

## Federal Programs

### **Service Canada**                      **1-800-277-9914**

PO Box 1177

Victoria, BC V8W 2V2

Service Canada is responsible for administering the federal benefits listed below. Call the number above to book an appointment. If you have a hearing or speech impairment and you use a TDD/TTY device, call **1-800-255-4786**.

[www.servicecanada.gc.ca](http://www.servicecanada.gc.ca)

**Canada Pension Plan (CPP)** provides retirement pension and other benefits for those people who have contributed to the Plan through paid employment in Canada. The amount of CPP benefit is determined by the contribution you made during the time you were employed. Canada Pension Plan retirement benefits may begin as early as age 60. Applications for Canada Pension Plan benefits are available from any Service Canada office.

**Old Age Security Pension (OAS)** is a federally-funded basic monthly pension that is paid to you if you have reached the age of 65, if you are a Canadian citizen or a legal resident of Canada and if you meet the residence requirements. To receive OAS, you should apply at least six months before your 65th birthday or the date of your eligibility.

**Guaranteed Income Supplement (GIS)** may be available to you depending on your income and your marital status. To receive GIS, you must apply by providing an application, which can be obtained from Service Canada. GIS is based on your annual income, or the combined income of you and your spouse.

**Allowance for the Survivor** may be available for the spouse of someone receiving OAS and GIS. You must be between 60 and 65 years of age and meet residence requirements. You may receive an Allowance for the Survivor until you reach age 65 depending on your income.



# Health Services

*A listing of public and private agencies providing health care.*

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## **Aboriginal Health Services**

### **Aboriginal Diabetes Team and Health Nutritionist**    **250-370-8258**

Nutrition counselling available in the home or community.

### **Saanich First Nations Adult Care Society**                      **250-544-1627**

Offers home care nursing, home support, and medical transportation in the Saanich Peninsula.

### **Victoria Native Friendship Centre**                      **250-384-3211**

231 Regina Avenue

Victoria, BC V8Z 1J6

Services include a Mental Health Liaison, Outreach workers, and a Health Clinic with a Physician and Nurse Practitioner.

## **Clinics – Health Centres**

### **Arthritis Centre**                                      **250-598-2277**

2680 Richmond Road

Victoria, BC V8R 4S9

Treatment available on referral from a doctor. Treatment includes physical therapy, occupational therapy, nursing, and social work counselling. The Centre offers various programs including osteoporosis rehabilitation, fibromyalgia self-management, pain and stress management, and a variety of education classes.

[www.arthritis.ca](http://www.arthritis.ca)



## Community Public Health Units - Vancouver Island Health Authority (South)

### Public Health Nursing

**Flu Vaccine:** Each Fall, flu vaccine is provided free of charge to anyone 65 years of age and older. Clinics begin in mid October. Call the Health Unit closest to you to make an appointment. Homebound seniors who are unable to attend a clinic can phone the public health unit in their area listed on the next page and ask a Public Health nurse to make a home visit for flu shots. For more information phone **Flu Vaccine Info Line** at **250-370-8188**.

**Pneumococcal Vaccine** is provided free of charge to anyone 65 years of age and older. Needed once in a lifetime only, and is available all year, don't wait until Fall. Call the numbers listed below for more information.

**Esquimalt** .....250-360-5600  
530 Fraser Street

**Peninsula** .....250-544-2400  
2170 Mt. Newton X Road

**Saanich** .....250-519-5100  
95 Quadra Street

**Salt Spring Island** .....250-538-4880  
1-137 Crofton Road

**Sooke** .....250-642-5464  
2145 Townsend Road South

**Victoria** .....250-388-2200  
1947 Cook Street

**West Shore** .....250-478-1757  
345 Wale Road

## Dental Care

**BC Dental Association** **1-888-396-9888**  
Assists seniors in finding dentists in their area. Some will offer seniors' discount.  
[www.bcdental.org](http://www.bcdental.org)

**Camosun College Dental Clinic**  
**Information line** **250-370-3191**  
**Booking line** **250-370-3184**  
Dental Health Education Centre  
3100 Foul Bay Road  
Victoria, BC V8P 5J2  
Provides oral health and hygiene assessments, education, debridement, x-rays, polishing of teeth. Nominal fee.  
[www.camosun.ca](http://www.camosun.ca)

**Cool-Aid Dental Clinic** **250-383-5957**  
713 Johnson Street, 2<sup>nd</sup> Floor  
Victoria, BC V8W 1M8  
The Cool-Aid Dental Clinic provides quality dental care, particularly to those on social assistance and Aboriginal people. Reduced fees are offered to uninsured patients who otherwise could not afford treatment. Wheelchair accessible.  
[www.coolaid.org](http://www.coolaid.org)

**Vancouver Island Health Authority**  
**Dental Programs** **250-519-5100**  
**or 250-360-5603**  
Provides general information on dental care and resources.

## Education

**Centre on Aging** **1-866-902-3767**  
**University of Victoria**  
Offers free self management workshops including course textbooks for diabetes, chronic pain and disease, and pre-falls prevention.  
[www.coag.uvic.ca/cdsmp](http://www.coag.uvic.ca/cdsmp)

## Home and Community Care

Vancouver Island Health Authority (South)  
**General Enquiries Information Line**  
**250-388-2273 or 1-888-533-2273**

Home and Community Care Program provides community-based health services intended to support persons with acute or chronic illnesses or physical disabilities to remain at home as independently as possible. Services are offered by interdisciplinary Health Teams which consist of the following:

### Community Nursing

Services include assessment, health promotion, teaching of self-care, coordination of multi-disciplinary services, treatments and support.

### Case Management

Services include assessment, consultations, referrals and monitoring. Case Managers, in the community and hospital, coordinate a variety of services to assist people to live at home independently and safely. These include subsidized home support service, caregiver relief available in facility or home, and adult day programs. Facility placement and admission to Assisted Living is also arranged when required.

### Nutrition

Provides a continuum of clinical nutrition services between hospital and home to maintain optimum client health for the home bound.

### Rehabilitation

Services include physiotherapy and occupational therapy, assessment, perceptual and cognitive testing, treatment, consultation and education.

### Quick Response Team

Services include urgent assessment, treatment and consultation through an interdisciplinary team including physiotherapy, occupational therapy, respiratory therapy, social work, nursing, pharmacy and home support services.

## Home and Community Care Teams

|                                    |              |
|------------------------------------|--------------|
| Esquimalt, Westshore & Sooke ..... | 250-391-4855 |
| Gordon Head/Oak Bay .....          | 250-519-3000 |
| Outer Gulf Islands .....           | 250-539-3099 |
| Peninsula .....                    | 250-544-2500 |
| Royal Oak.....                     | 250-519-5200 |
| Salt Spring Island .....           | 250-538-4880 |
| Victoria North .....               | 250-388-2395 |
| Victoria South .....               | 250-388-2396 |

## Hospitals located in Vancouver Island Health Authority (South)

|   |                     |
|---|---------------------|
| <b>Gorge Road Hospital</b><br>63 Gorge Road East<br>Victoria, BC V9A 1L2                  | <b>250-995-4700</b> |
| <b>Lady Minto Hospital</b><br>135 Crofton Road<br>Salt Spring Island, BC V8K 1T1          | <b>250-538-4800</b> |
| <b>Royal Jubilee Hospital</b><br>1900 Fort Street<br>Victoria, BC V8R 1J8                 | <b>250-370-8000</b> |
| <b>Saanich Peninsula Hospital</b><br>2166 Mt. Newton Cross Road<br>Saanichton, BC V8M 2B2 | <b>250-544-7676</b> |
| <b>Victoria General Hospital</b><br>1 Hospital Way<br>Victoria, BC V8Z 6R5                | <b>250-727-4212</b> |

## Hospital Seniors' Services

### Vancouver Island Health Authority (South) Geriatric Services

Referrals to Geriatric Services need to be made by a physician. The Geriatric program provides multidisciplinary services to frail seniors with complex medical needs. There is an Outpatient Clinic at the Memorial Pavillon, Royal Jubilee Hospital, which offers a comprehensive assessment and short term treatment program. Victoria General Hospital and Royal Jubilee Hospital have a Geriatric Evaluation and Management (GEM) team in acute care.

## Physicians Services

### Victoria Medical Society 250-598-6021

Eric Martin Pavilion

2334 Trent Street

Victoria, BC V8R 4Z3

Provides information for physicians in the Greater Victoria and surrounding areas. Phone for a listing of physicians who are accepting new patients.

[www.victoriamedicalsociety.org](http://www.victoriamedicalsociety.org)

#### TIP!

Phone Vancouver Island Health Authority General Enquiry Line at **250-388-2273** for the names of individuals who provide home-based physiotherapy.



# Home Help

*Agencies providing services to assist people to live independently in their homes.*

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## Companion Services

### Companion Services 250-477-7755

3755 Crestview Road

Victoria, BC V8P 5C5

[www.companionservices.ca](http://www.companionservices.ca)

*See advertisement on page 59.*

## Home Support Services Subsidized

### Vancouver Island Health Authority (South)

Individuals with a high level of need for personal care such as bathing, dressing, toileting, and medication administration will be eligible for subsidized home support through an approved Home Support Agency. The agency is contracted by the Vancouver Island Health Authority and participates in an ongoing Quality Assurance Program and adheres to provincial standards. Phone the Vancouver Island Health Authority Home and Community Care **General Enquiry Line** at **250-388-2273** to ask about eligibility.

### Beacon Community Services

**250-658-6407**

2723 Quadra Street

Victoria, BC V8T 4E5

Provides home support services for the South Island.

[www.beaconcs.ca](http://www.beaconcs.ca)