

SENIORS' GUIDE: COMMUNITY RESOURCES & SUPPORT SERVICES ~ NICOLA VALLEY ~



Photo of Nicola Valley - by Sebastian Fralic

Community collaboration is vital to the continued growth and sharing of resources, supports and community events that impact the lives of Elders and seniors.

If you have or know of Resources, Support Services, and/or Community Events that are relevant to Elders, seniors, and their support networks, please consider sharing with the Better at Home Merritt & Nicola Valley program. This team is dedicated to helping others know what is available in community.



Enriching Lives, Strengthening Communities

ICS Merritt
2040 Granite Ave, PO Box 1043
Merritt, BC V1K 1B8
P: 250-378-9676
interiorcommunityservices.bc.ca

Taking Charge of Your Health: A Seniors' Resource

This guide is designed to help you get ready for medical appointments, stay organized, and follow up after your visit. It includes community resources, helpful tips, and prompts to support your own record keeping.

Before Your Appointment

- In a notebook, consider writing down your appointment date, time and special instructions for the appointment, like fasting or bringing mobility devices or glasses.
- Consider bringing a support person to help with note-taking, translation (if needed), and transportation. REALLY EMPHASIZE

Bring the following items with you to your appointment:

- Your current medications or a list of them
- Your health card
- A list of any current or recent health conditions
- The name of your pharmacy
- Information about your language/culture or any information about you as a person that would be helpful to know
- Names of your other care providers

Consider having the following information in your notebook to go over with your care provider:

- Main reason for your visit
- Current symptoms and how long you have had them
- Questions for your doctor / nurse practitioner



You can access your health test results, specialized reports, and appointment reminders through 2 online portals: [MyHealthPortal \(Interior Health\)](#) and the [Health Gateway Portal \(BC Services\)](#). Both portals can be set up on any device. If you would like help getting started, you may consider asking a friend or family member for assistance. Support is also available to guide you through the setup process: MyHealthPortal at 1-844-870-4756 or for the Health Gateway Portal, contact the Service BC Help Desk at 1-800-663-7869.

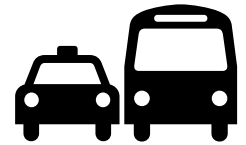


Did You Know?

Pharmacists can provide emergency refills as well as prescriptions for many minor ailments. Call your pharmacy for more information.



Plan for how to get to your appointment and the parking requirements.
 Here are some resources for local and out of town transportation options:



for LOCAL medical appointments:

Organization	Phone / Website	Other Info
Taxi Cab Service 378-4444	250-378-4444 or 250-378-5555	
Merritt Transit: curb-to-curb service for destinations within the City of Merritt	250-378-4080	Must be booked 24 hours in advance
Nlaka'pamux Health Services	250-378-9772 nlxhealth.com	Offering services to Coldwater, Cook's Ferry, Lower Nicola, Nooaitch & Shackan Bands
Scw'exmx Community Health Services Society	250-378-9745 schss.com	Offering services to Coldwater, Nooaitch, & Shackan Bands
Upper Nicola Band Health Services	250-350-3342 uppernicola.com	Offering services to members of the Upper Nicola Band

Fee-for-Service Senior Supports: (contact to inquire about out-of-town medical transportation)

Rise & Shine Senior Support Services
 by Jody Loewen, 250-315-5398
 riseandshineseniors@gmail.com

The Caring Cutter & Senior Support Services
 by Patti Renee, 778-865-0533

Need a Disability Parking Permit?	Contact People in Motion - 1-877-414-4241, or online at peopleinmotion.org
-----------------------------------	--

for OUT-OF-TOWN medical appointments:

Organization	Phone / Website	Other Info
BC Transit Health Connections Bus	1-888-376-7525	Must be booked 48 hours in advance. Tuesdays to Kamloops Thursdays to Kelowna
E-bus	www.myebus.ca	Merritt E-bus location is at the Esso on De Wolf Way

During Your Appointment

Questions to ask your care provider to help with record keeping:

- What is my diagnosis?
- What symptoms should I watch for?
- What tests have you ordered? What do they check for?
- What is my follow-up care plan?
- Who should I call for questions? (name, number)
- What medications am I prescribed?
- What is the timing and dosage of my medications?
- What are the side effects or special instructions?
- What lifestyle changes to diet, exercise, mobility, or home setup do you recommend?

Don't be afraid to ask questions during your medical appointment.



Be your own advocate. Follow up on your referrals.







After Your Appointment

Local organizations that may be able to help meet your needs and provide support in community

Review the remainder of this Resource Guide to find information that may be helpful to meeting your needs.

Note: resources and services can change at any time.

Although this Guide is updated regularly, some service provider information may be different since the last printing of this publication.

Medical / Health Related 	Includes how to register for a Doctor or Nurse Practitioner; Medical Transportation options for out of town appointments; medical equipment loans; Home Health Info and more.
Food / Meal Supports 	Local and non-local options for meal delivery and drop-in community meal options.
Information / Support Services 	Includes information about Housing; Mental Health / Counselling / Community Supports; Helpful Websites, and more.
Activities / Events 	Some of the ongoing community activities and events; places of interest to check out.
Volunteer Opportunities 	Local organizations and groups that value volunteer help.
Merritt Library 	A hub for community information and a place for more than just books.

Medical / Health Related



In need of a Doctor or Nurse Practitioner?

Register with HealthLink BC by calling 8-1-1 or register online at www.healthlinkbc.ca/health-connect-registry

Interior Health Authority
Home Health Central Intake
(for in-home medical / care-aid supports)

www.interiorhealth.ca
1-800-707-8550

Interior Health Authority
Adult Day Services (Merritt)

1-877-668-3388
1699 Tutill Court, Merritt

Nicola Valley Health Centre

250-378-2242
3451 Voght Street, Merritt

Nicola Valley Health Centre
Lab Booking

www.labonlinebooking.ca
or call
1-844-870-4756

Medical Equipment - Loans

Red Cross - NV Health Centre
250-378-3269
Tuesdays & Thursdays, 10:00a-12:00p

Medical Equipment - for purchase

Black's Pharmacy, 2037 Quilchena Ave
Pharmasave, 1800 Garcia Street
Walmart, 3900 Crawford Ave

Heart and Sole Health Care
Complete foot care specialist serving Merritt & Nicola Valley (in-home service available)

250-315-9665
sheila@heartandsole.healthcare
2064 Coutlee Avenue

Medical / Health Related cont'd...



Scw'exmx Community Health Services Society

serving area bands of Coldwater,
Nooaitch & Shackan

250-378-9745

www.schss.com

1926 Quilchena Avenue, Merritt

Nlaka'pamux Health Services

serving the Nlaka'pamux Nation

250-378-9772

www.nlxhealth.com

2088 Quilchena Ave (Entrance at Rear)

Upper Nicola Band Health Services

serving the Upper Nicola Band

250-350-3342

www.uppernicola.com

Gillis House

(Long Term Care)

250-378-3271

1699 Tutill Court, Merritt

Nurse Next Door

Fee-for-service in home nursing care

1-855-258-6587

www.nursenextdoor.com

Medical Transportation - Health Connections Bus



Merritt to Kamloops

Tuesdays

Book trip by calling 2 days in advance

1-888-376-7525

<https://www.bctransit.com/merritt/schedules-and-maps/health-connections/>

Merritt to Kelowna

Thursdays

When booking medical appointments in Kamloops or Kelowna, advise the medical office that you will be using the Health Connections Bus so the appointment can be made on the applicable date (Tuesday to Kamloops or Thursday to Kelowna) and within the hours that the bus will be in that community.

Medical / Health Related cont'd...



From the Province of BC - Get Connected to More Care

Pharmacists can help with more than medications

Treat minor ailments - Prescription renewals and emergency refills - Vaccines

Visit your local Pharmacy or book an appointment by calling 1-833-882-0022 or go online at gov.bc.ca/SeeAPharmacist

From the Government of Canada - Canadian Dental Care Plan

The Canadian Dental Care Plan (CDCP) is helping make the cost of dental care more affordable for eligible Canadian residents.

If you are 65 years of age or older, you can apply for dental coverage through this Plan. If you are currently 55 to 64 years of age, you can apply for dental coverage starting May 1, 2025.

Call the CDCP contact centre at 1-833-537-4342 (teletypewriter (TTY) at 1-833-677-6262) or visit a Service Canada Centre, or apply online at canada.ca.

Wearable Medical Emergency Call Buttons

Lifeline

Wearable technology to support in the event of a fall or emergency



1-800-543-3546
www.lifeline.ca

Telus Health Medical Alert

Wearable technology to support in the event of a fall or emergency

1-888-505-8008
www.telus.com/en/personal-health/medical-alert-systems

Food / Meal Supports



Better Meals (Burnaby, BC)

Meals are premade & frozen. Orders are delivered the 2nd & 4th Thursday of the month.

1-888-838-1888
www.bettermeals.ca

Soup Bowl at St. Michael's

Tuesdays, 11:30a-1:00p
Anglican Church Hall
1990 Chapman Street

Soup Kitchen

Sundays, 11:30a-1:00p
Seventh Day Adventist Church
2190 Granite Ave

Mandolin's Bagel & Coffeehouse

Home cooked meals to-go: order 24-hours in advance

250-315-0007
1700 Garcia Street (Railyard Mall)

Nicola Valley & District Food Bank

250-378-2282
nicolavalleyfoodbank.com
2026 Quilchena Ave

Better at Home

Call for current information about Social Meal programs and Meal Delivery in collaboration with Mandolin's Bagel & Coffeehouse

250-280-3015
2040 Granite Avenue

Information / Support Services



Conayt Friendship Society

Elders program / events - crafts, workshops, social outreach, seasonal events, mentorship

250-378-5107
www.conayt.com
2164 Quilchena Avenue

Merritt Seniors Centre

Activities, fitness, social connections, special events, information

250-378-3763
www.merritt.ca/seniors
1675 Tutill Court

ASK Wellness

Housing & Health supports

250-315-0098
www.askwellness.ca/merritt-homes
2196 Quilchena Ave

BC Housing

Rebate for Accessible Home Adaptations (BC RAHA)

How to apply for rental housing

SAFER - Shelter Aid for Elderly Renters
Helps make rent affordable for BC seniors with low to moderate income.
(NV Advocacy Centre can help with applications (250-378-9632)

www.bchousing.org/housing-assistance/BC-RAHA/program-overview

www.bchousing.org/housing-assistance/rental-housing/how-to-apply

<https://www.bchousing.org/housing-assistance/rental-assistance-programs/SAFER>

Nicola Meadows

Independent & assisted living for seniors

250-378-4254
2670 Garcia Street

**Information / Support Services
cont'd...**



The Florentine
Retirement home

250-378-5300
4100 Belshaw Street
www.theflorentine.ca

Better at Home (Nicola Valley)
Supports seniors at home with non-medical needs (light housekeeping, basic tech support, navigation & referrals, friendly phone calls & visits)

250-280-3015
www.betterathome.ca

Mental Health & Substance Use
Mental health & counselling supports;
substance use treatment supports

250-378-3401
3451 Voght Street
www.interiorhealth.ca/locations/merritt-mental-health-substance-use

Merritt & District Hospice Society
Supports emotional & spiritual needs of individuals & families coping with advancing & life limiting illness. Provides public education about Advanced Care Planning, serious illness, bereavement & grief supports.

250-280-1701
www.merritthospice.org
3451 Voght Street

**Sarah Molnar - Counselling & EMDR
Therapy**

www.sarahmolnarcounselling.ca

Art Therapy with Jennifer
Combining art & Psychology in a therapy setting

www.arttherapywithjennifer.com
email:
jchemagoarttherapy@gmail.com

**Information / Support Services
cont'd...**



Rise & Shine Seniors Support Services
Jody Loewen - fee-for-service, including companionship, accompaniment to medical appointments in & out of town, shopping assistance & more

250-315-5398
riseandshineseniors.com
email:
riseandshineseniors@gmail.com

The Caring Cutter & Senior Support Services
Patti Renee - fee-for-service, including at home hair cuts, light housekeeping, companionship, shopping supports.

778-865-0533

Seniors First BC & SAIL
Seniors Abuse & Information Line: resources for older adults who have been abused or mistreated

1-866-437-1940
seniorsfirstbc.ca

Office of the Seniors' Advocate BC
An independent office of the Provincial Government acting in the interest of seniors & their caregivers

1-877-952-3181
www.seniorsadvocatebc.ca

Seniors Services Society of BC
Connects adults 60 years+ with individual supports and housing navigation services to enhance their lives

1-604-520-6621
www.seniorsservicessociety.ca

**Information / Support Services
cont'd...**



BC Seniors Guide

Resources that provide information about healthy living, healthcare, & government programs & services for BC Seniors

<https://www2.gov.bc.ca/gov/content/family-social-supports/seniors/about-seniorsbc/seniors-related-initiatives/bc-seniors-guide>

Kinship Care Support Line

Provides support, advocacy & resource information to grandparents & other relatives raising a family member's child

1-855-474-9777
www.parentsupportbc.ca/support-line/

Ability411

Web-based service that provides practical information about assistive technologies & equipment to BC seniors

<https://canassist.ca/ability411>

Seniors Serving Seniors Association of BC

The Seniors' Services Directory contains over 500 listings of seniors' services laid out in a user-friendly format and is the 'go-to' guide for seniors, their families, and healthcare professionals working with seniors.

250-413-3211
<https://sssbc.org/service-directory/>

811

Free 24/7 health information, advice & navigation for non-emergency health concerns via telephone or online tools

8-1-1
<http://www.healthlinkbc.ca/find-care/healthlink-bc-8-1-1-services>

Activities / Events



The seasonal Recreation Guides published by the City of Merritt have an abundance of local activities and information.

if you are able, check out www.merritt.ca, and find the Recreation Guide under the “Living in Merritt” menu. Printed copies are available at the Civic Centre

Merritt Senior’s Centre
Various activities throughout the week

250-378-3763
1675 Tutill Court

Merritt Library
Various activities & resources

250-378-4737
1691 Garcia Street
Open Tuesdays through Saturdays

Creative Play by Day
Free drop-in art therapy

Tuesdays from 1:30p - 3:30p at the NV
Community Arts Centre
2051 Voght Street

**NV Community Arts Council ~ Gallery
~ Gift Shop**

250-378-6515
2051 Voght Street

Nicola Valley Museum - Archives

250-378-4145
1675 Tutill Court

Did You Know?



Low Cost Cell Phone / Internet plans are available for seniors in Canada who receive the GIS.

[Telus for Good](#) and [Rogers Connected for Success](#).

The Better at Home coordinator can support with how to apply.

Volunteer Opportunities



Merritt & Nicola Valley Crimestoppers

www.nicolavalleycrimestoppers.com

Merritt Senior's Centre

250-378-3763
1675 Tutill Court

Baillie House / Heritage Society

250-378-0349
2202 Voght Street

Nicola Valley Health Care Auxiliary Thrift Shop

250-378-9100
1803 Voght Street

Nicola Valley & District Food Bank

250-378-2282
nicolavalleyfoodbank.com
2026 Quilchena Avenue

Soup Bowl at St. Michael's

1990 Chapman Street
Anglican Church Hall

Better at Home

250-280-3015
2040 Granite Avenue

Nicola Valley Community Gardens

email:
nicolavalleycommunitygardens@gmail.com

Merritt & District Hospice Society

250-280-1701
www.merrithospice.org
3451 Voght Street



Library Home Service

Do you love reading, but find it hard to get to the library? Merritt Library can deliver materials to patrons unable to come to the branch due to mobility or health issues. And the service is free! If you or someone you know fits this description, contact the Merritt Library at 250-378-4737 to find out how to register.

Coffee and Crosswords

Join us on Thursday mornings from 10:30am to noon for a free coffee or hot chocolate and exercise your brain with crosswords, sudoku, colouring sheets, and more.

Mindful Relaxation

On the second and fourth Wednesdays of each month, Ros at the Merritt Library hosts hour-long adult relaxation sessions starting at 6:30pm that focus on breathing techniques to improve well-being.

Beginner Mobility

Are you interested in learning to improve your body literacy through gentle movements and body awareness? Join Ros at the Merritt Library from 6:30pm to 7:30pm on the third Wednesday of each month for fun and informative sessions.

Audiobooks for Print Disability

Eligible patrons can access thoughts of Mp3 and DAISY audiobooks via the Library. This free service is available to any TNRD resident to is unable to read print material because of a visual, physical or perceptual disability. Audiobooks can be picked up at the Merritt Library, mailed free to your home, or delivered directly to you in any TNRD community. Contact the Merritt Library at 250-378-4737 for more information.