

GREATER TERRACE COMMUNITY RESOURCE GUIDE FOR SENIORS

2024 Edition

Volunteer Terrace



Sydenia C.

About This Guide

Volunteer Terrace respectfully acknowledges the Tsimshian peoples whose unceded traditional territories we have the privilege to live, work and play.

Volunteer Terrace gratefully recognizes the support of the Regional District of Kitimat-Stikine, Northern Health and Ideal Office Solutions who have provided funding for printing the 2024 edition of the Seniors' Resource Directory.

This generous partnership allows our organization to help increase awareness of available services and resources in our community. This Senior's guide is available online at www.volunteerterrace.com. If you have any questions or would like to obtain a hard copy of the Senior's Guide, contact Volunteer Terrace. 250 – 638 – 1330, or email tracey.d@volunteerterrace.com or ace@volunteerterrace.com.

Disclaimer

The Greater Terrace Community Resource Guide for Seniors has been produced by Volunteer Terrace and is a service to the community. This is the 15th edition. Our website www.volunteerterrace.com publishes the guide online and is updated more frequently to accommodate new listings or any changes made known to us.

We have made every effort to provide accurate listings; however, we do not endorse the services and agencies listed here, nor are we legally responsible for their actions. Any errors or omissions are unintentional and if you have information to add, please email ace@volunteerterrace.com.

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Emergency Phone Numbers

Police: 9-1-1

Ambulance: 9-1-1

Fire Department: 9-1-1

Poison Control: 1 – 800 – 567 – 8911

BC Mental Health Crisis Line (24hrs): 310 – 6789

Seniors Distress Line: 604 – 872 – 1234

Anywhere in BC 1 – 800 – SUICIDE: 1 – 800 – 784 – 2433

Emergency Electric Calls (BC Hydro): 1 – 800 – 224 – 9376

Non-Emergency Phone Numbers

Police (Non-Emergency): 250 – 638 – 7400

Fire Department (Non-Emergency): 250 – 638 – 4734

Ambulance (Non-Emergency): 250 – 638 – 1102

Hospital: 250 – 635 – 2211

Nurse Help Line – Health Link BC: 8 – 1 – 1

- Toll Free: 1 – 866 – 215 – 4700
- Deaf and/or Hearing Impaired: 1 – 866 – 889 – 4700 (7 – 1 – 1)
- Helpline provides confidential health information and advice in 130 languages.
- Registered nurses are available 24 hours a day.
- Pharmacists are available from 5:00 pm to 9:00 am every day.
- Registered dietitians are available from 9:00 am to 5:00 pm every day.

BC Health and Seniors Information Line: 250 – 387 - 6121

- The helpline provides information about federal and provincial government programs and services of interest to seniors. Provincial Government including eligibility and assistance with applications for programs such as bus passes, tax rebates, Homeowner grants, MSP Care Card Applications.
(www.gov.bc.ca)

BC 211: 2 – 1 – 1 | Volunteer Terrace

- A free, confidential and multilingual information line and referral to a full range of community, social and government services. 24 hours a day; 7 days a week. Volunteer Terrace is the Hub for Senior's Issues.

City of Terrace / After Hours Trouble Line: 250 – 638 – 4744

- If you require Public Works Department services after hours, please call.

Medical Alert Canada: 1 – 800 – 668 – 1507

- Medical information system; MedicAlert has provided lifesaving services and protection for over 55 years. Most trusted brand

from medical IDs among paramedics, police, and other first responders. (www.medicalert.ca)

Regional District of Kitimat – Stikine: 250 – 615 –6100

- Toll Free: 1 – 800 – 663 – 3208
- The Regional District provides local government services to an area of 100,000km (about 62137.12 mi) ² in northwestern British Columbia. Member municipalities are Kitimat, Terrace, Stewart, Hazelton, and New Hazelton.

Reporting Abuse

If you have concerns that a vulnerable adult may be:

- Abused or neglected.
- Living at risk due to neglect or self-neglect.
- Having trouble knowing if they can get support and assistance on their own, and how to go about it, there are several ways to help.

If you discover a crime or a dangerous situation is occurring, call 9 – 1 – 1 to get help immediately.

If the situation is not an emergency: find out if there is anything you can do to help. Call a family member, offer a ride to an appointment, or volunteer to run a few errands.

If the situation is not an emergency and you cannot talk directly to the person you are concerned about and you are worried that they are unable to get help on their own due to physical restraint or some type of physical or mental disability, and then contact Northern Health for help by:

- Calling toll free – 1 – 844 – 465 – 7414

- Calling Northern Health Authority: 250 – 565 – 7414
- Geriatric Mental Health Program: 250 – 631 – 4202
- After Hours: 250 – 638 - 4082

Northern Health is responsible for responding to situations of abuse and neglect involving adults unable to seek support and assistance on their own due to restraint, physical handicap, illness, disease, injury or any other conditions that affect their ability to make decisions.

BCCRN – BC Association of Community Response Networks |

250 638 1330 – tracey.d@volunteerterrace.com

- A Community Response Network (CRN) is made up of a diverse group of concerned community members, community agencies, local businesses, government agencies, professionals and others who come together to create a coordinated community response to abuse, neglect and self-neglect in vulnerable seniors.

Crisis Lines and Victim Services

If you are in an emergency or crisis:

- Call 9-1-1, go to the nearest emergency room or follow the emergency instructions provided by your doctor, mental health professional, or care team.
- Call 1 – 800 – SUICIDE (1-800-784-2433) to get help right away, any time of the day or night. A free call.
- Your local crisis line (BC Wide), 310-6789 (no need to add 778 or 250 before the number). This is a 24/7 crisis line, without a wait or busy signal. With advanced training in mental health issues, the members of BC Partners for Mental Health and Addictions are ready to help you.

BC Crisis Intervention and Suicide Prevention Centre of BC

- 1-866-661-3311

Seniors Abuse & Info Line (SAIL)

- 1-866-437-1940
- SAIL is a safe place for older adults, and those who care about them to talk to someone about situations where they feel they are being abused or mistreated, or to receive information about elder abuse prevention. Language interpretation is available: Weekdays 8am – 8pm and weekends 10am – 5:30pm. Excluding statutory holidays. www.bcceass.ca.

Crime Stoppers

- 1-800-222-TIPS (8477)
- If you have any information about a crime, you can leave an anonymous tip by calling or visiting the website. Available 24 hours a day, 7 days a week.

Crime Victim Assistance Program

- 1-866-660-3888
- This government program may provide benefits to certain crime victims, witnesses or immediate family members of crime victims; assistance with forms and reports. (www.gov.bc.ca / Search Crime Victim Assistance)

Seniors' Distress Line

- 1-604-872-1234
- Older adults may call for emotional support or for help working through a problem or situation (such as: retirement, relocation, loss of a loved one, physical or mental health issues, family conflict, or financial difficulties). (www.crisiscentre.bc.ca)

Victim Link BC

- 1-800-563-0808
- A toll free, confidential helpline available in BC and the Yukon (24/7) that provides information and referral services to all victims of crime and immediate crisis support to victims of family and sexual violence. Services are available in over 110 languages, including 17 North American Aboriginal Languages.

Aboriginal Programs and Services

First Nations Health Authority

General inquiries	1-866-913-0033
Health Benefits	1-855-550-5454
FNHA Indian Residential Schools Information Line	1-877-477-0775

www.fnha.ca

Indian Residential School Survivors Society	250-635-4499
204-3228 Kalum Street	Toll-free: 1-877-335-4499

IRSSS is available to assist First Nations peoples in BC to recognize and be empowered from the primary and generational effect of residential schools. The Society assists survivors and their friends and family with counselling, court support, information, referrals, workshops, art therapy and more.

www.irsss.ca

Kitselas Administration	250-635-5084
2225 Gitau Road	
Education Department	250-635-3301
Health Department	250-635-5084
Social Development Department	250-635-5084 ext.227
Housing Department	250-635-5084 ext.232
Community Hall Rentals	250-635-5084
Status Cards	250-635-5084

Kitsumkalum Band Administration	250-635-6177
3514 West Kalum Road	
Education Administrator	250-635-6177 ext.104
Health Centre	250-635-6172
Treaty Office	250-635-1718

Public Works 250-615-0127
Volunteer Fire Department non-emergency: 250-635-5580
Community Hall Rental 250-635-6177 ext.107
Social Development 250-635-6177 ext.103
www.kitsumkalum.bc.ca

Metis Services 250-638-1199
Northwest BC Metis Association
www.mnbc.ca

Nisga'a – Terrace Urban Local 250-635-8050
101-4441 Lakelse Avenue
Community Outreach
Programs and Services Coordinator
Child and Family Services 250-635-3008

Northwest Inter-nation Family and Community Services Society
250-638-0451
4562 Queensway Drive Toll-free: 1-888-310-3311

Computer Help

Terrace Public Library Computer Services: 250 – 638 – 8177 / 4610 Park Avenue (www.terracelibrary.ca)

Volunteer Terrace Cellphone/Laptop Support – 250 638 1330 / 3235 Emerson

Community Services and Programs

Seniors BC Information Website: (<https://www.gov.bc.ca/seniors>)

A Website for information and resources for planning and living a healthy, active life as one ages. Seniors' families and caregivers will find great information here as well.

BC Seniors' Guide 2020 Version:

(<https://www2.gov.bc.ca/assets/gov/people/seniors/about-seniorsbc/guide/bc-seniors-guide-12th-edition.pdf>)

Better at Home and Helping Handyman Program – Volunteer Terrace (United Way and Nothern Health)

- 250-638-1330
- 3235 Emerson Street
- Supporting seniors to live independently and lead healthy lives in their own home. Volunteer Terrace has been serving seniors in our community since 1991.
- Through our careful screening and selection process, we ensure the highest standards of care for our seniors.

Services Available:

- Housekeeping (Better at Home)
- Transportation (Better at Home)
- Handyman Services
- Yard Maintenance
- Friendly Visits (Better at Home)
- Snow Removal
- Grocery Shopping
- Prescription Pickup (Better at Home)
- Paperwork applications
- Light housekeeping (Better at Home)

www.volunteerterrace.com

Helping Hands of Terrace

- 778-634-3844

BC Centre for Elder Advocacy and Support (BCCEAS) 1-866-437-1940

A non-profit charitable organization located in BC committed to protecting the legal rights of older adults; increasing access to justice for older adults; informing the public about elder abuse; and providing supportive programs for older adults who have been abused. Services include the Victim Services Program, Legal Advocacy Program, Seniors Advocacy and Information Line (SAIL), and the Elder Law Clinic. www.bcceas.ca

Canadian Cancer Society

250-638-8583 4511

Keith Avenue

A national, community-based organization of volunteers; whose mission is the eradication of cancer and the enhancement of the quality of life of people living with cancer. Information is available about various cancers, treatments, resources, financial assistance, transportation, accommodation, and support. CCS also has information about risk reduction and has wigs/scarves available.

Hours: Monday to Friday (Sept-May)

12:00 – 2:00pm

Monday, Wednesday, & Friday only (Jun – Aug)

12:00 – 2:00pm

www.cancer.ca

First Link Dementia Helpline

1-800-936-6033

Have questions about dementia? Call the First Link staff and they can provide information and support about: Alzheimer’s disease and other dementias, getting a diagnosis, progression, personal planning, maintaining independence, care and support, and where to find resources or education.

Hours: Monday to Friday

9:00 am – 4:00 pm

Northern Brain Injury Association Northwest Office: 250-641-4673

Head Office: **250-562-4673**

Toll-free: **1-866-979-4673**

Works to prevent brain injuries, provide recovering residents with support, and to facilitate full inclusion and citizenship within their community.

Hours: Monday to Friday

9:00am – 3:00pm

www.nbia.ca

Northwest Counselling Centre

250-638-8311

201-4622 Greig Avenue

The major counselling, therapy and training service provider for the Northwest region. Variety of counselling services such as professional, workplace, trauma, youth, critical incident, family initiatives, victim assistance, and employee assistance.

www.nwcounselling.ca

Problem Gambling line

1-888-795-6111

Provincial helpline provides free support and treatment services.

www.bcreponsiblegambling.ca

Schizophrenia Society

250-635-8206

#210-4546 Park Avenue

Offers free support and information for individuals (family and friends) who support someone who may have or has been diagnosed with a mental illness.

www.bcscs.org

Self-Management BC

1-866-902-3767

Persons with chronic health conditions and family members can participate in self-management programs offered in communities throughout BC at no cost. These are evidence-based programs which provide information, teach practical skills and give people the confidence to manage their health conditions.

Hours: Monday to Friday

9:00 am – 5:00pm

www.selfmanagementbc.ca

Stroke Recovery Association of BC

1-888-313-3377

A non-profit organization providing services and information to anyone whose life has been affected by stroke, and to other stakeholders in the field of stroke recovery, such as healthcare professionals.

www.strokerecoverybc.ca

Terrace Hospice Society**250-635-4811**

207-4650 Lazelle Avenue

This volunteer-based program provides compassion, support, and care to patients and loved ones dealing with end-of-life experience grief and mourning in the community.

Hours: Monday to Friday

10:00am – 12:00pm

www.terracehospice.org**Quit Now****1-877-455-2233**

Operated by BC Lung Association; encouraging and empowering British Columbians to lead healthier lives.

www.quitnow.ca**Dental Clinics****Cedar Coast Dental****250-638-0679**

101-4619 Park Avenue

Dr. Drouin

Dr. Falk

Dr. Basit

Dr. Densmore

Dr. Gunter

Dr.Torres
Dr.Pang
info@cedarcoastdental.ca

Cedar Coast Dental
101-4623 Lakelse Avenue

250-635-2552

Dr. Drouin
Dr.Falk
Dr. Basit
Dr.Densmore
Dr. Gunter
Dr.Torres
Dr.Pang
info@cedarcoastdental.ca

Horizon Dental
4663 Park Avenue

250-635-1213

Dr.Nenninger
Dr.M.Cooper
Dr.G.Cooper
<https://horizonterrace.ca/>

Lakelse Dental Centre
4438 Lakelse Avenue

250-638-8567

Dr.Forgie
<https://www.facebook.com/lakensedentalcentre/>

Park Ave Dental Clinic
201-4619 Park Avenue

250-635-5256

Dr. Brennan Weaver
<http://www.parkavedental.ca/>

Denturists

Complete Denture Centre
105-4644 Lazelle Avenue

250-635-1288

John McAlarey
<https://www.completdenturecentre.ca/>

Education

North Coast Distance Education

3120 Highway 16 East

www.ncdes.ca

250-635-7944

Toll-free: 1-800-663-3865

Coast Mountain College

5331 McConnell Avenue

www.nwcc.bc.ca

1-877-277-2288

Toll-Free: 1-877-277-2288

University of Northern BC

4837 Keith Avenue

www.unbc.ca/northwest

250-615-5578

Toll-free: 1-800-697-7388

Equipment Services

MEDIchair North Coast HME

101-4443 Keith Avenue

This business provides services and products to improve mobility, accessibility, and independence. Services range from product trials, rentals to in-home repairs, installations and delivery.

www.medichair.com

250-638-1301

Red Cross Health Equipment Loan Program

4450 Grieg Avenue

Short term loans of medical equipment needed to live safely at home. The Red Cross provides aids such as: wheelchairs, walkers, bath seats and benches, commodes and toilet seats, crutches and canes, and bed handles.

Hours: Tuesday and Thursday

12:00 – 2:00pm

www.redcross.ca

250-631-4177

Terrace Hospice Society

207-4650 Lazelle Avenue

Among the bereavement services the hospice offers, there is also a hospital bed loan program complete with delivery, pick-up, and installation. This is dependent on beds available; please call for more information.

www.terracehospice.org

250-635-4811

Financial Services

Allowance for the Survivor

English: 1-800-277-9914

French: 1-800-277-9915

If you are a survivor, between the ages of 60 and 64 with low income and you meet the legal status and residence requirements, you may qualify for the Allowance for the Survivor, provided that, you have not remarried since the death of your spouse, or are not presently living in a common-law relationship. Your benefit will be based on your yearly income. The benefit has to be renewed each year, however if seniors file their income tax return on time, renewal can happen automatically.

www.esdc.gc.ca/en/cpp/oas/allowance_survivor.page

Canada Pension Plan

English: 1-800-277-9914

French: 1-800-277-9915

Canada Pension Plan (CPP) protects contributors and their families from loss of income due to retirement, disability or death. The retirement benefit can be received as early as age 60. Disability benefits are paid to contributors who are under 65 years of age, who have paid sufficient contributions to the CPP and who are disabled as defined under the CPP Act. Note: You can apply for CPP up to a year before you are eligible to receive it. You should apply at least six (6) months before if possible.

Hours: Monday – Friday

8:30 am – 4:30pm

www.servicecanada.gc.ca

Disability Alliance BC

1-800-663-1278

Formerly known as BC Coalition of People with Disabilities; Staff will inform you of your rights, provide information about available services and support, and assist people 18-65 years old with disabilities in accessing handicapped benefits from the governments of BC and Canada. The staff will help with if you are having trouble getting a subsidy for your disability.

Hours: Monday to Friday

8:30am – 4:30pm

www.disabilityalliancebc.org

Guaranteed Income Supplement (GIS)

English: 1-800-277-9914

French: 1-800-277-9915

If you are receiving the Old Age Pension (OAS), you may be eligible to receive the GIS, depending on your income if you are single or yours and your spouse's/partner's income if you are married or live in a common-law relationship. The benefit has to be renewed each year, however if seniors file their income tax return on time, renewal can happen automatically.

Hours: Monday to Friday

8:30am – 4:30pm

Applications are available at: www.servicecanada.gc.ca

Old Age Security (OAS) Pension

English: **1-800-277-9914**

French: **1-800-277-9915**

OAS is a federally funded basic monthly pension paid to you when you reach the age of 65 years if you are a Canadian Citizen or a legal resident of Canada and if you meet the resident requirements. You should apply at least six months before your 65th birthday or the date of your eligibility. Applications are available at:

www.servicecanada.gc.ca

OAS Spouse's Allowance

English: **1-800-277-9914**

French: **1-800-277-9915**

If you are a spouse or partner of someone receiving Old Age Pension and the Guaranteed Income Supplement, you may qualify for an allowance. You must be between the ages of 60-64 and meet the legal status and residence requirements. Your benefit will be based on the combined incomes of you and your spouse/partner. The benefit has to be renewed each year, however if seniors file their income tax return on time, renewal can happen automatically. Applications are available at:

www.servicecanada.gc.ca

Senior's Supplement

1-866-866-0800

(Press 4, then 1)

A monthly payment provided by the Province of British Columbia. It ensures a conditionally guaranteed income level for BC residents receiving federal Old Age Security and Guaranteed Income Supplement or federal allowances.

If the income level of an eligible senior's income falls below the level guaranteed by the province, the supplement is provided to make up the difference. Seniors do not have to apply.

Shelter Aid for Elderly Renters (SAFER)

1-800-257-7756

SAFER is a non-taxable rent subsidy program for people who are 55 years or older and are currently paying more than 30% of their income towards rent. To be eligible, seniors 55 years or older must be renting, be entitled to receive Old Age Security, and have lived in BC for one year prior to applying. The applicant or spouse must have resided in Canada for one year.

Seniors aged 55 to 64 must meet all the above requirements and is a Canadian citizen or landed immigrant.

www.bchousing.org

Terrace Service Canada Centre

1-800-622-6232

4630 Lazelle Avenue

Service Canada Centre is a full customer service centre offering a mix of information and transactional support for government services.

Hours:

www.servicecanada.gc.ca

Veterans Affairs Canada

1-866-522-2122

VAC Assistance Services: 1-800-268-7708

Veterans and their families can get information about pensions and benefits. It also provides veterans who have low income with medical and financial assistance.

Hours: Monday to Friday

8:30am – 4:30pm

www.veterans.gc.ca

Kimunity Angels - <https://kimmunityangelsociety.ca/>

Their mission is to, “... promote health by providing financial assistance to seriously – ill individuals who are disadvantaged to offset cost of medical treatment equipment and travel to attend medical appointments.”

give@kimmunityangelsociety.ca

Helping Hands – 778 634 3844

With continuous donations of cans, bottles and scrap metal they raise money to help seniors, cancer patients and sick children.

Hope Air – 416 222 6335

Toll Free – 1 877 346 4673

Info@hopeair.ca

If you or a loved one is facing a healthcare challenge, you may be experiencing a lot of uncertainty. The one thing you shouldn't have to worry about is how you're going to get vital medical care. Hope Air believes that every Canadian should have access to the medical appointments and treatments they need and that where you live or whether you can afford to travel should not impact the care you receive.

<https://hopeair.ca/>

Food and Groceries

KALUM COMMUNITY SCHOOL SOCIETY - GOOD FOOD BOX 250-641-3663

101-2812 Hall Street

Fresh fruits and vegetables that is available for pick-up, once per month; an excellent opportunity to purchase fresh produce at an affordable price from local producers (when in season).

www.kcssterrace.com

Kermode Friendship Society – Hot Breakfast 250-635-4906

3313 Kalum Street

Days: Tuesday and Friday

8:00-9:00am

Ksan Place – Food Share 250-635-2654

101-2812 Hall Street

Days: Friday

1:00-3:00pm (come early)

Ksan Residence and Shelter 250-635-5890

2812 Hall Street

Days: 3 meals per week (any day)
Lunch: 12:00 pm
Dinner: 5:00pm

Meals on Wheels

250-631-4271

3412 Kalum Street

This service delivers hot, cold, or frozen nutritious meals to those who have difficulty or are unable to prepare their own meals. Meals can be tailored to meet specific dietary needs. Seniors benefit through social contact and the security of knowing that a volunteer will check on them on delivery days.

Safeway – Grocery Delivery

250-635-7206

Deliveries for seniors are free of charge. Can either be called in or ordered online.

Daily deliveries to your door at: 1:00pm, 4:00pm, and 6:00pm.

<https://shop.safeway.com/ecom/home>

Salvation Army – Food Share

250-635-5446

3236 Kalum Street

Please bring your own bags.

Days: Wednesday and Saturday

1:00pm (Come early)

Save-On Foods – Grocery Delivery

250-635-5950

4731 Lakelse Avenue (Skeena Mall)

Deliveries for seniors are free of charge. Can either be called in or ordered online.

Daily deliveries to your door at: 1:30pm, 4:30pm, and 6:00pm.

<https://freshdelivery.saveonfoods.com>

Terrace Churches' Food Bank

250-900-9916

The Garage – 3504 Kalum Street

Monday 9am to 11am

Days: Scheduled (food is distributed to users via alphabetical order – check their Facebook for details). Bring along proof of address and government issued ID for yourself and your dependents.

Zion Baptist Church – Soup Kitchen

250-638-1336

2911 South Sparks Street

Days: Thursday (closed mid-June and reopens September)

4:00-5:30pm

Funeral Information and Services

BC Vital Statistics Agency

1-888-876-1633

All information is given by recorded voice. You can hear recorded information about registering a death, about wills, or burial permits.

www.vc.gov.bc.ca

Funeral Services Association of BC

1-800-665-3899

A non-profit, provincial trade association dedicated to bettering funeral services; they provide advice for planning ahead, death, and bereavement. They can tell you what to do when someone dies and where to go for financial help or any other support. You can get a free booklet called “Helpful Information about Funerals”.

www.bcfunerals.com

Last Post Fund, BC Branch

1-800-465-7113

National Field of Honour Inquiries: 1-855-272-7213

For war veterans who have limited assets; Assistance is available for funeral, burial services, and military markers for eligible Canadian and Allied Veterans.

Hours: Monday to Friday

8:00am to 4:00pm

www.lastpostfund.ca

Mackay’s Funeral Services LTD & Crematorium

250-635-2444

4626 Davis Avenue

Toll-free: 1-888-394-8881

Serving families for more than 50 years; honoring people of all beliefs, traditions and cultures. Funeral services and caskets are priced fairly and tailored to each family’s financial and emotional needs. Crematorium services are available with a variety of options.

Hours: Monday to Friday

9:00am – 5:00pm
www.mackaysfuneralservices.com

Gardening and Yard Maintenance

CANADIAN TIRE

250-635-7178

5100 Highway 16 West

Offers all your lawn care needs in their lawn and garden center. From grass seed to fertilizer, bird baths to garden tools.

Hours: Monday to Saturday

8:00am - 9:00pm

Sunday 9:00am - 6:00pm

Cypress Turf Farms

250-635-2603

4628 Park Ave.

Cypress contracting offers: gravel, topsoil, drain rock, sand, loading, hauling, and landscaping.

Hours: Monday to Sunday

9:00am - 6:00pm

Home Hardware Building Centre

250-635-6273

3207 Munroe Street

This center offers a complete range of both hardware store and building center products. This includes lumber, tools, paint, plumbing and electrical supplies, and lawn and garden supplies.

Hours: Monday to Friday

7:30am - 6:00pm

Saturday

8:00am - 6:00pm

(Closed on Sundays)

Spotted Horse Farm and Nursery

250-635-1907

4903 Graham Avenue

This garden centre offers greenhouse plants, annual flowers, and vegetables, as well as trees, shrubs, and food plants such as berries.

Hours: Monday to Saturday

10:00am - 6:00pm

Sundays

12:00pm - 4:30pm

(Open March to September)

Uplands Nursery

250-635-2603

4628 Park Avenue

Offers landscape materials and supplies through a substantial garden centre.

Hours: Monday to Sunday | 9:00am - 5:00pm

Walmart Garden Centre

250-615-4728

4427 Highway 16 West

Walmart has a wide selection of gardening tools, fertilizer, seeds, and plants.

Hours: Monday to Sunday

8:00am - 10:00pm

Government Services

Service BC Terrace

250-638-6515

101-3220 Eby Street

Service BC provides front line support for a variety of programs and services that the British Columbia offers to residents, businesses, and visitors.

Hours: Monday to Friday

9am - 4:30pm

Service Canada (This is not the **Canada Revenue Agency**) 1-800-622-6232

4630 Lazelle Avenue

Service Canada provides multiple programs and services for Canadians; social insurance numbers, the Employment Insurance program, the Old Age Security program and the Canada Pension Plan.

Hours: Monday to Friday

8:30am – 4pm

Grief Support

BC BEREAVEMENT HELPLINE

1-877-779-2223

A non-profit, free, and confidential service that connects British Columbians to support services they may need. Information is available about support groups, community events, BC Bereavement Day, and donation/volunteer inquiries.

Hours: Monday to Friday

9:00am to 5:00pm

www.bcbereavementhelpline.com

Terrace Hospice Society

250-635-4811

#207-4650 Lazelle Avenue

Terrace Hospice Society is a volunteer-based program that offers compassionate care and support for those in the last stage of their life, caregivers, family, friends, and the bereaved.

Hours: Monday to Friday

10:00am – 12:00pm

www.terracehospice.org

Hearing Clinics

Angela's Hearing Solutions

250-638-8885

106-4716 Lazelle Avenue

f: 250-638-8891

We offer hearing health care services, which include a hearing evaluation, FREE hearing aid trials (we use ALL hearing aid manufacturers, depends on YOUR needs), screenings, swim plugs etc. We always try to price match!

Hours: Monday to Thursday

9-5, closed at lunch

awatson@angelashearing.com

Connect Hearing Clinic

250-615-5077

124 – 4741 Lakelse Ave

Offers free, no-obligation hearing aid demo; complimentary hearing evaluation, screenings, variety of hearing aids, custom ear protection with a price match guarantee.

Hours: Monday to Friday

9:00am-5:00pm (closed for lunch 12:00-1:00pm)

www.connecthearing.ca

Amplifon Hearing Clinic

4550 Lakelse Avenue

Registered audiologist led; complete hearing healthcare services, screenings, tests, custom ear protection, and full range of hearing aids, accessories, repairs, and assistive devices.

Hours: Monday to Friday

8:30am-4:30pm

www.terracehearing.com

250-635-4327

Toll-Free: 1-800-811-1533

Health Information

BC Ministry of Health

General Inquiries: 1-800-663-7867

Pharmacare: 1-800-663-7100

For information on or assistance with Pharmacare of Medical Services Plan, call Health Insurance BC Contact Centre.

www.gov.bc.ca/health

Medical Services Plan (MSP) of British Columbia

1-800-663-7100

The Medical Services Plan (MSP), a Ministry of Health program administered by Health Insurance BC, insures medically required services provided by physicians and supplementary health care practitioners, laboratory services and diagnostic procedures. It insures part of the cost for the services of podiatrists, chiropractors and physical therapists.

You qualify for the BC Medical Services Plan if your home is in BC and you spend at least six months of each year in the province. New arrivals to BC must wait three months before applying. There is a monthly fee for MSP; lower rates are available to BC residents with a low income.

Gold CareCard

Each BC resident enrolled with MSP is eligible for a BC Services card, now REPLACING Care Cards. The number will remain the same. There is no Gold version anymore.

If you possess a Gold Care Card, you may continue to use it until 2018. Contact your Service BC for any other questions or inquiries.

Northern Virtual Health Clinic – 1 – 877 – 645 – 7811

For patients who do not have a family doctor. They can help with sending requisitions, and prescriptions in. They can also help with substance use and other health problems people may suffer from.

Open 10am – 10pm, every day. Including statutory holidays and weekends.

Health and Wellness

Four Hands Body Renewal

250-638-2090

2408 Cramer Street

Variety of body renewal services such as massage services, rolfing, neutral mobilization, visceral manipulation, scar tissue manipulation, and an infra-red sauna. Hours: Monday to Saturday

www.fourhands.ca

Northwest Integrative Healthcare Centre

250-635-0980

4724 Lazelle Avenue

This center houses multiple practitioners that work in complementary modalities. Services such as Naturopathic Medicine, Registered Massage Therapy, Acupuncture, Herbal Remedies, Art Therapy, Homeopathy, Counselling, Chiropractics, Food Allergy Testing and more.

www.nihc.ca

Nourishing Life Wellness Clinic

250-641-1018

3212 Emerson Street

This clinic is multi-modal; offering services by registered professionals in Acupuncture, Massage Therapy, and Hypnotherapy.

Hours: Tuesday to Thursday

10:00am – 6:00pm

Friday | 9:00am – 1:00pm

Prana Therapeutic Massage

250-975-0095

4724 Lazelle Ave.

Registered Massage Therapy clinic.

Hours: Monday to Friday

9:00am to 8:00pm

Skeena Valley Therapeutic Massage Clinic

250-638-8985

4813 Olson Avenue

This clinic provides: manual lymph drainage, therapeutic massages, registered massage therapy, and combined decongestive therapy. Available by appointment on evenings and weekends; home visits available upon request.

www.skeenavalleymassage.ca

Terrace Healthy Living Program

250-615-3030

3320 Kalum Street (Aquatic Centre)

This program offers a variety of scheduled classes to upkeep a healthy lifestyle. Clients who are diagnosed by their medical practitioner with a chronic illness may be eligible to receive a 50% discount on either a drop-in or a three month Health Living Facility Pass at the Terrace Aquatic Centre.

Viva Holistic Healing

250-635-2194

4016 Yeo Street

Frances Birdsell offers a variety of reflexology services, reflexology courses, and energy balancing services, life energy assessments, and aromatic oils/clay poultices for sale.

Hours: Monday to Friday

11:00am – 6:00pm

Saturday by appointment only

www.vivaholistichealing.com

Home Adaptations and Repairs

Helping Handyman (Volunteer Terrace)

250-638-1330

3235 Emerson Street

This program is ready for seniors who many need assistance with house work as well as minor plumbing, home repairs, and installation of safety equipment. Labor is free, clients pay for materials. Free consultations are available for seniors who need major home repairs.

www.volunteerterrace.com

Home Adaptations for Independence Program (HAFI) 1-800-257-7756

This program provides financial assistance to help eligible low-income seniors and others with disabilities to support accessibility modifications that will promote continued safe and independent living. Adaptations could include handrails in

hallways or stairways, ramps for ease of access, easy to reach work and storage areas in the kitchen, lever handles on doors, and walk-in showers with grab bars. Financial assistance up to \$20,000 per home (including tax) is available.

www.bchousing.org

Home Support – Private

Home Support – Public

Northern Health Home Support

250-638-2205

Services designed to help eligible clients remain independent in their own home providing personal assistance with daily activities.

House Cleaning

Bravo Cleaning Solutions & Auto Detailing

778-634-2110

4917 Keith Avenue

Along with auto detailing and commercial cleaning, Bravo offers residential exterior cleaning including siding, windows, gutters as well as hot water sewer jitter drain cleaning. Discounts are available for seniors and those with disabilities.

www.bravocleaning.ca

Simply Floored Surface Solutions

250-635-0909

4615 Tuck Avenue

Licensed cleaning company offering carpet, upholstery, and tile cleaning (includes shower & tub). Uses the latest modular equipment and provides free home estimates. Senior's discount available, call Troy to inquire.

SSG Construction Services

250-407-0141

1580 Albatross Avenue

This business offers services to both Terrace and Kitimat. Services include commercial and residential renovations, maintenance, repairs, and cleaning. For residence, and can help with yard work, snow shoveling, repairs, and house cleaning. Sabrina is a proud advocate for supporting those with disabilities, seniors, and/or anyone with health concerns. A senior discount is available.

Housing and Care Facilities

Aboriginal Housing Management Association (Off-Reserve)

1-888-921-2462 (Press 3)

AHMA oversees off-reserve Aboriginal Housing throughout BC.

www.ahma-bc.org

Home Owner Grant for Seniors

1-888-355-2700

Reduces the amount of property taxes you pay each year on your principal residence. If you're a senior aged 65 years or older and meet certain requirements, you may be eligible for a higher grant amount.

<http://www2.gov.bc.ca/>

Independent Living BC

1-800-667-1232

BC Housing Northern Regional Office

Develops, manages and administers a wide range of subsidized housing options across BC. BC Housing serves the most in need, including: individuals who are homeless, frail seniors and individuals with disabilities, Aboriginal individuals and families, and low income seniors and families.

www.bchousing.org

Ksan Residence and Shelter

250-635-5890

2812 Hall Street

An 8 apartment complex that provides short term housing for men, women, and couples, who find themselves with no place to stay. Open 24/7, the shelter offers accommodation, meals, laundry facilities, and other essentials.

www.ksansociety.ca

M'akola Group of Societies

250-638-8339

4726 Park Avenue

Working with partners, M'akola provides affordable and appropriate homes primarily for Aboriginal people and to enhance community partnerships.

www.makola.bc.ca

McConnell Estates

250-638-2095

4701 Kerby Avenue

22 publicly subsidized, assisted living units each with a fully functional kitchenette, separate bedroom, living/dining area, and wheelchair accessible bathroom.

Residential Rehabilitation Assistance Program

1-800-668-2642

RRAP offers financial assistance to First Nations and First Nations members to repair substandard homes to a minimum level of health and safety.

www.cmhc-schl.gc.ca

Seniors Supportive Housing Program

1-800-257-7756

Provides specially modified rental homes, in selected subsidized housing developments, primarily low-income seniors or people with disabilities who need some assistance to continue to live independently. This includes 24-hour response, light housekeeping meals, social and recreational activities.

www.bchousing.org

Skeena Kalum Housing Society

250-635-1996

4616 Haugland Avenue

Provides low income housing locally – 30% of income.

Terrace Transition House (Ksan)

250-635-6447

4838 Lazelle Avenue

The Transition house provides safe shelter for women - with or without children - who are fleeing abusive relationships or escaping violence. Staffed 24/7, the shelter offers support, information, advocacy, meals, and referrals, along with practical assistance.

www.ksansociety.ca

Terraceview Lodge

250-638-0223

4707 Kerby Street

95 bed long term care facility located on top of Kalum Hill looking over City of Terrace. Property includes the Assisted Living building and Adult Day Program. Amenities include a large dining area, several lounge areas, activity areas, hair salon, laundry facilities, and beautiful gazebo in the back yard. This facility has 24-hour nursing care and supervision in a supportive environment.

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 an accident.

Representation Agreement: A legal document that appoints someone to make decisions for you about finances, health, and/ or personal matters, if you are incapable of making decisions independently. 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 or your son to make medical decisions.

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 whom and what is important to you. It is very important to consult with a professional and make a Will properly as it is a complex legal document.

BC Old Age Pensioners Organization

This organization aims to promote the best interest of elderly citizens of BC in all matters of their welfare. Various branches provide social programs, business activities, and information and assistance with Pensions, Medicare/Pharmacare, Taxation, Housing, and Consultation.

Please contact: betty.bolton@bcoapo.ca with any inquiries.

www.bcoapo.ca

The BC Centre for Elder Advocacy and Support (BCCEAS)

1-866-437-1940

Information and public education on issues related to the abuse and neglect of seniors. Information and referral line offers legal information, referral, and legal advocacy to seniors.

Hours: 7 days a week

8:00am – 8:00pm (excluding holidays)

www.bcceas.ca

LawLINE

1-866-577-2525

LawLINE is a toll-free help line that provides general legal information and advice about legal issues.

Hours: Monday, Tuesday, Thursday, & Friday

9:00am – 4:00pm

Wednesday

9:00am – 2:30pm

Legal Services Society

250-635-2133

207-3228 Kalum Street

A range of free services available to people with low income; Services include legal information, legal advice, and legal representation (a lawyer to take your case).

Hours: Monday to Friday

8:30am – 4:30pm (Closed 12:00 – 1:00pm for lunch)

www.legalaid.bc.ca

Public Guardian & Trustee of BC

1-800-663-7867

PGT provides a range of services to adults who may require help safeguarding and managing their affairs as well as to their families, legal representatives, the courts and the general public.

Hours: Monday to Friday

8:30am – 4:30pm

www.trustee.bc.ca

Family Law Advocate

General office:

250-635-3178

100-3219 Eby Street

Counselling & Support Services:

200-3219 Eby Street

The poverty law advocate helps clients navigate the government systems. With tenancy advocacy, welfare rights, disability rights and applications, pension issues, general questions around your legal rights and responsibilities with various government programs.

www.tdcss.ca

Warner Bandstra Brown Barristers and Solicitors

250-635-2622

200-4630 Lazelle Avenue

Provides advice regarding planning to maintain family wealth and ensure the continuity of family businesses. Expertise in this area of practice include: estate planning, preparation of wills, probate and estate administration, and preparation of powers of attorney.

Hours: Monday to Friday

9:00am – 5:00pm (Closed from 12:00 to 1:00pm)

www.warnerbandstra.com

Library and Literacy

Terrace Hospice Society

250-635-4811

207-4650 Lazelle Avenue

A lending library is available to the public with resources, information, and education on a variety of topics regarding both life and death. Resources include books, videos, CD's, and DVD's which focus on self-care, coping skills, and grieving.

Hours: Monday to Friday

9:00am – 12:00pm

www.terracehospice.org

Terrace Public Library

250-638-8177

4610 Park Avenue

Hours: Monday

1:00pm -5:00 pm

Tues & Wednesday

10:00am – 8:00pm

Thursday

10:00am – 9:00pm

Friday & Saturday

10:00am – 5:00pm

www.terracelibrary.ca

Skeena Diversity

250-635-6530

It provides a variety of programs and services for immigrants; services including finding employment resources, navigating the school and education programs, understanding health

services, finding churches and other faith-based organizations, exploring housing options, and much more.

Monday – Friday | 11am - 6pm

Terrace Womens Resource Centre Society

250-638-0228

TWRCS is a non-profit, local organization with a feminist lens that brings a wide range of programming to all genders. They promote equity for all while being a community hub for those to gather and connect.

Medical Services

BC Hospice Palliative Care Association

1-877-410-6297

BCHPCA is a non-profit, membership organization that promotes and delivers hospice/palliative care to British Columbians. Call to get more information about hospice and palliative care and where to find these services in your area.

Hours: Monday to Friday 9:00am – 5:00pm

www.bchpca.org

Ear, Nose & Throat (ENT) Doctor

778-634-3366

206-4650 Lazelle Avenue

Dr. Bosch

Home and Community Care

250-631-4234

3412 Kalum Street (Health Unit)

Adult Day Programs (Sunshine Centre); Caregiver Relief/Respite; Home Care Nursing; Occupational Therapy and Physiotherapy

Hospice Palliative Care (Northern Health)

1-866-661-6607

Home care nursing, support, some equipment and supplies, free medications and access to palliative care practitioners.

Kitselas Health Department

250-635-5084

2225 Gitau Road

The *Home Care Program* supports Elders and other people living in their homes who require additional support with home care (laundry, house cleaning, cooking, etc.).

Under the *Community Health Program*, Elders and diabetics meet weekly for the Walking Group where they receive health information, a healthy meal and have a chance to connect with the Community Health Nurse.

Hours: Thursdays at Kulspai Health Station
11:00am - 3:00pm (Lunch provided)

Counseling Services are offered.

2225 Gitaus Road

Hours: Wednesdays with Jonathan Whonnock
10:00am - 4:00pm and
Thursdays with Kathy Wesley
1:00pm - 4:00pm

Elders Diabetic Group at the Satellite Health Station on Kulspai Crescent

Hours: Thursday
11:00 am – 3:00pm (Lunch and check-ins provided)

www.kitselas.com

Kitsumkalum Health Centre

250-635-6172

Community Health Representative

ext: 108

Cultural Support Worker

ext: 102

Home Community Care Nurse

ext: 109

Nurse, Drug & Alcohol Support

ext: 105

Personal Care Aide

ext: 107

www.kitsumkalum.bc.ca

Life Labs

1-800-431-7206

105-4634 Park Avenue (Medical Building)

Services include a broad range of community laboratory tests and clinical tests such as phlebotomy (blood work), fluid tests, cardiac monitoring, hospital lab tests, and more. Appointments can be made in person, called in, or online.

Hours: Monday to Friday

8:00am-4:00pm

www.lifelabs.com

Mills Memorial Hospital

250-635-2211

4720 Haugland Avenue

Summit Medical Group

250-615-5040

400-4634 Park Avenue

Dr. G. Linton
Dr. P. Lotz
Dr. J. Moolman
Dr. Strydom
Hours: Monday & Friday
9:00am - 3:00pm
Saturday & Sunday
Closed

Podiatrist

250-638-8226

4619 Park Avenue

Dr. Feist

Offers services for the Terrace and surrounding areas; general foot care, orthotics, and braces.

Revolution Health and Wellness Chiropractor

250-635-4000

102-4710 Lazelle Avenue

Dr. Rigler (Chiropractor)

Dr. Alison McDonald (Chiropractor)

Lori Murray (Physiotherapist)

Kendal Ruygrok (Physiotherapist)

Rosalyn Fassnacht (Physiotherapist)

Stacey Naeth (RMT)

Jennifer Drummond (RMT)

Chantal Munoz (RMT)

This practice provides education and treatment about spine and soft tissue related conditions. Services include Active Release Technique, Shockwave Therapy, Graston Technique, Custom made orthotics, Naturopathy, and Acupuncture.

Appointments made in person, called in, or online.

Hours: Monday & Thursday

9:00am – 7:00pm

Tuesday & Friday

8:00am – 5:00pm

Wednesday

9:00am – 3:00pm

Saturday & Sunday

Closed

Email: admin@revolutionhealthandwellness.com

www.drbrianrigler.com

SpineFit Rehab and Wellness**250-635-0011**

4634 Park Avenue, suite 201

Dr. Lindsay (Chiropractor)

This practice aims to help people reach their peak holistic health by providing care, treatment, and education. Working with other health practitioners, he offers services such as: Shockwave Tissue Regeneration, Corrective Exercises, Lifestyle advice, Nutritional counselling, Massage Therapy, Spinal & Postural Screenings, and Chiropractic Care. Appointments can be made in person, called in, or online.

<http://spinefit.co/>**Terrace Health Unit****250-631-4200**

3412 Kalum Street

Public health services

Mental Health Support

Community Mental Health Services**250-631-4202**

34-3412 Kalum Street (Health Unit)

Services include a wide range of programs and services to assist people experiencing difficulties with mental health or substance abuse. Programs are structured to the needs of each person through all stages of life.

After hours or Emergency Line: Psychiatric Unit

250-638-4082

Hours: Monday to Friday

8:30am – 4:30pm

Ministerial Services and Churches

Christ Lutheran Church**250-635-5520**

4713 Graham Avenue

Service: Sunday

11:00am

Church of Christ**250-635-9605**

3406 Eby Street

Evangelical Free Church 250-635-5115
4640 Park Avenue
Sermons are available online.
Service: Sunday
10:30am
www.terraceefc.com

Gurdwara Sahib Miri-Piri Khalsa Darbar Temple 250-635-1650
4634 Walsh Avenue

Knox United Church 250-635-6014
4907 Lazelle Avenue
Worship: Sunday
10:30am
www.terraceunited.ca

Sacred Heart Parish 250-635-2313
4830 Straume Avenue
Various times for mass; please call or refer to schedule on website. Homilies and minutes are available online.
www.sacredheartnews.ca

Seventh Day Adventist Church 250-635-3232
5401 McConnell Crescent
Worship: Saturday
11:00am
www.terraceadventist.ca

St. Matthew's Anglican Church 250-635-9019
4506 Lakelse Avenue
Eucharist: Sunday
10:00am & 5:00pm
Thursday
12:15pm
Catechism: Tuesday
7:00pm
www.caledoniaanglican.ca

Terrace Alliance Church 250-635-7727

4923 Agar Avenue

Private Facebook group is available to keep updated; contact Rob Wahl on FB.

Service: Sunday

10:30am

www.cmaterrace.ca

Terrace Christian Reformed Church

250-635-7278

3602 Sparks Street

Service: Sunday

10:00am

www.terracecrc.org

Terrace Pentecostal Assembly

250-635-2434

3511 Eby Street

On the third Wednesday of the month, a Seniors' Social is held from 2:00pm-4:00pm. All seniors and mature adults are welcome. Food is served, followed by singing.

Sermons are available online.

Service: Sunday

10:30am & 6:30pm

www.tpalife.org/home

The Church of Jesus Christ of Latter-Day Saints

250-635-9263

1744 Kenworth Street

Sermons are available online.

Service: Sunday

10:00am

www.lds.org

The Rock Christian Community

250-635-8777

3883 Kirkaldy Street

Sermons are available online.

Service: Sunday

10:30am

www.therock.cc

The Salvation Army

250-635-5446

3236 Kalum Street

The Salvation Army offers a variety of services including counselling and a weekly soup kitchen. Follow the FB group: Terrace Salvation Army to stay updated.

Service: Sunday

11:00am

Thornhill Community Church

250-635-5058

3681 Krumm Road

Sermons are available online.

Service: Sunday

11:00am

www.thornhillcommunitychurch.com

Zion Baptist Church

250-638-1336

2911 Sparks Street

Sermons are available online.

Service: Sunday

10:00am

www.zionbaptist.ca

Optometrists

Fusion Eyecare

250-638-2020

4609 Park Avenue

Fusion Eyecare is a collaboration between Park Optometry and Terrace Vision Care; services include eye emergencies, laser refractive co-management, contact lenses, ocular disease management, children’s first eye exams, comprehensive eye exams, and dry eye treatment.

Dr. Counts

Dr. McDonald

Dr. Robin

Dr. Pietralla

Dr. Pratt

Hours: Monday - Friday

9:00am – 5:00pm

Tuesday

9:00am - 6:00pm

Saturday

9:00am – 1:00pm

www.fusioneyedocors.com

Vision North

250-615-5002

101 – 4634 Park Avenue

Dr. Nagy

Orthodontists

Horizon Dental

250-635-1213

4663 Park Avenue

Horizon dental offers a variety of dental services including orthodontic work.

www.horizonterrace.ca

Nu-Smile Orthodontics

250-635-9414

201-4665 Lazelle Avenue

Dr. Jeannotte

Nu-smile provides a variety of treatments for straight teeth, comfortable biting, and a beautiful smile.

Hours: (One week per month)

Monday – Wednesday

7:30am – 5:00pm

Thursday

8:00am – 4:00pm

www.nu-smile.ca

Park Ave Dental Clinic

250-635-5256

4619 Park Avenue

Park Ave offers a variety of dental services including orthodontic work.

www.drtabata.com

Pharmacies

Pharmasave

250-635-2206

103-4741 Lakelse Avenue (Skeena Mall)

Prescriptions can be refilled in person, called in, or submitted online

Monday – Friday | 9am – 6pm

Saturday | 9:30am – 5pm

Sunday | 11am - 5pm

<https://pharmasave.com/>

Safeway Pharmacy**250-635-1375**

4655 Lakelse Avenue

Prescriptions can be refilled in person, called in, or submitted online.

Hours: Monday – Friday

9:00am – 7:00pm

www.safeway.com**Save-On Pharmacy****250-635-5950**

4731 Lakelse Avenue (Skeena Mall)

Prescriptions can be refilled in person, called in, or submitted online.

Hours: Monday – Friday

8:00am – 8:00pm

www.saveonfoods.com**Shoppers Drug Mart****250-635-7261**

102-4647 Lakelse Avenue (Beside Safeway)

Prescriptions can be refilled in person, called in, or submitted online.

Hours: Monday – Sunday

9:00am – 6:00pm

100-4634 Park Avenue (Medical Building)

250-615-5151

Prescriptions can be refilled in person, called in, or submitted online

Hours: Monday – Friday

9:00am – 6:00pm

Saturday

9:00am – 4:00pm

www.shoppersdrugmart.ca**Walmart Pharmacy****250-615-4728**

4427 Highway 16 West

Prescriptions can be refilled in person or called in.

Hours: Monday – Friday

9:00am – 6:00pm

Recreation and Social Activities

55+ BC Games

250-638-1945

BC Seniors Games Society

By organizing the annual 55+ BC Games, promoting community awareness of 55+ peoples as physically and socially active, and encouraging year round participation, the 55+ BC Games aims to improve the health, lifestyle, and image of British Columbia's 55+ population.

Local Rep: Chris Olson

www.55plusbcgames.org

Happy Gang Centre

250-635-9090

3226 Kalum Street

Lunch: Monday to Friday

11:30am-1:00pm

Pancake Breakfast: First Saturday, every month

8:00am-11:00am

Card games, bingo, carpet bowling, scrabble, tai chi, and more. Annual membership fee: \$14

Skeena Valley Golf & Country Club

250-635-2542

3235 Golf Course Avenue (Thornhill Bench)

Annual Senior Open: please call for more information. Booking for regular tee times can be viewed online.

www.svgc.ca

Terrace Aquatic Centre

250-615-3030

3320 Kalum Street

Leisure services schedules are also available online. Senior's programs and rates available.

www.terrace.ca

Terrace Bowling Alley

250-635-5911

4807 Lazelle Avenue

10 and 5 pin bowling lanes. Please call for hours.

Terrace Sportsplex

250-615-3000

3320 Kalum Street

Various classes offered, specifically for seniors such as Chair Yoga and Tai Chi. Discount for seniors. Schedule also available online.

Hours: Monday to Friday

8:30am – 4:30pm

www.terrace.ca

Heal Yoga – Senior's Chair Yoga

Senior's Chair Yoga uses breathwork, and mindfulness and aids with posture and energy flow. Advocates for those using wheelchairs, canes and those recovering from injuries. Open to everyone 65+.

<https://healyoga.ca/>

115-4716 Lazelle Ave, Terrace, BC, Canada, British Columbia

Safety and Security

Community Response Network (Terrace 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. This network coordinates with designated agencies to address situations when individuals are not able to seek help on their own.

Colleen Petrick - colleenpetrick@tdcss.ca

Tracey Davidson – tracey.d@volunteerterrace.com

Consumer Protection

1-888-564-9963

Loss of money is the crime most 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.

www.consumerprotectionbc.ca

Terrace and District Victim Assistance Program **250-638-7411**
3205 Eby Street (RCMP Branch)

TDVAP is equipped to provide support and assistance to victims of violent

<p style="text-align: center;">Tips for avoiding scams and fraud:</p> <ul style="list-style-type: none">• Say no! Hang up! Close the door!• Delete the email! Or call the police! <ul style="list-style-type: none">• Never give out any of your personal financial information by email or over the phone<ul style="list-style-type: none">• 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

crime. Victims and their families can contact Victims of Violence for assistance and referrals, help with the justice system, advocacy, and for emotional support.

Service Clubs

Greater Terrace Beautification Society **250-638-1049**
2814 Eby Street

Local group of volunteers committed to promoting beautification of the Terrace area. The Society meets the first Thursday of every month.

www.georgelittlehouse.com/beautificationsociety.htm

Kimmunity Angels Society **250-641-3044**
4017 Best Street

The mission is to promote health by providing financial assistance to seriously ill individuals who are disadvantaged to offset the costs of medical treatment, therapy, equipment, and travel to attend medical appointments.

www.kimmunityangellsociety.ca

Kinsmen and Kinettes Club

250-635-7777

Members work together to serve the community's greatest need by promoting service, fellowship, family values, and national pride.

www.terracekin.org

Riverboat Days Society

250-635-3632

3100 Kalum Street (George Little House)

Its main purpose is coordination and advertising of the Riverboat Days community festival. The Society Board and extended committee of volunteers meet throughout the year aspiring to improve the program of events and further raise the profile of Riverboat Days in the community.

www.riverboatdays.ca

Snow Removal

Devon's Plowing

250-615-8265

3667 Krumm Avenue

Devon's Plowing proudly serves Terrace and surrounding areas with honest, reliable, and affordable snow removal services. We offer our services to residential and commercial properties. No job is too big or too small. Senior's discounts are available.

www.devonsploving.com

Master Sweeper

250-615-8638

3639 Krumm Avenue

Services are available 24 hours a day, 7 days a week. Master Sweeper provides hourly, daily, weekly and monthly rates for equipment rentals. Ask about our free estimates.

www.mastersweeper.ca

Snow Angels (Helping Handyman Program)

250-638-1330

3235 Emerson Street

Snow Angels is a volunteer-based service provided to seniors to help with snow shoveling.

www.volunteerterrace.com

SSG Construction Services

250-407-0141

1580 Albatross Avenue

Proudly serving Kitimat, Terrace, and Prince Rupert, SSG Construction Services provides commercial and residential cleaning, repairs, and maintenance. This includes snow shoveling. Senior's discounts are available; SSG Construction Services has also collaborated with Better at Home.

Transportation Services

BC Bus Pass Program

1-866-866-0800

Offers a reduced-cost, annual bus pass for low income seniors and individuals receiving disability assistance from the Province of BC. Applications are available online or at Service BC.

Hours: Monday to Friday

9:00am – 4:00pm

<http://www2.gov.bc.ca/>

Better at Home Program

250-638-1330

Volunteer Terrace offers subsidized transportation to and from medical appointments, recreational community events, and more. Cost subsidized based on income.

Hours: Monday to Friday

9:00am – 4:30pm

www.volunteerterrace.com

Drive BC

1-800-550-4997

This service provides up-to-date information on road conditions and closures.

www.drivebc.ca

Elders Transportation Assistance Program

1-800-990-2432

BCAAFC provides partial funding to Elders for travel costs related to the Annual Elders Gathering.

Applications are available at: www.bcaafc.com

HandyDART

250-635-2666

4904 Highway 16 West

250-635-4991

Accessible, door-to-door shared transit service for people with permanent or temporary disabilities that prevent them from using fixed-route transit without

assistance from another person. Customers must first register, at no charge, for this program. Pre-booking required.

Service hours: Monday to Friday

8:45am-4:10pm

Saturday

9:00am-12:00pm

Sunday and holidays no service.

www.bctransit.com

Hope Air

1-877-346-4673

Provides free air transportation for financially burdened Canadians in need of medical treatment away from home.

Hours: Monday to Friday

9:00am – 7:30pm EST

www.hopeair.ca

Kalum Kabs Taxi

250-635-7177

4449 Lakelse Avenue

24 hour taxi and transportation service.

Northern Health Connections

1-888-647-4997

Northern Health Connections is an affordable travel service for patients needing to travel for out-of-town medical appointments in Northern B.C. and Vancouver.

Return fares from \$20-\$80. Reservations can be made online or called in.

<https://nhconnections.ca/>

Terrace Regional Transit System

250-635-2666

4904 Highway 16 West

Local BC Transit schedules and fare information.

<http://bctransit.com/terrace/>

Veterans Services

Veterans Affairs

1-866-522-2122

For more information and assistance on:

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

www.vac-acc.gc.ca

Royal Canadian Legion Branch 13

250-635-5825

4425 Legion Avenue

Royal Canadian Legion is Canada's largest Veteran support and community service organization. Branches across Canada aim to make a difference in the lives of Veterans and their families, provide essential services within our communities, and remember the men and women who have served.

Hours: Monday – Friday

3:00pm to 8:00pm

Saturday 3:00pm to 2:00am

www.legionbcyukon.ca

Volunteer Opportunities

There are many opportunities to volunteer in the community. Please refer to the website attached and fill out a volunteer form and Volunteer Terrace can help you.

Volunteer Terrace

3235 Emerson Street

250-638-1330

www.volunteerterrace.com

Directory

55+ BC Games

BC Seniors Games Society

Aboriginal Programs and Services

About This Guide

Alcohol and Drug Information and Referral Service

Allowance for the Survivor

Service Canada

Alzheimer Society of B.C

Ambulance

Emergency
Non-Emergency
Aquatic Centre
Terrace
Art Gallery
Terrace
Arthritis Society of Canada
BC 211
BC Bereavement Helpline
BC Centre for Elder Advocacy & Support
Seniors Abuse & Info Line (SAIL)
BC Centre for Elder Advocacy and Support (BCCEAS)
BC Coalition of People with Disabilities See Disability Alliance BC
BC Crisis Intervention and Suicide Prevention Centre of BC
BC Health and Seniors Information Line
BC Mental Health Crisis Line
24H Emergency
BC Seniors Guide
11th Edition
BC Services Card
BC Vital Statistics Agency
Better at Home
Volunteer Terrace
Bowling Alley
Terrace
Bus Pass Program
British Columbia
Canada Pension Plan
Service Canada
Canadian Cancer Society
Canadian Tire
Garden Centre
CareCardSee BC Services Card
Cedar Coast Dental

Lakelse Location
Park Location
Christ Lutheran Church
Church of Christ
City of Terrace/After Hours Trouble Line
Public Works
Community Response Network
Community Services and Programs
Computer Help
Connect Hearing Clinic
Consumer Protection
Counselling and Support Services.
Crime Stoppers
Crime Victim Assistance Program.
Crisis Lines and Victim Services
Cypress Turf Farms
Cypress Contracting
Dental Clinics
Denturists
Devon's Plowing
Disability Alliance BC
Disclaimer
Dr. TabataSee Park Ave Dental Clinic
Drive BC
Education
Elders Transportation Assistance Program
Emergency Electric Calls
BC Hydro Emergency
Emergency Phone Numbers
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Evangelical Free Church
Financial Services

Fire Department

Emergency

Non-Emergency

First Link Dementia Helpline

First Nations Health Authority

General Inquiries

Health Benefits

Indian Residential Schools Information Line

Food and Groceries

Food Share

Salvation Army

Seventh Day Adventist Church

TDCSS Homelessness Outreach

Four Hands Body Renewal

Funeral Information and Services.

Funeral Services Association of BC

Fusion Eyecare

Gardening and Yard Maintenance.

Golf & Country Club See Skeena Valley Golf & Country Club

Good Food Box

Kalum Community School Society.....

Government Services

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Grocery Delivery

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Gurdwara Sahib Miri-Piri Khalsa Darbar Temple 34

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Helping Handyman

Home Adaptations & Repairs

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Volunteer Terrace

Home Adaptations and Repairs

Home Adaptations for Independence Program (HAFI)

BC Housing

Home Hardware Building Centre...

Home Support – Private

Home Support – Public

Hope Air

Horizon Dental

Hospice Society

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Terrace Hospice Society

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Indian Residential School Survivors Society

Kalum Kabs Taxi

Kermode Friendship Society

Hot Breakfast

Kermodei Denture Clinic

Kimmunity Angels Society

Kinsmen and Kinettes Club

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Community Hall Rentals

Education Department

General Inquiries

Health Department

Housing Department
Social Development Department
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Kitsumkalum Band Administration

Community Hall Rental
Education Administrator
General Inquiries
Health Centre
Public Works
Social Development
Treaty Office
Volunteer Fire Department (Non-Emergency)

Knox United Church

Ksan House Society

Donation Room
Transition House

Ksan Place

Food Share
Residence and Shelter

Last Post Fund

Veteran Assistance

Life Labs

Mackay's Funeral Services LTD & Crematorium

Master Sweeper

Meals on Wheels

Medic Alert Canada

Medical Clinic See Park Ave Medical Clinic

MEDChair North Coast HME

Mental Health Support

Metis Services

Northwest BC Metis Association

Mills Memorial Hospital

General Inquiries

Ministerial Services and Churches

Ministry of Health

General Inquiries
Medical Services Plan (MSP)
Pharmacare

Nisga'a – Terrace Urban Local

Child and Family Services
Community Outreach
General Inquiries
Programs and Services Coordinator..

Non-Emergency Phone Numbers

North Coast Distance Education

Northern Brain Injury Association

Northern Health

Toll-Free

Northern Health Authority

Northern Health Connections

Northern Health Home Support

Northern Home Care

Northwest Community College

Northwest Counselling Centre

Northwest Integrative Healthcare Centre

Northwest Inter-nation Family and Community Services Society

Nourishing Life Wellness Clinic

Nurse Help Line

Health Link BC

Nu-Smile Orthodontics

OAS Spouse's Allowance

Service Canada

Old Age Security (OAS) Pension

Service Canada

Optometrists

Orthodontist

Park Ave Dental Clinic

Park Ave Medical Clinic

Fifth Floor
Fourth Floor
Third Floor

Pharmasave

Pharmacies

Podiatrist

Dr. Feist

Poison Control

Police

Emergency

Non-Emergency

Prana Therapeutic Massage

Quit Now

BC Lung Association

R D Greenwood Chiropractic Service

Dr. Greenwood

Recreation and Social Activities

Red Cross Health Equipment Loan Program

Regional District of Kitimat Stikine

Reporting Abuse

Revolution Health and Wellness Chiropractor

Dr. Rigler

Riverboat Days Society

Royal Canadian Legion Branch

Sacred Heart Parish

Safety and Security

Safeway

Pharmacy

Save-On Foods

Pharmacy

Schizophrenia Society

Self-Management BC

Senior's Supplement

Seniors BC Information website

Seniors' Distress Line

Service BC

Terrace Branch

Service Canada Centre

Terrace

Service Clubs

Seventh Day Adventist Church

Shelter Aid for Elderly Renters (SAFER)

BC Housing

Shoppers Drug Mart

Skeena Diversity Society

Skeena Valley Golf & Country Club

Skeena Valley Therapeutic Massage Clinic

Snow Angels

Helping Handyman Program

Snow Removal

Soup Kitchen

Bread of Life - Seventh Day Adventist Church

Zion Baptist Church

SpineFit Rehab and Wellness

Dr. Lindsay

Sportsplex

Terrace

Spotted Horse Farm and Nursery ..

SSG Construction Services

St. Matthew's Anglican Church

Stroke Recovery Association of BC

Suicide Helpline

Terrace Alliance Church

Terrace Christian Reformed Church

Terrace Churches' Food Bank

Terrace Healthy Living Program

Aquatic Centre
Terrace Hearing Clinic
Terrace Pentecostal Assembly
Terrace Public Library Computer Services
Terrace Regional Transit System...
The Church of Jesus Christ of Latter-Day Saints
The Rock Christian Community
The Salvation Army
Thornhill Community Church
Transportation Services
University of Northern BC
Uplands Nursery
Veterans Affairs
Veterans Affairs Canada
Veterans Services
Victim Assistance Program
Terrace and District
Victim Link BC
Viva Holistic Healing
Volunteer Opportunities
Walmart
Garden Centre
Pharmacy
Zion Baptist Church

*“Do not grow old, no matter how long
you live. Never cease to stand like
curious children before the Great
Mystery into which we were born.”
Albert Einstein*

Thank You to all our sponsors, community members and businesses who have helped us complete this guide.

For more information on provincial programs and services, please refer to the BC Seniors' Guide.

