

## Provincial Programs

### Seniors Not Receiving Old Age Security

If you are 65 or over and are not eligible for the Old Age Security Pension and its supplement – Guaranteed Income Supplement. - you may be eligible for assistance from the Ministry of Human Resources. Eligibility is based on your income, assets, and shelter costs. For more information contact your local Ministry of Human Resources office listed under “Governments - British Columbia” in the blue pages of the TELUS Phone Directory or phone

**Service BC 250-387-6121**

## Tax Credits - Federal

### Canada Revenue Agency

**Taxation Office 1-800-959-8281**

Low-income seniors may obtain assistance completing their tax forms through various seniors' organizations. Refer to volunteers who assist people to live independently on page ??.

If you have a hearing or speech impairment and you use a TDD/TTY device, call **1-800-665-0354** for more information on taxes.

[www.ccra-adrc.gc.ca](http://www.ccra-adrc.gc.ca)

## Tax Credits - Provincial

**BC Sales Tax Credit 250-387-3332**

The BC Sales Tax Credit application for low-income families and individuals can be found on the British Columbia Credits form included with your income tax return package from the Federal Government.

[www.sbr.gov.bc.ca/itb](http://www.sbr.gov.bc.ca/itb)



## Health Services

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

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## Aboriginal Health Services

**Aboriginal Health Regional Manager**

**250-370-8965**

Please call with any concerns regarding health services delivered by the Vancouver Island Health Authority, or for advocacy and support in accessing health services for you, your family or community.

**Aboriginal Diabetes Team**

**and Health Nutritionist 250-370-8258**

If you or a family member has diabetes the team will come to your home to help you. Nutritional counselling will be provided in your home or in your community.

**Aboriginal Liaison Nurse 250-370-8847**

Serves Aboriginal patients and their families who have been admitted to the hospitals on Southern Vancouver Island.

**Aboriginal Women Wellness Program**

**250-519-1831**

Supports Aboriginal women to attain their wellness goals.

## **Saanich First Nations**

### **Adult Care Society 250-544-1627**

A non-profit organization serving First Nations people on the Saanich Peninsula. Services include home care nursing, personal care, homemaking, acupuncture, medical transportation. Referrals can be made by social development workers, community health representatives, family physicians, family members and all hospital staff.

## **Victoria Native**

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

231 Regina Avenue  
Victoria, BC V8Z 1J6

Offers the following health services:

**Aboriginal Diabetes Project Worker** - Will provide direction and support for people to access health services for the prevention and management of diabetes.

**Aboriginal Health Clinic** - Serves Aboriginal people who may wish to see an Aboriginal doctor about their health concerns. Call for an appointment.

**Aboriginal Health Outreach Workers** - Will help you and your family get the right kind of healthcare advice, equipment and services.

**Aboriginal Mental Health Liaison** - Will help you and your family to understand and deal with mental illnesses.

## **Clinics - Specialty and Health Centres**

### **Health Point Care Centre at Hillside Seniors Health Centre**

**250-370-5637**

1454 Hillside Avenue  
Victoria, BC V8T 2B7

Provides primary health care services to patients 70 years of age and over, who live in a specific geographic area, and who do not have a family physician. Patients have access to a multi-

disciplinary team, including physicians, nurses, a geriatrician, and other health professionals. Services include health promotion and education, disease prevention, chronic and acute care management, and wellness counselling.

[www.viha.ca/health\\_point\\_care\\_centre](http://www.viha.ca/health_point_care_centre)

In addition to Health Point Care Centre, there are two programs :

### **Yakimovich Wellness**

#### **Centre 250-370-5641**

The Wellness centre offers a variety of educational and health promotion activities with a focus on healthy aging . The programs are designed for adults 55 years and older, and for their caregivers of all ages. Admission is free, call in advance to register. The monthly calendar of events is available at

[www.viha.ca/hshc/yakimovichwellnesscentre.htm](http://www.viha.ca/hshc/yakimovichwellnesscentre.htm)

### **Piercy Respite Hotel 250-370-5641**

The Respite Hotel offers spacious, private rooms for overnight respite in a hotel like setting. Care receivers can come as guests of the hotel for one to 21 days, while their family caregivers plan a scheduled break from their caregiving responsibilities. The program serves those 55 and over who are medically stable, and whose caregivers reside in Greater Victoria. The cost per day is the standard respite rate set by the Ministry of Health. A home and community care assessment is necessary to determine eligibility.

### **James Bay Community Project**

#### **Administration 250-388-7844**

#### **Primary Health Centre 250-388-6811**

547 Michigan Street  
Victoria, BC V8V 1S5

A community health centre providing a wide range of community and health services. The Primary Health Centre provides comprehensive primary

care to residents of James Bay and surrounding communities. Physicians, nurse practitioner and nurses work as a team. Community services for seniors include a Seniors Outreach worker, Seniors Connections group, Macular and Low Vision support group and Direct Volunteer services such as drives, friendly visitors, etc. Many volunteer opportunities and programs, such as a community library, thrift store, and program assistants are of interest to seniors. Other on-site services include LifeLabs, acupuncture and massage and counselling.

[www.jbcp.bc.ca](http://www.jbcp.bc.ca)

**STI Clinic 250-388-2220**

1947 Cook Street

Victoria, BC V8T 3P7

Confidential free clinic for counselling and sexually transmitted infections testing. By appointment only.

**Vancouver Island Health Authority  
Tuberculosis Clinic 250-519-1510**

1952 Bay Street

Victoria, BC V8R 1J8

TB skin tests and chest x-rays; diagnosis and treatment of active TB cases. Fee: \$20 for skin tests for work screening and school.

**Veterans Health Centre at The Lodge  
at Broadmead 250-658-3270**

4579 Chatterton Way

Victoria, BC V8X 4Y7

Promotes health by providing a range of health, social and leisure services for eligible veterans living at home in the Greater Victoria area. For more information see page 61.

**Victoria**

**Arthritis Centre 250-598-2277**

2680 Richmond Road

Victoria, BC V8R 4S9

**Information Line: 1-800-321-1433**

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)

**Victoria Pain Clinic 250-727-6250**

103 – 284 Helmcken Road

Victoria, BC V9B 1T2

A treatment centre serving people who suffer from chronic pain, chronic stress, and stress related illness.

[www.vicpain.com](http://www.vicpain.com)

**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** ..... **250-391-4855**  
102-940 Goldstream Avenue

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

**Saanich**..... **250-519-5101**  
3995 Quadra, 2nd Floor

**Salt Spring Island** ..... **250-538-4880**  
1-135 Crofton Road

**Sooke**..... **250-642-5464**  
104 - 2145 Townsend Road South

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

**Western Communities** ..... **250-478-1757**  
345 Wale Road

## Dental Care

**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**

## **Cool-Aid Dental Clinic 250-383-5957**

469 Swift Street  
Victoria, BC V8W 1S2  
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**

## **Vancouver Island Health Authority Dental Programs           250-744-5100**

Saanich Health Unit, 2nd Floor  
3995 Quadra Street  
Victoria, BC V8X 1J8  
Provides information and resources. Assists seniors to connect with dental practitioners.

## Education - First Aid & CPR

**Canadian Red Cross  
Society**                           **1-888-307-7997**  
Offers caregiver courses, emergency first aid, standard first aid, and all CPR levels.  
**www.redcross.ca**

**Greater Victoria  
Cardio-Pulmonary Resuscitation  
Society (C.P.R.)**               **250-592-5433**  
PO Box 8672                   **or 250-380-8529**  
Victoria, BC V8W 3S2  
Instruction and organization of CPR classes within the community.

**St. John Ambulance**           **250-388-5505**  
941 Pandora Avenue  
Victoria, BC V8V 3P4  
Offers all first aid courses up to level 3 inclusive.  
**www.sja.ca**

## 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 250-391-4855**  
**Gordon Head/Oak Bay 250-853-3000**  
**Outer Gulf Islands ..... 250-539-3099**  
**Peninsula ..... 250-544-2500**  
**Royal Jubilee Hospital 250-370-8135**  
**Saanich East ..... 250-744-5170**  
**Saanich West ..... 250-744-5130**  
**Salt Spring Island ..... 250-538-4880**  
**Sooke ..... 250-391-4855**  
**Victoria North..... 250-388-2395**  
**Victoria South ..... 250-388-2396**

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

**Gorge Road Hospital 250-995-4700**  
63 Gorge Road East  
Victoria, BC V9A 1L2

**Lady Minto Hospital 250-538-4800**  
135 Crofton Road  
Salt Spring Island, BC V8K 1T1

**Royal Jubilee Hospital 250-370-8000**  
1900 Fort Street  
Victoria, BC V8R 1J8

**Saanich Peninsula Hospital 250-652-3911**  
2166 Mt. Newton Cross Road  
Saanichton, BC V8M 2B2

**Victoria General Hospital 250-727-4212**  
1 Hospital Way  
Victoria, BC V8Z 6R5

## 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 has an inpatient assessment and rehabilitation unit on 7 north, and both hospitals have a Geriatric Evaluation and Management (GEM) team in acute care.

#### TIP!

Questions to ask when calling to arrange for private health care:

- Are your staff bonded and insured?
- Have your employees been through a criminal record check?
- Do you have Workers' Compensation Board coverage?
- Do all workers obtain a pre-employment medical examination before they are hired?
- Do you have any policies in place to protect my right to privacy?
- What documentation is in place to show commitment to quality care?
- Does your agency provide 24-hour service?
- What is your payment schedule? Payment option? e.g. Visa/Masterdcard/Cheque.
- What do I do if there is a dispute?
- What is your cancellation policy?
- Is there an extra cost for service on weekends or statutory holidays?
- Are you a member of good standing with the Better Business Bureau of Vancouver Island?



## Home Help

*A listing of private and public agencies that provide services to assist people to live independently, offering house cleaning, personal care, and companion services.*

### Home Support - Private

**A1 People Care Ltd.**..... 250-480-1666  
[www.A1peoplecare.ca](http://www.A1peoplecare.ca)

**Alpha Home Health Care Ltd.** ..... 250-383-4423

**Classic Caregivers** ..... 250-412-0214

**ElderSafe Support Services Ltd**  
**Victoria**..... 250-385-0444  
**Sidney**..... 250-654-0444  
[www.eldersafe.com](http://www.eldersafe.com)

See advertisement on page 66.

**Harmony Health Care Ltd. ...** 250-475-2772

**Home Instead Senior Care**..... 250-382-6565  
[www.homeinstead.com](http://www.homeinstead.com)  
See advertisement on page 66.

**I Care Seniors Services**..... 250-216-4142

**Knowing Heart Home Services** ..... 250-642-4804

**Lean On Me** ..... 250-413-2090

**Sidney SENIORCARE** ..... 250-656-7176  
See advertisement on page 65.

**Super Services for Seniors**.....250-592-0029  
See advertisement on page 70.

**Victoria Personal Home Nursing Care Inc.**..... 250-721-1704

**We Care Home Health Services**..... 250-389-0202

**Wilkes Pacific Enterprises** .... 250-360-8599

**Windsor Health Care**..... 250-383-2246