



# Your Community Health Guide

Your Information:

Doctor: \_\_\_\_\_ Phone: \_\_\_\_\_

Pharmacy: \_\_\_\_\_ Phone: \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_

911#: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Personal Contact Numbers: \_\_\_\_\_

\_\_\_\_\_

# YOUR COMMUNITY HEALTH GUIDE



*Entrance to Fort St. John Hospital and Wellness Centre*

## **Important Telephone Numbers**

- ◆ **Ambulance/Fire/Hospital** 911
- ◆ **Emergency Numbers for Fort Nelson:**
  - RCMP** 250-774-2777
  - Fort Nelson Ambulance** 250-774-2344
  - Fort Nelson Fire** 250-774-2222
  - Fort Nelson Hospital** 250-774-8100
- ◆ **Chetwynd Hospital** 250-788-2236
- ◆ **Dawson Creek Hospital** 250-782-8501
- ◆ **Fort St. John Hospital** 250-262-5200
- ◆ **Fort St. John Public Health** 250-263-6000
- ◆ **Fort Nelson Public Health** 250-774-7092
- ◆ **Hudson's Hope Health Centre** 250-783-9991
- ◆ **Tumbler Ridge Health Centre** 250-242-5271
- ◆ **Poison Control** 1-800-567-8911
- ◆ **BC Nurses' Help Line 24/7** 881 or 1-866-215-4700  
TTY 1-866-889-4700

For other services, make an appointment with your Doctor.

# HOSPITAL, MENTAL HEALTH, VISITING SPECIALISTS

**Visiting Specialists are available to treat a variety of areas:**

- Ear, Nose & Throat
- Eyes
- Orthopedics
- Pediatrics
- Day surgery
- Dietician
- Diabetes
- Cardio rehab
- Psychiatry

**Note:** Appointments are made through your local doctor.

## **Mental Health and Addiction Services:**

This service is provided to assist people of all ages suffering from mental illness. Clients can be referred by their doctors or by family members. Often people do not recognize that they need assistance until a crisis happens. This service helps those in crisis, but also assists with coping skills so a crisis can be avoided.

<b>BC Schizophrenia (bcss.prov@telus.net)</b>	1-888-888-0029
<b>Mental Health Family Support</b>	250-261-9189
<b>North Peace Addiction Services</b>	250-262-5269
<b>FSJ Mental Health &amp; Addictions</b>	250-263-6080
<b>Addictions</b>	250-262-5269
<b>Fort St. John Public Health</b>	250-263-6000

# COMMUNITY REHABILITATION PROGRAM

The **Community Rehabilitation Program** provides community based rehabilitation services by Physiotherapists, Occupational Therapists and Rehabilitation Aides. Physiotherapists and Occupational Therapists are trained professionals who are clinically experienced and must be licensed to practice.

Where possible, we will teach you and/or your family to carry out your own care and adopt prevention and maintenance strategies. A range of services for homebound people of all ages is available including consultation, assessment and some treatment limited by the home environment and staff availability.

Services are available Tuesday to Friday in Dawson Creek, Monday to Thursday in Fort St. John. Service in Chetwynd, Tumbler Ridge, Hudson's Hope and Fort Nelson is dependent on staff travel to these communities.

There are no direct charges for service. If you have a WCB injury, are a veteran or ICBC claimant, then WCB, DVA, or ICBC may be billed for services.

## **How to Contact a Therapist (8:30 to 4:30 Monday to Friday)**

<b>Chetwynd Health Unit</b>	250-788-7200
<b>Dawson Creek Health Unit</b>	250-719-6500
<b>Fort Nelson Health Unit</b>	250-774-7092
<b>Fort St. John Health Unit</b>	250-263-6000
<b>Hudson's Hope Health Centre</b>	250-783-9991
<b>Tumbler Ridge Health Centre</b>	250-242-4262

# COMMUNITY REHABILITATION PROGRAM

## How to Access the Service

Anyone may request service (e.g. self, family, friend, community agency, your physician).

## Services

- Assessment and some treatment for acute, chronic and palliative care
- Assessment and prescription for adaptive equipment to help with activities of daily living (e.g. eating, dressing, bathing, toileting)
- Teaching clients and caregivers how to transfer safely using good body mechanics
- Assessment for wheelchair fittings and total body lifting equipment
- Prescription of walking aids
- Exercise programs (limited availability)
- Use of heat, cold or electrical modalities in the treatment of pain and swelling of joints (in some communities)
- Assessment of homes to provide recommendations for changes to reduce architectural barriers
- Advice on purchasing shoes, orthotics, supportive stockings, braces and splints
- Referral to other community health care services (e.g. family physician, long term care assessment, home care nursing, home support, foot care clinic)

# HOME SUPPORT SERVICES

**Home Support Services** are provided to foster a healthy home environment and facilitate independent living for clients by helping to meet the physical and emotional needs of individuals and their families in their own homes. The intent of the service is to enable adults with chronic or long-term disabilities to remain as independent as possible by assisting with activities of daily living and personal care. Support is also available to clients requiring short term assistance, for a period of up to 6 weeks, after an acute illness or an exacerbation of a chronic illness. The service is not intended to take over the functions of family and friends but rather to supplement when neither family nor friends are available or able.

## **Services**

### **Short Term Hours**

Short Term Hours (total of up to 12 weeks) can be put in place for clients requiring short term assistance. For example, help at home after being discharged from hospital. If the service is required to be longer than the 6 week term, then the client will be referred to a Long Term Care Case Manager.

### **Long Term Hours**

A Long Term Care case manager who is an RN will come to your home to assess your abilities and your needs. She will work with you and your support persons to develop a care plan.

Services provided by Home Support may include personal care, such as bathing and grooming. Laundry and linen change associated with bathing and incontinence can also be provided if the Community Health Worker is providing personal care.

# HOME SUPPORT SERVICES



*The Peace River*

Tasks done by a Community Health Worker to assist clients requiring personal assistance with activities of daily living may include, but are not limited to the following:

- Bathing/dressing
- Hair washing/shaving/routine nail care
- Oral hygiene/toileting
- Assistance with walking

## **How to Access the Service:**

<b>Chetwynd Health Unit</b>	250-788-7200
<b>Dawson Creek Health Unit</b>	250-719-6500
<b>Fort Nelson Health Unit</b>	250-774-7092
<b>Fort St. John Health Unit</b>	250-263-6000
<b>Hudson's Hope Health Centre</b>	250-783-9991
<b>Tumbler Ridge Health Centre</b>	250-242-4262

# COMMUNITY HOME CARE NURSING SERVICES



*The North Peace Care Centre*

**The Community Home Care Nursing Service provides community based nursing care by Registered Nurses.**

The goal of the service is to support and enable you to manage your own health, to the extent you are able, by as much as possible maximizing independence and promoting wellness. Wherever possible, we will teach you and/or your family to carry out your own care and adopt prevention and maintenance strategies.

This service is available on a non-emergency basis, seven days a week in Dawson Creek and Fort St. John, Monday to Friday in Chetwynd, and Fort Nelson, Monday to Thursday in Hudson's Hope and Monday, Wednesday and Thursday in Tumbler Ridge.

# COMMUNITY HOME CARE NURSING SERVICES

## How to Contact the Nurse (8:30 to 4:30 Monday to Friday)

<b>Chetwynd Health Unit</b>	250-788-7200
<b>Dawson Creek Health Unit</b>	250-719-6500
<b>Fort Nelson Health Unit</b>	250-774-7092
<b>Fort St. John Health Unit</b>	250-263-6000
<b>Hudson's Hope Health Centre</b>	250-783-9991
<b>Tumbler Ridge Health Centre</b>	250-242-4262

## Services

A range of services is available including assessment, management and support for:

- Wound/ostomy/catheter care
- Cardiac rehabilitation
- Medication regime
- Palliative care including pain management, symptom management and supportive counselling for the terminally ill.
- Chronic health conditions (e.g. diabetes, chronic lung or cardiac disease)

## How to Access the Service

Anyone may request service (e.g. self, family, friend, community agency, your physician). Contact the Community Home Care Nursing Service numbers.

If eligible for services, you will be contacted by a nurse to arrange a visit. After the initial visit, if service is continued, a physician must be involved.

When indicated and with your permission the nurse will refer you to other community health care services (e.g. family physician, physiotherapy, occupational therapy, long term care assessment, foot care clinic, meal service option).

# FACILITIES, SUPPORT GROUPS, SERVICES, GENERAL

## **Facilities** **Phone/E-mail**

**Heritage I** 250-785-2662

*Contact Licar Management/BC Housing*

One or two bedroom units, handicap accessible units.  
Wheelchair accessible. Tenants must require subsidization to qualify.

**Heritage II** 250-263-6000

*Contact Long Term Care*

One bedroom units, cooking facilities, two meals per day provided. Weekly room cleaning and non-personal laundry. Must be assessed by Long Term Care Nurses and is based on need.

### **Hudson's Hope Health Care & Housing Society:**

**Silver Willow Court** 250-783-5521

**North Peace Care Centre** 250-785-8941

**F: 250-785-2296**

**North Peace Senior Housing** 250-785-8983

Peace Lutheran Apartments. These apartments are independent living units.

**Elks Sunset Lodge Home Society** 250-785-6593

**Peace River Haven** 250-786-6100

**Pouce Coupe Care Home** 250-786-6116

**Rotary Manor** 250-719-3480

**The Abbeyfield House** 250-785-8381

## **Support Services** **Phone/E-mail**

**Active Living Fit-Start (City)** 250-785-4592

**Fort St. John Association for Community Living**  
([www.fsjacl.com](http://www.fsjacl.com)) 250-787-9262

**FSJ Pharmacy & Wellness Centre** 250-785-3234

**Fort St. John Public Health** 250-263-6000

**Fort St. John Senior Citizens' Assoc** 250-787-7897

# FACILITIES, SUPPORT GROUPS, SERVICES, GENERAL

<b>Support Services (Ctd.)</b>	<b>Phone/E-mail</b>
Handi-Dart	250-787-7433
Heart & Stroke Foundation	250-785-5696
Home Oxygen Program (Dawson Creek Health Unit)	250-263-6000
Life-Call	1-250-719-0577
Life-Line (BC Housing Northern Region)	1-800-667-1235
Life-Line (Legion Members)	1-800-543-3546
Meals on Wheels	250-787-0321

## **Medical Clinics: (check for walk-in clinics)**

ABC Clinic	250-785-1220
FSJ Medical Clinic	250-785-6677
Hudson's Hope Health Centre	250-783-9991
North Peace Medical Clinic	250-787-1123
Taylor	250-789-6772

## **Pharmacies: (medical aids as well as prescriptions)**

FSJ Pharmacy & Wellness Clinic	250-785-3234
Shoppers Drug Mart	250-785-6155

Northern Health Bus ( <a href="http://www.northernhealth.ca/nhconnections">www.northernhealth.ca/nhconnections</a> )	1-888-647-4997
North Peace Community Resources ( <a href="http://www.npcrs.bc.ca">www.npcrs.bc.ca</a> )	250-785-6021 F: 250-785-4659
North Peace Mental Health Services	250-785-2582
Save Our Northern Seniors	250-785-3245

<b>Support Groups</b>	<b>Phone/E-mail</b>
Alcoholics Anonymous	250-785-8866
Alcohol & Drug Info & Referral Services	1-800-663-1441
Alzheimer's Society of BC	1-800-667-3742
Alzheimer's Support Group	250-785-5513
Alzheimer's Resource Centre ( <a href="http://www.alzheimer.org">www.alzheimer.org</a> )	250-785-3876
Arthritis Society	1-866-414-7766

# FACILITIES, SUPPORT GROUPS, SERVICES, GENERAL

<b>Support Groups (Ctd.)</b>	<b>Phone/E-mail</b>
Arthritis Answer Line ( <a href="http://www.arthritis.ca/bc">www.arthritis.ca/bc</a> )	1-800-321-1433 1-800-321-1433
BC Parkinson's Association	250-785-7348
BC Seniors' Guide/Info Line ( <a href="http://www.gov.bc.ca/seniors">www.gov.bc.ca/seniors</a> )	1-800-465-4911
BC Senior Branch ( <a href="http://www.bcseniorgames.org">www.bcseniorgames.org</a> )	1-800-465-4011
BC Paraplegic Association	250-787-1912
BC Schizophrenia Society	250-261-9189
Canadian Cancer Society	1-800-663-4242
Canadian Diabetes Association	1-800-268-4656 250-787-7568
Canadian National Institute of the Blind (CNIB)	1-888-801-2642
Cancer Society FSJ	250-785-0903 250-787-7924
Client's Support Group	250-782-5598
Child Development Centre	250-785-3200
Crohn's and Colitis Support Group	604-794-7656
Darren Almond Travel Foundation	250-785-7373
Dept of Veterans' Affairs	1-866-522-2122
Diabetes Education Centre	250-262-5219
FSJ Royal Canadian Legion	250-785-3917
FSJ Hospital Foundation ( <a href="http://www.fsjhospitalfoundation.ca">www.fsjhospitalfoundation.ca</a> )	250-262-5299
9636 – 100th Ave., Fort St. John, BC V1J 1Y3	
FSJ & District Palliative Care	250-787-2814
FSJ Public Library           ( <a href="mailto:fsjlib@pris.bc.ca">fsjlib@pris.bc.ca</a> )	250-785-3731 F: 250-785-7982
FSJ Women's Resource Centre	250-787-1121
Heart & Stroke Foundation of BC & Yukon ( <a href="http://www.heartandstroke.ca">www.heartandstroke.ca</a> )	250-562-8611
Hudson's Hope Health Centre	250-783-9991
Hudson's Hope Public Library	250-783-9414

## **Support Groups (Ctd.)** **Phone/E-mail**

Narcotics Anonymous

See Alaska Highway News for address for meetings

Northern Health, Tobacco Reductions NICC

([www.northernhealth.ca](http://www.northernhealth.ca)) 250-263-6098

North Peace Addiction Services 250-262-5269

([www.geocities.com/npaddictionservices](http://www.geocities.com/npaddictionservices)) F: 250-262-5313

Multiple Sclerosis Society of Canada

([www.mssociety.ca](http://www.mssociety.ca)) 1-800-268-7582

Peace Lutheran Care Centre Foundation 250-787-0218

Red Cross Loan Cupboard 250-785-3234

Royal Canadian Legion 250-785-3917

SONS (Save Our Northern Seniors) 250-785-3245

SPSASS (South Peace Seniors' Access Services Society)

250-782-5745

Taylor Public Library 250-789-9878

## **General Information** **Phone/E-mail**

### **Adaptable Clothing:**

Easy Living 1-800-665-1976

(comes to North Peace Care Centre twice a year)

Silver Threads

([www.escapesclothing.com](http://www.escapesclothing.com)) 1-877-988-5656

Silvert's

([www.silverts.com](http://www.silverts.com)) 1-800-387-7088

BC Access – Service BC 250-787-3350

BC Housing Authority 1-800-667-1235

([www.bchousing.org](http://www.bchousing.org)) 250-785-5086

1539 – 11th Ave., Prince George, BC V2L 3S6

BC NurseLine 1-866-215-4700

TTY 1-866-215-4700

Canadian Blood Services

([www.blood.ca/registry](http://www.blood.ca/registry)) 1-888-236-6283

Unrelated Bone Marrow Donor

([www.onematch.ca](http://www.onematch.ca)) 1-888-236-6283

# FACILITIES, SUPPORT GROUPS, SERVICES, GENERAL

<b>General Information (Ctd.)</b>	<b>Phone/E-mail</b>
Dawson Creek Home Medical Needs	250-719-0577 F: 250-719-0578
Enquiry BC (Services/Programs)	1-800-663-7867
Fort St. John Hospital & Health Centre	250-262-5200 F: 250-262-5239
FSJ Physiotherapy Clinic	250-785-1175
Government Programs & Services for Seniors	1-800-465-4911
Home Adaptations for Seniors' Independence Program	1-800-639-3938
<b>Home Adaptations:</b>	
<b>Safety Bath Hydrotherapy Systems</b>	
Grande Prairie Branch	780-532-3511
Prince George Branch	250-963-7777
Medical Services Plan	1-800-663-7100
Northern Health ( <a href="http://www.northernhealth.ca">www.northernhealth.ca</a> )	1-866-565-2999 F: 250-565-2640
Suite 300 – 299 Victoria St., Prince George, BC V2L 5B8	
North Peace Cultural Centre	250-785-1992
North Peace Leisure Pool	250-787-8178
Old Age Pension Plan, GIS, CPP	1-800-277-9914
Pharmacare	1-800-663-7100
Poison Control Centre	1-800-567-8911
SAFER (Shelter for Elderly Renters) (BC Housing Press 1)	1-800-257-7756
Services Canada (Old Age Security and Canada Pension) ( <a href="http://www.sdc.gc.ca">www.sdc.gc.ca</a> )	1-800-277-9914
Save Our Northern Seniors	250-785-3245

## Grants

## Phone/E-mail

Programs exist for Canadian residents to improve or adapt current housing (rental or owned) to accommodate the needs of seniors. More information is available from the Canada Mortgage and Housing Corporation (CMHC) by calling the BC Regional Office at 604-731-5133.

**Canada Mortgage and Housing Corporation (CMHC)**

([www.cmhc-schl.gc.ca](http://www.cmhc-schl.gc.ca))

1-800-668-2642

### Residential Rehabilitation Assistance Program (RRAP)

Fully Forgivable Loan varies in accordance with the geographic zone. Additional assistance is also available for fixed and low-income persons with disabilities.

Assisting in maintaining and/or creating the creation of affordable housing for fixed and low-income seniors and adults. For repair, maintaining, and/or converting existing residential properties.

### Home Adaptations for Seniors' Independence (HASI)

This program helps homeowners and landlords pay for minor home adaptations to extend the time fixed and low-income seniors can live in their own homes independently.

Assistance is a forgivable loan of up to \$3500 for professional electrical, plumbing or other work such as but not limited to: walk-in showers, application for handrails and many other adaptations.

## Fort Nelson Information

## Phone/E-mail

### Fort Nelson Health Unit

250-774-7092

Supporting seniors through home nursing care, home support services, long term care, flu clinics and mental health. The unit is also the designated agency for investigation of adult protection concerns.

### Adult Day Program

250-774-7092

Northern Health offers this program through the Fort Nelson General Hospital. Phone for more information.

# FACILITIES, SUPPORT GROUPS, SERVICES, GENERAL

## **Fort Nelson Information (Ctd.)** **Phone/E-mail**

**Northern Lamplighters Activities Centre** 250-774-4549

A non-profit organization that provides and maintains a community centre for the use, enjoyment, recreation and well-being of seniors. Meetings are held the third Sunday of each month from September through June at 3:30 p.m. in the Lamplighters Centre Hall.

### **Northern Rockies Seniors Society**

**Box 52 Fort Nelson BC V0C 1R0** (nrss@live.ca)

Supports the needs of Seniors in Fort Nelson where there are gaps in service by initiating programs such as transportation, housing needs, recreation and socialization. Meetings are held the first Thursday of every month at Grace Manor. NRSS' office is situated in the basement of the School Board Office.

**Senior Transportation** 250-500-2597

**Grace Manor** 250-774-4930

Provides subsidized housing for seniors.

### **Northern Rockies Women's Aboriginal Society**

250-233-8920

Provides an Elders Support Service Program.

**Fort Nelson Aboriginal Friendship Society** 250-774-2993

Offers Soup and bannock every Tuesday from 12–1 p.m., and an Elders' Social every second Wednesday.

**Fort Nelson Community Literacy Society** 250-774-4415

Offers free tutoring for adults wishing to learn to read and/or write, and attend college courses. Tutor support available for adults with English as a second language, and resources available for adults over 65 years of age for information about writing wills, legal aid, etc.

**Fort Nelson Recreation Department** 250-774-2541

Offers senior exercise programs.



# YOUR COMMUNITY HEALTH GUIDE

Your 2009 Health Guide was developed by **Save Our Northern Seniors**, designed by **Carey Media Group** and supported by the **following partners:**

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**Fort Nelson Area:**

*Blue Canyon Concrete*

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*Hunter, Bryan & Kristin*

*Northern Rockies Regional Municipality*

*Woodlands Inn*

*Fort St. John & District Chamber of Commerce*

*Fort St. John Hospital Foundation*

*Fort St. John Physiotherapy Clinic*

*F.S.J. Senior Citizens Association Branch #58*

*Harris, Delores*

*Mackeno Ventures – Margaret & Jim Little*

*Marlin Travel*

*Mertler, Freda*

*Peace River Regional District*

*Northern Health*

*North Peace Savings and Credit Union*

*Quality Inn Northern Grand*

*Rotary Club of Fort St. John*

*Spectra Energy*

*Sunrise Rotary*

*Super 8 – Fort St. John*

*Townsley, Pat*

*TRAN-S-PORT HONDA*

*This guide should not be considered to be a comprehensive list and will be revised at the next printing. The guide is also on the websites for Chetywnd, Dawson Creek, Fort Nelson, Fort St. John, Hudson's Hope, Pouce Coupe, Taylor, and Tumbler Ridge.*