

Guide to Seniors Services in Sointula

Updated November 8,2021

The following guide is intended to help Sointula seniors access services through people who are familiar with their specific needs.

Disclaimer: This guide was prepared by volunteers to introduce seniors and their advocates to health and home care services that are available locally. It is not meant to promote or condone or sanction any service in particular.

For life threatening emergencies, including medical, fire, police and poisoning: Call **911**. Public defibrillators are located at the Firehall in town, on the side of the harbour Manager's Office facing the Burger Barn at the breakwater in Rough Bay, in the B.C. Ferries waiting room, Sointula Library, at the red building at the dock in Mitchell Bay and at the school.

For non-emergency health care inquiries, call HealthLinkBC, the 24 hour nurse line at 811

Poison Control Centre: 1-888-567-8911

24 Hour Crisis Line: 1-888-494-3888

Local Health Care Services:

Island Health Services

Description of Service: For questions about accessing health services in Mount Waddington. Provides information about non-acute health and wellness services offered by Island Health and our Community Partners.

Phone: 1-855-902-6048

Text: 250-230-6048

The phone and texts are answered Monday to Friday 8:30 am – 8:00 pm

Doctors:

Sointula Health Centre
Phone: 250-973-2373

Namgis Doctor's Clinic
Phone: 250-974-5520

Port McNeill Medical Collaborative
Phone: 250-956-3377

Port McNeill Dental
Phone: 250-956-4244

Port Hardy Dental
Phone: 250.949.7775

Hospitals:

Cormorant Island Community Health Centre
Phone: 250-974-5585

Port McNeill and District Hospital
Phone: 250-956-4461

Sointula Health Centre: Phone: 250.973.2373 Press 2 to leave a message
Description of service:

- Family doctor three days a week,
- Blood pressure checks,
- Pap tests,
- women's health,
- home and community care services,
- Telehealth,
- palliative care support,
- fall prevention assessment and strategies,
- diagnosis and treatment for urinary tract infection,
- arthritis management,
- counselling,
- physical examinations,
- memory and vision assessments,
- ear assessment,
- lifestyle coaching and goal setting,

- public health (immunization, flu shots),
- mental health counselling,
- stress management strategies,
- mobility aids, aids to daily living, as available
- Travel Assistance Program (TAP) forms (pink forms) – covers travel for specialist medical appointment and diagnostic procedures (available 8 am-noon),
- B.C. Cancer Agency and other specialty clinics through Telehealth.

Hours: Monday to Friday from 8 am to Noon and 1 p.m. to 4 p.m.

Bloodwork is Wednesdays and Fridays between 8 a.m. and 9:30 a.m.

Community Paramedic

Description of Service: Services of the community paramedic are provided for general health and education of community members, as well as select chronic illness management for individual patients. Services are available, by referral through a doctor or the community nurse, to persons over 65 who are at risk of a fall, or suffering from diabetes, heart failure or Chronic Obstructive Pulmonary Disease. Services available on a non-referral basis include ongoing preventative health care activities such as chair exercises and Nordic pole walking groups, as well as vital signs clinics, and various workshops like infant CPR, naloxone administering and hands only CPR training. Please note that the community paramedic does NOT respond to emergencies. If you have a medical emergency, call 911. Contact the BC Emergency Health Services Sointula Community Paramedic, Tyler Brett at 250 230-0679 for more information.

Dr. Teresa Lynn Crowe

Description of Service: acupuncture and traditional Chinese medicine treatments

By Phone: 250.973.6224

Email: dr.teresalcrowe@gmail.com

Leo Shaw, Harbourside Physiotherapy and Health

Description of Service: Physiotherapy

By Phone: 250.949.5353

Alcoholics Anonymous

Contact: Annie at (250) 973-6608 or Cell: (604) 250-7085

Or Jessica at (250) 902-8459

Meetings are Thursdays from 7:30 – 8:30 p.m. at the Sointula Health Centre

Al Anon

Contact: Heather at 250 973-6492

Meetings are Tuesdays at 7:30 p.m. at the Sointula Health Centre

Drugstores:

Alert Bay Drugstore

Phone: 250-974-5712

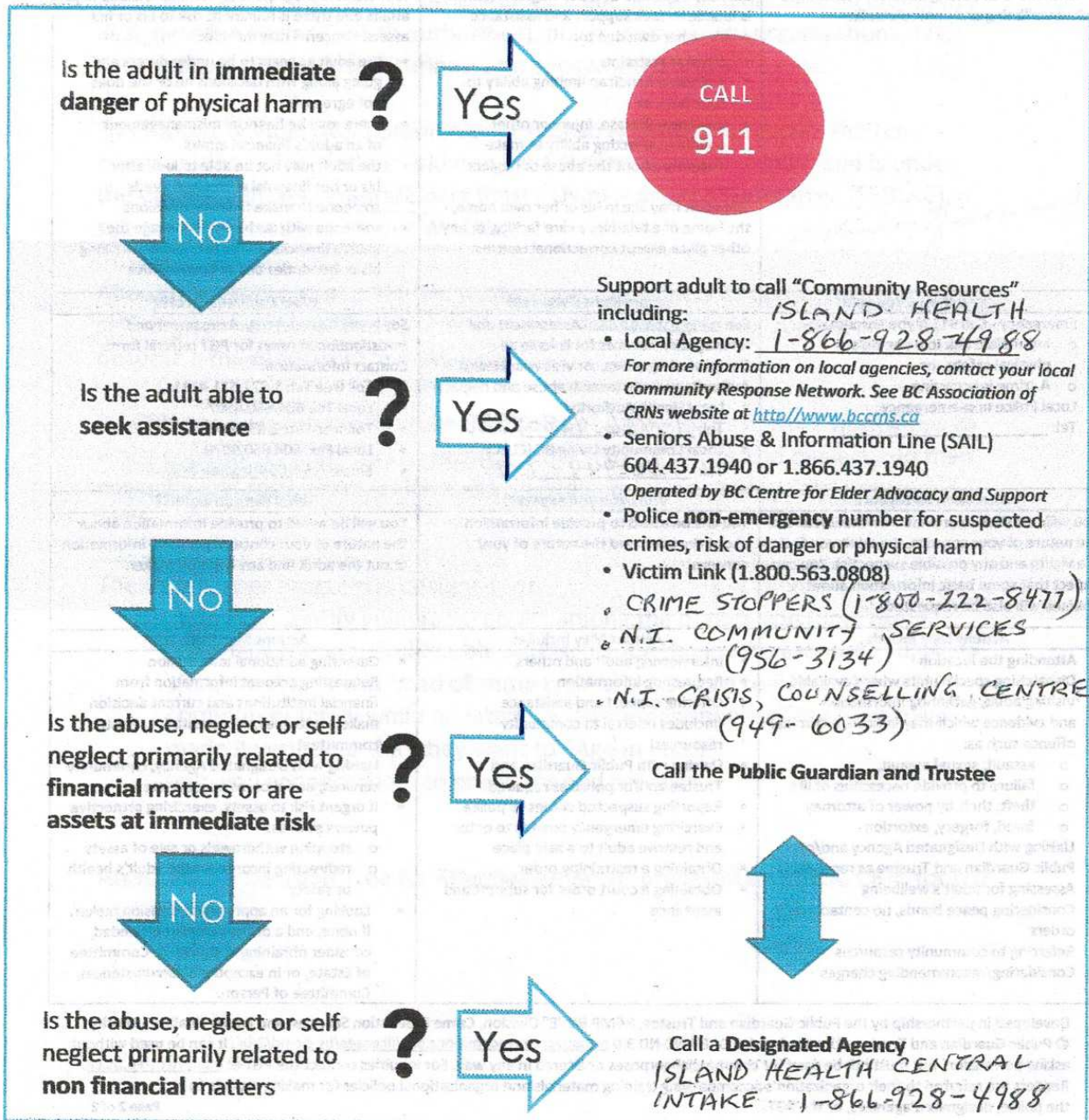
Port McNeill Drugstore

Phone: 250-956-3126

Note that both drugstores will deliver your prescriptions by mail to Sointula and that you do not have to travel to Port McNeill or Alert Bay to pick up prescriptions, if you don't wish to or can't.

How to Assist an Adult Who is Abused, Neglected or Self Neglecting: A Decision Tree for Effective Referrals for Adults in BC Who may be Vulnerable and/or Incapable

For an introductory video to the law in BC on responding to abuse and neglect, and for information on how to use this decision tree, visit <http://www.trustee.bc.ca/reports-and-publications/Pages/Decision-Tree.aspx> and see page 2 for information about calling the police, Designated Agencies and the Public Guardian and Trustee (PGT). For more information on Designated Agencies, the PGT, and Community Response Networks (CRNs) see the PGT publication *Protecting Adults from Abuse Neglect and Self Neglect* at <http://www.trustee.bc.ca>



Other Local Services For Seniors:

Transportation

Volunteer Transportation Network (VTN)

Description of Service: a volunteer transportation service for individuals who have no other alternative transportation option. Eligible clients must submit requests a minimum of 48 hours in advance and accommodation can be made for those with mobility challenges who require a wheelchair. Purposes for transportation requests may include access to medical and dental appointments, visit with families or friends in care facilities and access to food bank and groceries. This is NOT a taxi service.

Contact Name: Mary Mavis

Phone Number: 250.956.3151

Email: mwts@telus.net

Mount Waddington Transit

Description of Service: bus service to communities within the region, includes Handydart service for persons with disabilities.

Contact: 250.956.3151

<https://bctransit.com/servlet/documents/1403641777671>

Email: mwts@telus.net

Waving Flags

Description of Service: transportation service to communities within and outside the region.

Contact: 250.956.2355

<https://waivinflagstaxi.com/bus-service/>

Angel Flight

Description of services: transports patients via private aircraft from Vancouver Island, Sunshine Coast and the Lower Mainland to treatment centres in Victoria and Vancouver. Passengers are ambulatory patients who have to travel long distances for cancer related diagnosis, surgery, chemotherapy or other treatments not locally available.

Contact: Darlene Orr

Phone: 778.677.8920

angel@angelflight.ca

<http://angelflight.ca/about-us>

FINN (Friends In Need Now) Fund: Administered by Malcolm Island Lions

Description of Service: financial assistance for health-related travel and other medical requirements due to illness.

Contact: Send a letter to the Malcolm Island Lions Club, Box 64,
Sointula B.C., V0N 3E0

This is a joint initiative of the Malcolm Island Lions Club and Sointula Recreation Association.

Help With Medical Forms (e.g. TAP forms/Pink Slips)

Description of Service: travel assistance for specialist medical appointments and diagnostic procedures such as X-rays, B.C. Cancer Agency and other specialty clinics

Contact Name: Sointula Health Centre

Phone Number: 250.973.2373 Press 2 to leave a message

Application For Handicapped Parking Permit

Description of Service: Handicapped parking permit allows the holder to park in handicapped zones in public places.

Contact: <http://www.sparc.bc.ca/>

Wheels for Wellness

Description of service: provides transportation for out of town non-emergency medical appointments, ie. Victoria, Nanaimo, Campbell River or Courtenay.

Wheels for Wellness requires 24-hour advance notice in order to book a driver and vehicle. The Society depends on your donations.

IMPORTANT NOTE: The van leaves Port McNeill before the first ferry arrives, therefore you must spend the night in Port McNeill to access the service.

Contact Information: (250) 338-0196 or info@wheelsforwellness.com

Help At Home

Better at Home

Description of Service: provides full or partial subsidies, depending on income, for housekeeping services that are physically too difficult for a senior to perform.

Contact Name: Ashley Wall

Phone Number: 250.230.0757

B.C. Rebate For Accessible Home Adaptations

Description of Service: The B.C. Rebate For Accessible Home Adaptations (BCRAHA) program provides financial assistance to help eligible low-income seniors and people with disabilities in British Columbia to continue to live in the comfort of their home. As your physical needs change, so too does the need to modify your home environment. Adapting a home improves accessibility and promotes safe and independent living. Even small home adaptations can make a big difference in the lives of people who wish to remain in their homes longer.

If you or a member of your family is having difficulty performing day-to-day activities independently and safely – the HAFI program may be able to help.

See more at:

<http://www.bchousing.org/bc.raha>

1-800-257-7756

Shelter Aid For Elderly Renters (SAFER)

Description of Service: provision of rent supplements for eligible seniors.

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

Lifeline

Description of Service: 24-hour personal response service for emergencies at home, e.g. falls

Contact Name: Lawrie Garrett

Phone Number: 250.973.6113

Email: wakes@recn.ca

Community Facilities and Services

Harmony Glen Seniors' Residence

Description of services: offers rental of independent, supported housing units for seniors.

Contact: Jill Miles

Phone: 250.973.6483

Sointula Seniors

Description of Services: The Sointula Seniors is a membership-supported organization that supports seniors activities such as bingo socials and carpet bowling, and gatherings like the Valentine's Day potluck dinner, Mother's Day plant sale, annual Senior's Fall/Christmas Bazaar and Christmas Dinner.

Contact: Lorna Fuller, Phone: 250.842.8054

Sointula Library

Description of Service: The Sointula Library offers a wide selection of large print books and audio CD books, book club sets and books by mail for seniors. They also provide free access to Internet resources such as newspapers, magazine articles and genealogy information, and services such as one-on-one computer tutoring, including how to use FaceBook and email.

Contact: Janis Chateauvert for information on library services in Sointula

Phone: 250.973.6493

Hours: Tuesday: 1-4 p.m. and 5-7 p.m.

Wednesday: 12 - 2 p.m. and 3-4 p.m.

Thursday: 1-4 p.m. and 5-7 p.m.

Saturday: 11 am - 3 p.m.

Sointula Recreation Association

Description of services: The recreation association maintains the F.O. Hall, Athletic Hall, Old School and Old Medical Clinic facilities, and supports community events and recreational and cultural activities associated with these buildings, e.g. Sointula Museum, thrift store, teen and tween centre

Email: sointularecreation@shaw.ca

Hall rental: Juanita McMurdo, phone: 250-974-4699

Sointula Museum: Kathy Gibler: 250-973-9998

Sointula Transfer Station: Recycling

Description of Services: Garbage disposal and recycling of waste. Note that yard waste, uncontaminated wood and recycled materials may be disposed here for free.

Hours of Operation: Tuesday: 10 a.m. to 1 p.m.

Wednesday: 6 p.m.-8p.m.

Saturday 10 a.m. to 3 p.m.

Sointula Community Garden

Contact: Louise Rosser at 250.973.6968

Sointula Resource Centre

Description of Service:

The centre has information about and forms for a number of provincial and federal programs, including The Shelter Aid For Elderly Renters, Home Adaptations For Independence, Medical Services Plan, Old Age Security and Canada Pension Plan. Staff at the centre can provide some assistance with filling out these forms and contacting the appropriate government agency representatives to provide further assistance.

The resource centre maintains a website that lists descriptions and contact information for local businesses and services. Seniors are invited to drop in to learn about community events, and to access computer and copying services. The Sointula Resource Centre is supported by memberships.

A community market stand, located outside the resource centre, offers locally produced fresh produce.

Contact: 250-973-2001

Email: hello@sointulainfo.ca

www.sointulainfo.ca

Sointula Community Church

Description of service: a welcoming home for all, associated with the Evangelical Free Church of Canada. Sunday service is at 11 a.m., followed by visiting and refreshments.

Contact: Pastor Ben Crumback
Phone: 250.974.4958

Firehall Fellowship

Description of service: fellowship services on Sunday at the Old Medical Centre
Contact Serena Lansdowne
Phone: 250.973.6312

Regional District of Mount Waddington

Area A Director Sandra Daniels: 250-902-9131, sdaniels@rdmw.bc.ca

Services:

For inquiries related to sewer, garbage and streetlighting, call 250.956.3301 or visit <http://www.rdmw.bc.ca/our-communities/malcolm-island/malcolm-island>

For sewer emergencies call: 250-974-7074

Planning Services: Contact 250-956-3301

Sointula Waterworks

Description of Service: Community Water supply
Contact: Sointula Waterworks Office sointula_water@yahoo.ca or 250-973-2308
Emergency Phone number: 250-974-7005

Sointula Cemetery Committee

Description of Services: The Sointula Cemetery Committee oversees the operation and maintenance of our community-owned cemetery. The cemetery is run by volunteers and the committee relies on donations to cover maintenance costs. Anyone who has lived on Malcolm Island and/or their immediate family members may be buried in this cemetery and the plot is free, however family members are responsible for the costs of digging and covering the grave, under supervision of the cemetery committee.

To reserve a plot and for any questions about the cemetery, please contact one of the committee members below:

Linda Sjoberg: 250.973.6153

Tuula Lewis: 250.973.6759

Office of the MLA, Michele Babchuk: 1.866.387.5100

Description of Service: fields questions regarding Provincial services available to constituents, e.g. health and transportation services

Office of the MP, Rachel Blaney: Contact: 1.800.667.8404

Description of Service: fields questions regarding Federal services available to constituents, e.g. passports and pensions

Websites and FaceBook Pages With Useful Information

FaceBook Groups

Malcolm Island Post Whatever you want

Malcolm Island Lost and Found

Sointula, Malcolm Island and Area Sharing

I Once Lived on Malcolm Island

Sointula Buy, Sell Trade or Wanted

North Island Buy/Sell/ and or Trade

Sointula community market garden stand

Road Conditions North Vancouver Island

B.C. Ferries Vessel Location

Service Notifications or Assistance:

B.C. Hydro Information on Power Outages and Notifications

Phone: 1-888-469-3766 or cell: *hydro or *49376

<https://www.bchydro.com/outages/orsMain.jsp>

B.C. Ferries Service Notifications

250.956.4533

<http://www.bcferrries.com/bcfserVICENotICES>

B.C. Ferries Vessel Location

bcferries.applocation.net

Ministry of Transportation Road Conditions

1-800-550-4997

<http://www.drivebc.ca/#mapView&z=7&ll=50.169861746007314,-123.51928710937501>

Environment Canada Weather Forecast For Port Hardy

https://weather.gc.ca/city/pages/bc-89_metric_e.html

Telus Repair

Dial 611

RCMP Port McNeill

Description of services: For inquiries of a non-emergency nature, e.g. questions about permits.

Phone: 250.956.4441

Shaw Cable

Phone: 1-888-472-2222

Ragged Edge Internet Service

Phone: 250-956-2282 or toll free 1-866-950-RECN (7326)

Technical support is available 24 Hours/day, 7 Days/week, CALL **1-866-679-3813**

Canada Post

Phone: 250.973.6700

Hours: Monday to Friday, 8:30-5 p.m.

Harmony Freight Lines

Contact: Brett or Sandra

Phone: 250.974.4546

Coastal Community Credit Union

Contact: 1.888.741.1010

CIBC

Contact: 250.956.3351

There is a cash machine in the lobby of the Oceanfront Hotel
For information on other community services available in Sointula, please
visit the Sointula Resource Centre at: 250.973.2001

www.sointulainfo.ca

Harvest Food Bank

Contact: 250.902.0332

Loaves and Fishes

Contact: Alden Barnett: 250.974.7074

Frequently Called Numbers

What To Do In The Event of an Emergency:

BE PREPARED:

<https://www2.gov.bc.ca/gov/content/safety/emergency-management/preparedbc>

Always be prepared for power outages. Your emergency kit should be fitted for 72 hours.

Emergency kit supply list:

<https://www2.gov.bc.ca/gov/content/safety/emergency-management/preparedbc/build-an-emergency-kit-and-grab-and-go-bag>

Put supplies in one or 2 containers, such as plastic bins or duffel bags. Store them in an area of your home that's easy to get to, such as a hall closet, spare room or garage:

Non-perishable food: minimum three-day to one-week supply, with a manual can opener;

Water: four litres per person, per day for drinking and sanitation;
Phone charger, battery bank or inverter;
Battery-powered or hand-crank radio;
Battery-powered or hand-crank flashlight;
Extra batteries;
First-aid kit and medications;
Personal toiletries and items, such as an extra pair of glasses or contact lenses;
Copy of your emergency plan;
Copies of important documents, such as insurance papers and identification;
Cash in small bills;
Garbage bags and moist towelettes for personal sanitation;
Seasonal clothing, sturdy footwear and emergency blanket;
Dust masks;
Whistle;
Help/OK Sign: Display the appropriate side outward in your window during a disaster.

Have a check in buddy. As a small community we depend on each other for many things especially in times of emergency. Find a loved one or neighbour to act as a check in to keep each other safe.

In the event of a major emergency (earthquake, tsunami or fire) local fire departments and RCMP will inform the community of the need to evacuate. The muster station on Malcolm Island is AJ Elliott Elementary School.

For further information, there are information booklets at the Sointula Resource Centre.

In the event of an extreme emergency, the Emergency Coordinator can be reached at: emergencycoordinator@rdmw.bc.ca 250-230-1519

The local Emergency Social Services coordinators on Malcolm Island are:
Michelle Pottage and Marjorie Giroux