
250-344-5343*
- Golden Baptist Church
*1343 Pine Drive
250-344-7676*
- Golden Pentecostal Church
*717 – 10th Street South
250-344-2459*
- Golden Seventh Day Adventist Church
*917 – 11th Street South
250-344-5718*
- Golden Sikh Temple
*603 – 13th Street South
250-344-2965*
- Kingdom Hall of Jehovah's Witnesses
*1218 – 9th Street South
250-344-6164*
- Rocky Mountain Alliance
*712 – 10th Street South
250-344-2456*
- Sacred Heart Catholic Church
*808 – 11th Street South
250-344-6328*
- St. Andrew's United Church & Centre for Peace
*901 – 11th Avenue South
250-344-6117*
- St. Paul's Anglican Church
*913 – 9th Street South
250-344-6113*
- Trinity Lutheran Church
*909 – 9th Street South
250-344-2935*

MUNICIPAL & COMMUNITY SERVICES

BEAR AWARE PROGRAM – WILDSAFE BC

Telephone: 250-344-4855 or 1-877-952-7277 Email: golden@wildsafebc.com

Reduce human-bear conflict. Keep bears out of our neighborhoods, keep our community safe and prevent the unnecessary destruction of bears. Report bear sightings or problem bears to toll-free number. Remember that we live in bear country!

BYLAWS AND ANIMAL CONTROL

Contact the Bylaw Enforcement Officer, Town of Golden, at 250-344-2271 Ext. 234.

GOLDEN FAMILY CENTRE

[Golden Family Center](#) 421 9th Avenue North PO Box 415 Golden BC 250-344-2000

The family centre offers counselling and support services.

GOLDEN FOOD BANK SOCIETY

Phone: 250-344-2113 - 1117 9th Street South, Golden

Providing healthy food to any resident of Golden who is in need.

GOLDEN WOMEN'S RESOURCE CENTRE

[Golden Women's Resource Centre - Home \(goldenwomencentre.ca\)](#)

419 – 9th Avenue North, Golden, BC V0A 1H0.

Telephone 250-344-5317. www.goldenwomencentre.ca

WOMEN'S SHELTER CRISIS LINE

250-344-2101 (24 hours a day, 7 days a week)

Services limited to women. Emotional support, advocacy, women's shelter, support for women experiencing abuse, free access to computers and internet, information and referrals surrounding rights, laws, and available resources, resource library, etc.

OKANAGAN REGIONAL LIBRARY – GOLDEN BRANCH

[Golden B.C. Library Location | Okanagan Regional Library \(ORL\)](#)

819 Park Drive, Golden BC - Telephone: 250-344-6516

Open: Tuesdays 10 am to 5 pm; Thursdays 10 am to 8 pm; Fridays & Saturdays 10 am to 5 pm.

Books, magazines, newspapers, DVDs, audio books and reference materials. Programs for children and adults.

PROFESSIONAL SERVICES

CONSUMER SERVICES & SUPPORTS

BETTER BUSINESS BUREAU

Phone: 1-888-803-1222 Website: <http://mbc.bbb.org/consumers/>

Promotes marketplace fairness, honesty and helps people find and recommend businesses, brands and charities they can trust.

CANADIAN ANTI-FRAUD CENTRE

Phone: 1-888-495-8501 Website: www.antifraudcentre.ca

Collects information and criminal intelligence on mass marketing fraud (telemarketing), advance fee fraud letters (e.g. West African), internet fraud and I.D. theft complaints.

CONSUMER PROTECTION AUTHORITY

Phone: 1-888-564-9963 Website: www.consumerprotectionbc.ca Promotes a fair marketplace for BC consumers, businesses. Investigates complaints, seeks redress for those treated improperly by a business. Not-for-profit corporation that protects consumers.

NATIONAL DO NOT CALL LIST

Phone: 1-866-580-3625 Website: <https://www.lnnte-dncl.gc.ca>
Allows you the choice to reduce the number of telemarketing calls you receive by registering your residential, cell, or fax numbers on a do not call list.

SCAMS & FRAUD

Website: www.rcmp-grc.gc.ca
For information on common scams go to the RCMP web site above and click on 'Scams and Fraud' (Quick Links).

FINANCIAL SERVICES & SUPPORTS

ABORIGINAL AFFAIRS AND NORTHERN DEVELOPMENT CANADA

Phone: 1-800-567-9604 Website: www.aadnc-aandc.gc.ca
Supports Aboriginal people and Northerners in their efforts to improve social well-being and economic prosperity; develop healthier, more sustainable communities; and participate more fully in Canada's political, social and economic development – to the benefit of all Canadians.

Allowance Program

Phone: 1-800-277-9914

Benefit available to the spouses or common-law partners of Guaranteed Income Supplement recipients – Service Canada.

BC ASSESSMENT AUTHORITY

Phone: 1-866-825-8322 Website: www.bcassessment.ca
Produces annual property assessments. Website will allow you to compare the assessed value of your property with the values of your neighbors and similar valued homes. Allows you to request to make an appeal if you feel that your property value is not comparable to other like properties.

BC SECURITIES COMMISSION INVESTOR EDUCATION

Phone: 1-800-373-6393 Websites: www.investright.org or www.befraudaware.ca Useful information to be an informed investor: know yourself, your advisor, your investment, and the warning signs of investment fraud. Phone: 1-800-267-2384 Website: www.cra.gc.ca/donors

CANADA PENSION PLAN

Phone: 1-800-277-9914 Website: www.servicecanada.gc.ca
Provides a retirement pension and other benefits for people who have contributed to this plan through paid employment in Canada – Service Canada.

CREDIT COUNSELLING SOCIETY

Phone: 1-888-527-8999 Website: www.nomoredebts.org
Free credit counselling, solve debt problems, manage your money better, use credit responsibly.

EMPLOYMENT INSURANCE (EI) BENEFITS

Phone: 1-800-206-7218 Website: www.servicecanada.gc.ca/eng/sc/ei/index.shtml
Information for seniors who continue working after age 65 – Service Canada.

GUARANTEED INCOME SUPPLEMENT (GIS)

Phone: 1-800-277-9914 Website: www.servicecanada.gc.ca
Provides additional money (on top of Old Age Security), to low-income seniors living in Canada

VEHICLE INSURANCE

Website: www.icbc.com/autoplan/costs/pages/discounts-and-savings.aspx Discount available for ICBC basic insurance for 65+ registered owners and operators, pleasure use only. See an Auto Plan broker for details and other discounts.

Ministry of Social Development - Seniors Assistance Programs

Phone: 1-866-866-0800 - Extension 4 and then Extension 3

Tax Deferment, Home Renovation Tax Credit, Homeowner grants

OLD AGE SECURITY (OAS)

Phone: 1-800-277-9914 Website: www.servicecanada.gc.ca

A federally-funded monthly pension for Canadian citizens who are 65 years of age and meet residency requirements – Service Canada.

Targeted Initiative for Older Workers

Phone: 250-344-5901 (College of the Rockies, Golden Campus)

Email: labourmarketprogramsbr@gov.bc.ca

Supports Canada's unemployed older workers.

VETERANS AFFAIRS CANADA

Phone: 1-866-522-2122 Website: www.veterans.gc.ca/eng/services Support services for veterans or still-serving members of the Canadian Armed Forces, RCMP or a family member. Wide range of mental health benefits, disability benefits as well as information to help to received medical coverage, rehabilitation services, remaining independent in your home or gaining access to long term care.

LEGAL SERVICES & SUPPORTS

ACCESS PRO BONO SOCIETY OF BC

Phone: 1-877-762-6664 Website: www.accessprobono.ca

To advance access to justice by developing, and facilitating opportunities for the effective provision of high-quality bono legal services to people and non-profit organizations of limited means.

BC CENTRE FOR ELDER ADVOCACY & SUPPORT (BC CEAS)

Phone: 1-866-437-1940 -Seniors Abuse & Information Line (SAIL) Website:

www.bcceas.ca Non-profit organization delivering programs, initiatives that work to prevent elder abuse. Services include education and outreach programs, Seniors Advocacy & Information Line, Victim Services and Legal Advocacy programs, as well as the Elder Law Clinic. Advocate for legal and social justice for older adults.

CANADIAN BAR ASSOCIATION

Phone: 1-800-663-1919 (Referral Service) Website:
www.cbabc.org 1-800-565-5297 (Dial-a-Law Scripts)

Promotes fair justice systems, effective law reform, equality in the legal profession, discrimination elimination. Lawyer referral service.

CLICKLAW

Website: www.clicklaw.bc.ca

On-line legal information, education and help. Solve problems, understand your rights, common legal questions.

COMMUNITY LEGAL ASSISTANCE SOCIETY

Phone: 1-888-685-6222 Website: www.clasbc.net

Benefit of those who are physically, mentally, socially, economically or otherwise disadvantaged, or whose human rights need protection.

DIAL-A-LAW

Phone: 1-800-565-5297 (Recorded Information) Website: www.dialalaw.org Offers general information on a variety of topics on BC Law but not legal advice. Free service available in English, Chinese and Punjabi via the internet – English and Chinese by phone.

LAWYER REFERRAL SERVICE

Phone: 1-800-663-1919 Website: www.cbabc.org/For-the-Public Canadian Bar Association service which enables members of the public to consult with a lawyer for up to 30 minutes for a fee of \$25.00.

LEGAL SERVICES SOCIETY

Website: www.legalaid.bc.ca

Legal aid for people with low incomes.

PEOPLE'S LAW SCHOOL

Phone: 604-331-5400 Website: www.publiclegaled.bc.ca

Provides public legal education and information. Booklet available – When I'm 64 – Services, Controlling Your Affairs, Power of Attorney

www.publiclegaled.bc.ca/category/resources/booklets/

PUBLIC GUARDIAN & TRUSTEE OF BC

Phone: 250-712-7576 (Kelowna) or 1-800-663-7867 Website: www.trustee.bc.ca

Service for adults who require assistance in decision making through protection of their legal rights, financial interests and personal care interests.

THE CANADIAN CENTRE FOR ELDER LAW

Phone: 604-822-0633 Website: www.bcli.org/ccel

Expertise in elder law issues both in Canada and internationally.

VITAL STATISTICS AGENCY

Phone: 1-888-876-1633 Website: www.vs.gov.bc.ca

Registers all births, marriages, deaths and name changes that occur in BC

RECREATION OPPORTUNITIES

GOLDEN BADMINTON PROGRAM

Held at the Mount 7 Rec Plex on Monday and Wednesday evenings. Designed for youth, adults and seniors alike. The program runs from October to March. Drop-in players welcome. Contact Lynda Conway at conways@myflexi.net.

GOLDEN CYCLING CLUB

Promoting and advocating the sport of mountain biking in the Golden area. Contact goldencyclingclub@gmail.com.

GOLDEN CURLING CLUB

Manages the curling rink and rents curling ice sheets, kitchen and banquet room. League programs are available with mixed league play on Tuesday evenings, men's league on Thursday evenings and mid-day drop-in on Monday, Wednesday and Friday afternoons.

GOLDEN NORDIC SKI CLUB SOCIETY

Aims to offer members with world-class ski trails for all levels of experience. Purpose is to develop and promote cross-country skiing in the Golden area. Club has over 33 km of groomed classic and skating trails at Dawn Mountain Nordic Centre and 6 km of classic track set trails at the Golden Golf Course. Contact Joan Dolinsky at joandolinsky@gmail.com.

OLD-TIMERS' HOCKEY

Hockey league for players 30+ years. Contact Russ Jackson at 250-344-2734. Silvertips 50+ Hockey - Recreational hockey designed for players 50+. Runs on a drop-in format and holds mid-day hour and a half ice time on Tuesdays and Fridays. Contact Sid Brook at sidmice@gmail.com.

TAPESTRY MOVEMENT & MEDITATION

Telephone: 250-344-2936
Classes held in the sanctuary of St. Andrew's United Church & Centre for Peace. A mixture of yoga, breathing exercises, stretching and movement either through participation in classes open to all ages or classes specifically aimed at healthy aging. Exercises for both the body and the mind.

MEDITATION & MOVEMENT

Telephone: 250-272-0291
Classes held at the Golden Seniors Centre on Friday morning. You must be a member of the Society to participate. A mixture of chair yoga, breathing exercises, and mindfulness. Classes are aimed at healthy aging. Exercises for both the body and the mind.

TOWN OF GOLDEN LEISURE SERVICES

Telephone: 250-344-2271 810 – 9th Avenue South

Contact Leisure Service staff for detailed information about:

- Skating & Shinny Programs at the Golden & District Arena
- Swimming – swim lessons, year-round Aquafit, summer programs, lifeguard certification, etc.
- Winter Walking – indoor walking program at Mt. 7 Rec Plex
- Drop-In Programs – badminton, indoor European football, pickleball, basketball, volleyball, public skate, drop-in Silvertips hockey, shinny, Aquafit.

Purchase a Universal Rec Pass and gain access to all Town of Golden drop-in programs.

SENIORS SERVICES

GOLDEN AGE FRIENDLY COMMUNITY COMMITTEE

The Town of Golden (with administrative support of the College of the Rockies) undertook the completion of an Age Friendly Community Plan which was completed in June 2014. Since that time a committed group of community members have continued to work towards supporting age friendly activities and resources. Age friendly communities are communities where older people can live active, socially engaged lives through policies, services and structures designed to support them. Age friendly communities recognize the wide range of capacities and resources among older people; anticipate and respond flexibly to aging-related needs and preferences; respect decisions and lifestyle choices; protect those who are most vulnerable; and promote inclusion and contribution in all areas of community life. If you are interested in working to promote an age friendly community, you are welcome to join the committee. Meetings are held the 3rd Thursday of the month, 2 pm.

Call Lynne Romano (Chair) at 250 272-0291 for more information.

BETTER AT HOMES

Supporting the non-medical needs of older adults in BC. Better at Home is a program that helps seniors with simple non-medical, day-to-day tasks so that they can continue to live



Better at Home is funded by the Government of British Columbia.

independently in their own homes and remain connected to their communities. Better at Home is one of a growing number of programs offered province-wide by [Healthy Aging](#). With funding from the Government of British Columbia, Healthy Aging administers the Better at Home program throughout B.C., supporting upwards of 80 non-profit organizations to deliver Better at Home to their communities. This collaborative approach ensures that local agencies can respond to local needs.

For services in Golden please contact Lynne Romano, Program Manager at (250)272-0291 or email Lynne.cdc@gmail.com for more information.

GOLDEN SENIORS NAVIGATOR

A free resource for Golden & Area's older adults, their families and their caregivers helping access resources and information concerning senior services available in the community. The program connects people who know what is out there with people who need the information, making it easier for them. The Navigator can provide guidance through the complex network of senior housing and care options. The program distributes helpful information, can assist in the completion of government forms, provides information on government programs, and helps to search for needed assistance. The Golden Seniors Navigator program is a community service administered by the Golden Community Resources Society as an integral part of the Better at Home Program.

Call Mickey at 250-344-6866 or email mickeybalas22@outlook.com for more information.

1401 – 9th Street South Telephone: 250-344-5465 www.goldseniors.ca

Contributing a variety of social, recreational, and volunteer opportunities. Membership is open to anyone over 18 years of age, however only members over 50 have voting privileges. Annual membership \$25 due on January 1st of each year. Activities at the centre include: Art Guild (Mondays 10:30 am – 3 pm), Crafts (Mondays 1 – 3 pm), Bingo (Tuesdays 1 – 3 pm), Cribbage (Thursdays 1 – 3 pm), Bridge (Thursdays 1 – 4 pm), Quilters Guild (Thursdays 7 – 9:30 pm), Spring & Fall Tea & Bake Sales, Christmas Dinner, New Years Eve Potluck Dinner, Soup Day (4th Friday of the month 11:30 am – 1 pm). All interested community members are welcome to join the centre for fellowship, fun, games, teas and luncheons.

In 1955 a visionary group of seniors conceived the idea of a Golden Seniors Club, recognizing that a gathering place was needed for seniors to come together with each other for socializing.

The Society became popular right from the start with organized card games, weekly teas, and crafts. There were group bus tours that took our members out of town to many different destinations. At Christmas there were tours of Christmas lights, often enjoyed by many who couldn't do this on their own. In 1997 when our new building was completed, we had room for banquets, tickets for the Christmas dinner were always sold out well in advance. Also added to the centre was a pool table and shuffleboard table, leading to many competitions amongst the seniors.



TRANSPORTATION

MOUNT 7 TAXI

801 – 10th Avenue South Telephone: 250-344-5237

24 Hour, 7 Day a week taxi service to Golden and the surrounding area. Member of the BC Safety Council and fully licensed to operate throughout British Columbia and Alberta. Discounts applied to all senior citizens.

RIDER EXPRESS

Rider Express` mission is to provide safe, reliable, comfortable, convenient and affordable intercity bus service, logistics, and charter services. Not satisfied with accustomed standards, Rider Express aims to go above and beyond and hence raise the quality bar.

Telephone: 1-833-583-3636 Trans Canada Highway, Golden, BC

HEALTH CONNECTIONS – REGIONAL TRANSIT SERVICE

GOLDEN to CRANBROOK

Book a Trip (24hrs in advance): [1-877-343-2461](tel:1-877-343-2461)

Please note, these trips will be running on Tuesdays and Thursdays

Golden to Cranbrook (Tuesday and Thursday):

Golden 8:00 a.m., Invermere – hospital 9:20 a.m., Invermere – Chamber of Commerce 9:25 a.m., Cranbrook 11:15 a.m.

Cranbrook to Golden (Tuesday and Thursday):

Cranbrook - hospital 3:00 p.m., Invermere 5:00 p.m., Golden 6:30 p.m.

Trip Notes: In Cranbrook, the bus will let you off at a number of different health facilities by request. Call to confirm the departure time from Cranbrook.

This Health Connections route is run in partnership with Kootenay East Regional Hospital District,, Regional District of East Kootenay and BC Transit. Decisions about fares, routes and service levels are made by the Interior Health and the City based on information and planning provided by the Municipal Systems Program of BC Transit.

ADDITIONAL RESOURCES

- [BC Seniors Advocate – Seniors Guide](#)
- [BC Healthy Aging CORE Home | Healthy Aging CORE](#)
- [CORE Canada](#)

1. ADVANCE PLANNING:

- **BC Government: Advance Care Planning Information**
<https://www2.gov.bc.ca/gov/content/family-social-supports/seniors/health-safety/advance-care-planning>
- **BC Government: Incapacity Planning Information**
<https://www2.gov.bc.ca/gov/content/health/managing-your-health/incapacity-planning>
- **Nidus: Personal Planning Resource Centre and Registry**
<https://www.nidus.ca/>
- **People’s Law School: “Plan for your Future Care” Education Resources**
<https://www.peopleslawschool.ca/category/plan-your-future-care/>
- **Expected/Planned Home Deaths**
<https://www2.gov.bc.ca/gov/content/health/accessing-health-care/home-community-care/care-options-and-cost/end-of-life-care/expected-planned-home-deaths>
- **BC Center for Palliative Care: Resources**
<https://bc-cpc.ca/all-resources/individuals/acp/acp-resources/>
- **Access Pro Bono Wills Clinic**
<https://www.accessprobono.ca/our-programs/wills-clinic>
- **Memorial Society of BC: Low-Cost Funeral Services**
<https://memorialsocietybc.org/>
- **BC Government: Wills and Estate Planning Resources**
<https://www2.gov.bc.ca/gov/content/family-social-supports/seniors/financial-legal-matters/wills-and-estate-planning>

2. GOVERNMENT BENEFITS

- **Old Age Security (OAS)**
<https://www.canada.ca/en/services/benefits/publicpensions/cpp/old-age-security.html>
- **Guaranteed Income Supplement (GIS)**
<https://www.canada.ca/en/services/benefits/publicpensions/cpp/old-age-security/guaranteed-income-supplement.html>
- **Income assistance for seniors not receiving OAS, including the BC Employment and Assistance Program**
<https://www2.gov.bc.ca/gov/content/family-social-supports/seniors/financial-legal-matters/income-security-programs>
- **Allowance for the Survivor**
<https://www.canada.ca/en/services/benefits/publicpensions/cpp/old-age-security/guaranteed-income-supplement/allowance-survivor.html>
- **Canada Pension Plan (CPP)**
<https://www.canada.ca/en/services/benefits/publicpensions/cpp.html>

3. HOUSING

- **BC Government Housing for Seniors Information**
<https://www2.gov.bc.ca/gov/content/housing-tenancy/seniors-housing>
- **BC Rent Bank: Emergency loans and supports for low- to moderate- income individuals at risk of homelessness**
<https://bcrentbank.ca/>
- **BC Housing: Rental Assistance Programs Information**
<https://www.bchousing.org/housing-assistance/rental-assistance-programs>
- **Making a Complaint in Assisted Living in BC**
<https://www2.gov.bc.ca/gov/content/health/assisted-living-in-bc/making-a-complaint>
- **Tenant Resource and Advisory Centre: Legal Education and Advocacy for BC Tenants**
<https://tenants.bc.ca/>
- **Shelter Aid for Elderly Renters (SAFER): Affordable rent for seniors with low-moderate incomes**
<https://www.bchousing.org/housing-assistance/rental-assistance-programs/SAFER>

4. HEALTH AND WELL-BEING

- **VictimLink BC: A confidential victim for victims of crime and abuse**
<https://www2.gov.bc.ca/gov/content/justice/criminal-justice/victims-of-crime/victimlinkbc>
- **Disability Alliance BC: information and services for people with disabilities**
<https://disabilityalliancebc.org/direct-service/apply-for-disability-benefits/>
- **Here to Help BC: Mental Health and Substance Use Information**
<https://www.heretohelp.bc.ca/>
- **BC Mental health and Substance Use Services**
<http://www.bcmhsus.ca/>

5. LEGAL SERVICES

- **Access Pro Bono: income services for those with low-income**
<https://www.accessprobono.ca/our-programs/lawyer-referral-service>
- **Society of Notaries Public of BC**
<https://snpsc.ca/>
- **Community Legal Assistance Society**
<https://clasbc.net/>
- **Legal Aid BC: legal information and services for low-income individuals**
<https://lss.bc.ca/>

6. SUPPORT GROUPS

- **Family and Caregivers of British Columbia Support Groups**
<https://www.familycaregiversbc.ca/>
- **Thrive: Support group for family and friend caregivers of older adults who use substances or whose health is affected by polypharmacy**
<https://www.bccsu.ca/thrive/>
- **Parent Support BC**
<https://www.parentsupportbc.ca/>

7. TRANSPORTATION

- **BC Bus Pass Program: reduced bus pass fees for low-income seniors and people with disabilities** **NOT AVAILABLE IN GOLDEN**
<https://www2.gov.bc.ca/gov/content/transportation/passenger-travel/buses-taxis-limos/bus-pass>
- **BC Travel Assistance Program: travel assistance for eligible BC residents who need to see a non-emergency medical specialist not in their community**
<https://www2.gov.bc.ca/gov/content/health/accessing-health-care/tap-bc/travel-assistance-program-tap-bc>
- **HandyDART: door-to-door transit service for those unable to use conventional public transit without assistance** **NOT AVAILABLE IN GOLDEN**
<https://www.translink.ca/rider-guide/transit-accessibility/handydart>
- **ICBC Tips for Senior Drivers**
<https://www.icbc.com/driver-licensing/getting-licensed/Pages/Tips-for-Senior-Drivers.aspx>

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The producers of this guide are in no way responsible for the delivery of the services listed. Resources listed are for informational purposes only and do not constitute an endorsement of the services.