

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

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.

Companion Services

Companion Services 250-477-7755

3755 Crestview Road

Victoria, BC V8P 5C5

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

Home Support Services

A1 People Care Ltd.....250-480-1666
www.A1peoplecare.ca

**Alpha Home
Health Care Ltd250-383-4423**
www.alphahomehealthcare.ca

Bayshore Home Health ...250-370-2253
www.bayshore.ca
See advertisement on page 63.

Classic Caregivers 250-412-0214
www.classiccaregivers.com

**ElderSafe Support
Services Ltd250-385-0444**
www.eldersafe.com
See advertisement on page 61.

**Harmony Health
Care Ltd.....250-475-2772**
www.harmonyhealthcare.ca

**Home Instead
Senior Care250-382-6565**
www.homeinstead.com
See advertisement on page 66.

Nurse Next Door 250-590-5519
www.nursenextdoor.com
See advertisement on page 62.

Sidney SENIORCARE..... 250-656-7176

**Super Services
for Seniors250-592-0029**
www.superservicesforseniors.com
See advertisement on page 60.

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

**We Care Home
Health Services.....250-389-0202**
www.wecare.ca
See advertisement on page 64.

**Wilkes Pacific
Enterprises.....250-360-8599**
www.wilpac.ca

TIP!

Phone Seniors Serving Seniors at **250-382-4331** for names of individuals who provide housecleaning, home support, companionship, pet care, manicures and in-home hair care.

Home Support Services Live In

**International Nannies &
Homecare..... 1-800-820-8308**

Surework Solutions..... 250-361-2028
www.sureworksolutions.com
See advertisement on page 65.

**Tender Care
Nannies Ltd 250-217-2139**

Mobile Foot Care

**South Island Nurses Footcare
Associates 250-413-3128**
The Foot Care Nurse is an experienced nurse who has completed a specialized course in Advanced Foot Care. This mobile community service offers both home and care facility visits, and is recognized as a medical expense by Revenue Canada and Veteran Affairs. Serves all areas in Victoria, Western Communities, Sidney, Saanich Peninsula, Salt Spring, Duncan and the Cowichan Valley.

Student Employment Services

Beacon Community Services Youth Employment Program 250-656-5537

High school students between the ages of 14 to 18 help with yard work, cleaning, gardening, household maintenance, pet care and odd jobs at a reasonable cost. The program is monitored by BCS and serves residents of School District #63.

www.beaconcs.ca

Camosun College Student Employment Services 250-370-4181

Offers free job posting service – phone in or email the posting by visiting the website.

www.camosun.ca

Students/Seniors Work Assistance Program (SWAP) 250-388-4268

University of Victoria, Student Employment Centre offers help with yard work, cleaning, shopping, social activities, gardening, household maintenance, odd jobs, pet care. \$12 an hour, minimum 2 hour visit. Operated in conjunction with Silver Threads.

Volunteer Short-term Assistance

Return to Health 250-216-6878

Return to Health is a free service for seniors by seniors. The program assists prior to, during and following hospital stay. The goal of the program is to encourage clients to return to independent living and to be less isolated than before.

www.seniorsservingseniors.bc.ca

Volunteers Who Assist People to Live Independently

Volunteers help with services that may include driving to medical appointments or social activities, income tax returns, odd jobs, gardening, good day/reassurance phone calls, visiting, shopping, walking, dog walking, legal and financial information, filling out forms, reading and correspondence, and recreation.

Beacon Community Services.....250-656-5537
www.beaconcs.ca

Capital City (Victoria) Volunteers.....250-380-0660
www.capitalcityvolunteers.org

Esquimalt Volunteers..... 250-412-8556
www.esquimalt.ca

James Bay Community Project.....250-388-7844
www.jbcp.bc.ca

Oak Bay Volunteer Services..... 250-595-1034
www.oakbayvolunteers.bc.ca

Pender Island Community Support250-629-3346

Saanich Volunteer Services.....250-595-8008
www.saanichvolunteers.org

Salt Spring Seniors Services Society250-537-4604



Housing

A free comprehensive listing of seniors housing options on Vancouver Island “Senior Lifestyles – A Housing Guide for Seniors”, published twice a year by **Senior Living Magazine** is available at various locations in your community. For more information phone **250-479-4705** or refer to their website at www.seniorlivingmag.com

Abbeyfield Houses

Provides individual rooms that are self furnished. Houses also include a communal lounge, sunroom, kitchen, dining room, and bathrooms. Seniors live independently. Lunch and dinner are prepared and served by the house parent. Rent is subsidized according to income. Abbeyfield Houses in the Capital Regional District are listed below:

De Mezey Memorial **250-721-5973**
 931 Foul Bay Road
 Victoria, BC V8S 4H9
 Eight self contained rental suites. No services.

St. Andrew’s House **250-655-3536**
 10017 Fifth Street
 Sidney, BC V8L 1N8

St. Peter’s House **250-479-6140**
 1133-A Reynolds Road
 Victoria, BC V8P 2K5

Independent Living And Assisted Living Residences With Support Services – Private Pay

Independent Living Sites offer private suites ranging from studio’s, one bedroom, one bedroom plus den and two bedroom type apartments. Most come equipped with small kitchenettes. In addition to the suite rental, rents include hospitality services and communal amenity spaces. These services may include all or some meals daily, weekly housekeeping, linen service, recreation programs, emergency response and security. Most are on a month to month rental basis.

Sites with Assisted Living units must be registered with the Registrar of Assisted Living and offer all of the above services plus some personal care assistance with such things as bathing, dressing, medication administration, etc. Refer to Assisted Living website at www.healthservices.gov.bc.ca/assisted/index.html

Allegro-Ross Place Retirement Residence **250-381-8666**
 2638 Ross Lane
 Victoria, BC V8T 5M4
 Independent and Assisted Living Suites.
www.residencesallegro.com
See advertisement on inside back cover.

Alexander Mackie Lodge **250-478-4431**
 753 Station Avenue
 Langford, BC V9B 2S1
 Independent Suites Only.
www.hayworth.ca
See advertisement on page 59.

Housing

**Amica at
Beechwood Village** **250-655-0849**
2315 Mills Road
Sidney, BC V8L 5W6
Independent and Assisted Living Suites.
www.amica.ca
See advertisement on page 67.

**Amica at
Douglas House** **250-383-6258**
50 Douglas Street
Victoria, BC V8V 2N8
Independent and Assisted Living Suites.
www.amica.ca
See advertisement on page 67.

**Amica at
Somerset House** **250-380-9121**
540 Dallas Road
Victoria, BC V8V 4X9
Independent and Assisted Living Suites.
www.amica.ca
See advertisement on page 67.

Berwick House **250-721-4062**
4062 Shelbourne Street
Victoria, BC V8N 3E6
Independent Suites Only.
www.berwickrc.com
See advertisement on page 66.

Berwick Royal Oak **250-386-4680**
4680 Elk Lake Drive
Victoria, BC V8Z 5M1
Independent Suites Only.
www.berwickrc.com
See advertisement on page 66.

Camelot **250-384-3336**
455 Kingston Street
Victoria, BC V8V 1V8
Independent Suites Only.
www.novapacific.ca

Carlton House **250-595-1914**
2080 Oak Bay Avenue
Victoria, BC V8R 6W2
Independent Suites Only.
www.carltonhouse.ca

Cedars **250-477-4850**
3710 Cedar Hill Road
Victoria, BC V8P 5V5
Independent and Assisted Living Suites.

**Cridge Village
Seniors Centre** **250-384-8058**
1307 Hillside Ave
Victoria, BC V8T 0A2
Independent and Assisted Living Suites.
www.cridge.org

**Douglas Care
Community** **250-383-9011**
657 Niagara Street
Victoria, BC V8V 1J1
Independent and Assisted Living Suites.

Glenshiel **250-383-4164**
606 Douglas Street
Victoria, BC V8V 2P8
Independent Suites Only.
www.theglenshiel.bc.ca
See advertisement on page 65.

Highgate Lodge **250-472-0077**
1538 Cedar Hill X Road
Victoria, BC V8P 2P1
Independent and Assisted Living Suites.
www.highgatelodge.com
See advertisement on page 60.

Kensington **250-477-1232**
3965 Shelbourne Street
Victoria, BC V8N 6J4
Independent Suites Only.
www.reveraliving.com
See advertisement on page 68.

Legion Manor 250-652-3261
 7601 East Saanich Road
 Saanichton, BC V8M 0A4
 Independent Suites Only.
www.legionmanorvictoria.com

Minton House 250-380-4977
 1070 Southgate Street
 Victoria, BC V8V 2Z2
 Independent Suites Only.
 Must purchase condominium unit.

Norgarden Housing 250-656-8822
 2300 Henry Avenue
 Sidney, BC V8L 3G4
 Independent Suites Only.
www.norgarden.com

Parkwood Place 250-598-1565
 3051 Shelbourne Street
 Victoria, BC V8R 6T2
 Independent Suites Only.
www.reveraliving.com
See advertisement on page 68.

**Peninsula
 at Norgarden** 250-656-8827
 2290 Henry Avenue
 Sidney, BC V8L 2B2
 Independent and Assisted Living Suites.
www.norgarden.com

**Renaissance Retirement
 Residence** 250-386-1188
 1188 Esquimalt Road
 Victoria, BC V9A 3N9
 Independent Suites Only.
www.renaissancevictoria.com
See advertisement on page 59.

Rose Bank Gardens 250-472-0677
 1485 Garnet Road
 Victoria, BC V8P 5T5
 Independent Suites Only.
 Must purchase condominium unit.

Rose Manor 250-383-0414
 857 Rupert Terrace
 Victoria, BC V8V 3E5
 Independent Suites Only.

St. Francis Manor 250-382-7999
 1128 Dallas Road
 Victoria, BC V8V 1B9
 Independent Suites Only.
www.saintfrancismanor.com

Shannon Oaks 250-595-6257
 2000 Goldsmith Street
 Victoria, BC V8R 0A2
 Independent Suites Only.
www.shannonoaks.com

Victorian 250-477-1912
 1773 Feltham Road
 Victoria, BC V8N 2A4
 Independent Suites Only.
www.holidaytouch.com

Victorian at McKenzie 250-381-9496
 4000 Douglas Street
 Victoria, BC V8X 5K5
 Independent Suites Only.
www.holidaytouch.com

TIP!

See advertisements in the back of the Directory for information on services.

Housing

Wellesley 250-383-9099
2800 Blanshard Street
Victoria, BC V8T 5B5
Independent Suites Only.
www.retirementconcepts.com
See advertisement on page 62.

West Shore Lodge 250-478-7527
1828 Island Highway
Colwood, BC V9B 1J2
Independent Suites Only.

Residential Licensed Care – Private Pay

Licensed care provides seniors with meals, housekeeping, personal laundry, assistance with activities of daily living, medication administering and medical assistance under the supervision of professional care staff. Most rooms are private studios or shared accommodations. Private operators will conduct their own assessment of those needing their care services. There is no assessment required by a Vancouver Island Health Authority Case Manager to access these locations. There is no government subsidy available for these locations, resident pays all costs.

**Amica at
Douglas House** 250-383-6258
50 Douglas Street
Victoria, BC V8V 2N8
www.amica.ca
See advertisement on page 67.

Berwick House 250-721-4062
4062 Shelbourne Street
Victoria, BC V8N 3E6
www.berwickrc.com
See advertisement on page 66.

Berwick Royal Oak 250-386-4680
4680 Elk Lake Drive
Victoria, BC V8Z 5M1
www.berwickrc.com
See advertisement on page 66.

**Craigdarroch Care
Home** 250-595-3813
1048 Craigdarroch Road
Victoria, BC V8S 2A4
www.craigdarrochcarehome.ca

**Douglas Care
Community** 250-383-9011
657 Niagara Street
Victoria, BC V8V 1J1
Specializing in dementia care.

Glenwarren Lodge 250-383-2323
1230 Balmoral Road
Victoria, BC V8T 1B3
www.reveraliving.com
See advertisement on page 68.

Hart House 250-598-3542
1961 Fairfield Road
Victoria, BC V8S 1H5

Island View Place 250-652-0891
7013 East Saanich Road
Victoria, BC V8M 1Y3

Joan Crescent Manor 250-595-1315
1045 Joan Crescent
Victoria, BC V8S 3L3

Parkwood Court 250-598-1575
3000 Shelbourne Street
Victoria, BC V8R 4M8
www.reveraliving.com
See advertisement on page 68.

St. Charles Manor 250-595-4255

1006 St. Charles Street
Victoria, BC V8S 3P6

Selkirk Place 250-940-1028

385 Waterfront Crescent
Victoria, BC V8T 5K7

**Sunrise Senior Living
Victoria** 250-383-1366

920 Humboldt Street
Victoria, BC V8V 4W7

Includes dementia care.

www.sunriseseniorliving.com

See advertisement on page 66.

**Douglas Care
Community** 250-383-9011

657 Niagara Street
Victoria, BC V8V 1J1

Parkwood Court 250-598-1575

3000 Shelbourne Street
Victoria, BC V8R 4M8

www.reveraliving.com

See advertisement on page 68.

**Sunrise Senior Living
Victoria** 250-383-1366

920 Humboldt Street
Victoria, BC V8V 4W7

www.sunriseseniorliving.com

See advertisement on page 66.

Respite Care Private Pay

Residences offering short term stay with all inclusive amenities for residents. Ideal for seniors with medical needs, such as post-surgery, post-illness and caregiver vacation.

**Allegro-Ross Place
Retirement Residence** 250-381-8666

2638 Ross Lane

Victoria, BC V8T-5M4

Independent and Assisted living Suites.

www.residencesallegro.com

See advertisement on inside back cover.

Berwick House 250-721-4062

4062 Shelbourne Street

Victoria, BC V8N 3E6

www.berwickrc.com

See advertisement on page 66.

Berwick Royal Oak 250-386-4680

4680 Elk Lake Drive

Victoria, BC V8Z 5M1

www.berwickrc.com

See advertisement on page 66.

Respite Care – Subsidized

A subsidized respite program for care receivers while their family caregivers plan a scheduled break from caregiving responsibilities. Serves those 55 and over who are medically stable and qualify for eligibility.

Piercy Respite Hotel 250-370-5641

Hillside Seniors Health Centre

1454 Hillside Avenue

Victoria, BC V82 TB7

A Vancouver Island Health Authority Home and Community Care assessment is necessary to determine eligibility. See page 19.

Subsidized Assisted Living And Residential Complex Care

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

Assisted Living is a type of housing with services, available through Home and Community Care. Vancouver Island Health Authority subsidizes seniors of low to moderate income who require assistance with personal care and services such as meals and housecleaning. A single monthly charge, calculated at 70% after tax income makes this housing option affordable for persons with low to moderate incomes.

www.viha.ca/housing/assisted_living.htm

Residential Care services provide a protective, supervised environment and assistance with the activities of daily living for clients who can no longer reside at home due to their need for 24 hour professional care. Vancouver Island Health Authority manages a range of residential care services in the Capital Region. Calls can be made to the telephone number listed above. If clients meet the eligibility criteria set out by the Ministry of Health Services, an assessment can be offered. Access to residential care services is based on a Case Managers' assessment of need, risk and urgency for facility care. The assessment includes a determination that the client needs 24 hour supervision and professional care, and that the client's care needs cannot be met within available community resources. Placing a client's name on a waitlist in anticipation of future need is not permitted. Vancouver Island Health Authority has a 'first available bed' policy, meaning that a client with urgent care needs would be placed at the first facility within Vancouver Island Health Authority that had an appropriate bed available.

www.viha.ca/housing/residential_services.htm

Subsidized Housing For Seniors And Adults Aged 55+ With Disabilities

BC Government and the following non-profit organizations and societies offer low-cost housing for seniors and adults, aged 55 + , with disabilities. Affordable housing is intended for households with low to moderate incomes who for a variety of reasons may be unable to find suitable affordable accommodation in the private rental market. The commonly accepted standard of affordability is that housing costs do not exceed 30 percent of a household's gross income. If you are offered subsidized housing, you will pay 25 or 30 percent of your gross income subject to minimum rents. This is reviewed annually.

BC Housing Management Commission (BCHMC) 250-475-7550

301 - 3440 Douglas Street
Victoria, BC V8Z 3L5

Adults with disabilities may be under age 55.

www.bchousing.org

Marion Village Society 250-592-2231

1968 Bee Street
Victoria, BC V8R 6P6

Bertha O. Clarke Society

3221 Cedar Hill Road
Victoria, BC V8P 3Y2
Apply by mail.

Bethany Court Housing Society 250-389-6227

826 North Park Street
Victoria, BC V8W 3B4

Capital Region Housing Corporation 250-388-6422

631 Fisgard Street
Victoria, BC V8W 1R7
Adults with disabilities may be under age 55.
www.crd.bc.ca/housing

Cordova Bay Seniors Lodge Society

11 - 981 Sutcliffe Road
Victoria, BC V8Y 1M9
Apply by mail.

Dawson Heights Housing Ltd. 250-477-4850

3710 Cedar Hill Road
Victoria, BC V8P 5V5

Elgin Gardens Baptist Housing Society 250-592-2231

1787 Elgin Road
Victoria, BC V8R 5L7

Gorge View Society 250-360-1977

11 Chown Place
Victoria, BC V9A 1H5

Governing Council of the Salvation Army 250-383-5821

211-554 Garrett Place
Esquimalt, BC V9A 7J6

Greater Victoria Housing Society 250-384-3434

1-772 Bay Street
Victoria, BC V8T 5E4
www.greatervichousing.org
Apply to BC Housing.

Gulf Islands Pioneer Village

103 Bonnet Avenue
Saltspring Island, BC V8K 2K8
Apply by mail.

Kiwanis Village Society 250-595-0331

1419 Mallek Crescent
Victoria, BC V8T 2R3

Linwood Court Foundation 250-385-1119

41C-3200 Linwood
Victoria, BC V8X 1E4

North Park Manor Society 250-383-7611

875 North Park Street
Victoria, BC V8W 3B8

Oak Bay Kiwanis Co-operative

1430 Newport Avenue
Victoria, BC V8S 5E9
Apply by mail to the Membership Committee.

Pender Island Seniors' Housing Society 250-629-3731

5719 Canal Road
Pender Island, BC V0N 1P0

St. Andrew Victoria Housing Society 250-744-2377

4353 West Saanich Road
Victoria, BC V8Z 3E8

St. John's Court Society 250-383-7169

1613 Quadra Street
Victoria, BC V8W 2L5

St. Matthias Garden Court Society 250-590-7748

c/o St. Mathias Church
600 Richmond Avenue
Victoria, BC V8S 3Y7

Saltspring Society for Seniors' Accommodation 250-537-2441

132 Corbett Road - Unit A
Saltspring Island, BC V8K 1Z8

Housing

Sooke Branch 54 Royal Canadian Legion Housing Society 250-642-3033
6726 Eustace Road
PO Box 277
Sooke, BC V9Z 0S9

Western Community Seniors' Low-Cost Housing 250-474-6133
741 Station Road
Langford, BC V9B 2S1

Home Relocation and/or Declutter Services

Changing Places 250-721-4490
A personalised moving and/or downsizing service since 1991: sorting, packing, unpacking, emptying your home. Coordination and support to you and your family whether moving or aging in place.

www.victoriamoves.com

See advertisement on page 60.

Clutter Queen Services 250-381-6748
Unclutter before home sale. Downsize/organize home and sorts and clears estates.

www.clutterqueen.ca

Relocating Made Easy 250-477-8556
Helps seniors downsize and move including help with space planning, dispersment of unwanted items, set up and cleanup. Free one hour consultation.

www.relocatingmadeeasy.ca

TRANSITIONS

Project Management 250-888-4195
Coordinates all aspects of the move, including downsizing, space planning, movers and details that ensure a smooth transition to your new home and, if necessary, any repairs or maintenance to your existing home to expedite its sale.

Tenant/Landlord Dispute Resolution

BC Human Rights Tribunal 1-888-440-8844
1170-605 Robson Street
Vancouver, BC V6B 5J3
Deals with discrimination in BC.
www.bchrt.bc.ca

Residential Tenancy Branch 250-387-1602

1019 Wharf Street
Victoria, BC V8W 2Y9
Provides information to tenants and landlords about their responsibilities and rights. This BC government branch also helps to resolve disputes.

www.rto.gov.bc.ca

TRAC Tenant Resource and Advisory Centre 1-800-665-1185
Tenants' Rights Action Coalition provides information for tenants.
www.tenants.bc.ca

Together Against Poverty Society 250-361-3521

302-895 Fort Street
Victoria, BC V8W 1H7
Provides free face-to-face legal advocacy for people with income assistance, disability benefits and tenancy issues. Community Public Legal Education sessions available upon request.

www.tapsbc.ca



Legal Resources

Information on legal resources, consumer protection, office of the ombudsperson, dispute resolution and representation agreements.

Consumer Protection

Better Business Bureau 250-386-6348

220-1175 Cook Street
Victoria, BC V8V 4A1

Provides a communication link between businesses and consumers.

www.bbbvi.ca

Business Practices & Consumer Protection Authority 1-888-564-9963

Oversees business practices and consumer protection in British Columbia. Delivers consumer protection services, promotes fairness and understanding in the marketplace, and administers in the public interest any delegated Act.

www.bpcpa.ca

Phone-Busters 1-888-495-8501

Provides a central source for complaints against telemarketing fraud in Canada. Phone the number above to report your complaint.

TIP!

Phone **1-866-580-3625** at the National Do Not Call list to have your phone number removed from telephone solicitation lists.

Phone **1-800-267-8805** at the Canadian Marketing Association to have your name removed from the mailing solicitation list.

Discrimination and Human Rights

BC Human Rights Tribunal

1-888-440-8844

1170-605 Robson Street
Vancouver, BC V6B 5J3

Deals with Human Rights complaints, which are in contravention of the BC Human Rights code. Services are free.

www.bchrt.bc.ca

Dispute Resolution

Restorative Justice

Network Victoria 250-383-5801

Restorative Justice repairs the harm done to the victims of crime by holding offenders accountable through a facilitated meeting. Eight community-based groups from Salt Spring Island to Sooke provide this free service.

www.vrjs.org

South Island Dispute Resolution

Centre Society 250-383-4412

313-1095 McKenzie Avenue
Victoria, BC V8P 2L5

Offers Elder Mediation services for seniors. This program is designed to provide a forum for collaborative conversations and dispute resolution strategies related to issues of importance to seniors. All services are accessible and affordable.

www.disputeresolution.bc.ca

Lawyers

Lawyer Referral Services

1-800-663-1919

A service offered by the Canadian Bar Association. Provides the name of a lawyer who practices in the field in which you are having a problem. The first consultation up to 30 minutes is \$25.00.

www.dialalaw.org

Legal Assistance

BC Notaries 1-800-663-0343

Notaries can assist with wills, power of attorney, representation agreements and estate planning. Call to find a Notary in your area.

www.notaries.bc.ca

Dial - A - Law 1-800-565-5297

Operated by the BC Branch of the Canadian Bar Association. Offers pre-recorded messages prepared by lawyers. Gives information only, does not give legal advice.

www.dialalaw.org

Law Centre Clinical Law Program 250-385-1221

301 - 1221 Broad Street

Victoria, BC V8W 2A4

Provides free advice and representation for those persons who qualify for legal assistance. Assistance by appointment only. Call for information or for an appointment.

www.thelawcentre.ca

Legal Services Society 250-388-4516

Roland P. Kuczma (Victoria Agent)

218 - 852 Fort Street

Victoria, BC V8W 1H8

Applications for Legal Aid are taken each weekday. Please contact the office for intake hours. If you qualify for Legal Aid, a lawyer will be appointed to assist you. If you don't qualify, information about other legal resources and services will be provided.

www.lss.bc.ca

Ombudsperson

Office of the Ombudsperson 250-387-5855 1-800-567-3247

PO Box 9039 Stn Prov Govt

Victoria, BC V8W 9A5

Responds to questions and complaints about local and provincial public agencies. While not an advocate, the office can impartially and confidentially investigate whether a public agency is being fair to the people it serves. The office can investigate complaints about provincial ministries, commissions, boards and Crown corporations, as well as local governments, boards of education, health authorities, colleges and universities and professional associations.

www.bcombudsperson.ca

Public Guardian

Public Guardian and Trustee of British Columbia 250-356-8160

4-1019 Wharf Street

Victoria, BC V8W 2Y9

The Public Guardian and Trustee of British Columbia is appointed under provincial law to protect the legal rights and financial interests of children; to provide assistance to adults who need support for financial and personal decision making; and to administer the estates of deceased and missing persons where there is no one else able to do so.

www.trustee.bc.ca

Representation Agreements

NIDUS Personal Planning Resource Centre

& Registry

1-604-408-7414

411 Dunsmuir Street
Vancouver, BC V6B 1X4

Provides information on enduring powers of attorney, representation agreements, advance directives, and other aspects of adult guardianship legislation.

www.nidus.ca

TIP!

Every capable adult in BC has the right to accept or refuse health care treatment. An **Advance Directive** (living will) documents a process called advance health care planning. Capable adults learn about their treatment options, discuss them with family, friends, caregivers, and doctor and make decisions about what health care they would want in the future if they became unable to make or communicate their own health care decisions.

The Vancouver Island Health Authority has made available an information package and planning document, that can be downloaded from VIHA's **Advance Directives** home page online at **www.viha.ca/advance_directives**. For more information, phone **250-370-5687**.



Meals

Food Banks

Food hampers of mostly non-perishable foods are provided to those in need. Identification, proof of address and proof of income may be required.

Mustard Seed

250-953-1575

625 Queens Avenue
Victoria, BC V8T 1L9

Open Monday, Wednesday, Thursday and Friday from 9 a.m. to 2 p.m. Limited to 1 visit per month.

www.mustardseed.ca

Salvation Army

250-386-8521

2965 Quadra Street
Victoria, BC V8T 4E3

Open Monday to Friday from 9 a.m. to 11:45 a.m. and 1 p.m. to 4:15 p.m. Limited to 3 visits per year. Wheelchair accessible.

www.salvationarmy.ca

Sidney Lions

250-655-0679

2295 Ocean Avenue
Sidney, BC V8L 3S8

Open Monday, Wednesday, and Friday from 9 a.m. to 12 noon. Closed the last week of the month. Limited to 1 visit per month.

www.sidneyfoodbank.com

Meals

Grocery Delivery Services by Phone

Safeway Dial-A-Shop **250-370-1669**

1950 Foul Bay Road
Victoria, BC V8R 5A7

A senior and shut-in shopping service. Will do shopping for phone orders and deliver for a charge on minimum order of \$35 for those living within Hillside and Cook Street area (Fort & Foul Bay side of Safeway).

www.safeway.com

Sendial **250-544-1234**

(Seniors and Disabled Volunteer Shopping Service, sponsored by Thrifty Foods). Call customer service at the number above and they will take your name and phone number and pass it on to the Thrifty Food store for your area. You will be called the day before your order is shopped and delivered. \$5 delivery charge for all Sendial orders. Call between 8 a.m. and 9:30 p.m.

www.thriftyfoods.com

Wellburn's Market **250-384-3543**

1058 Pandora Avenue
Victoria, BC V8V 3P5

Will do shopping-by-phone order and deliver a minimum order of \$25 within a 3 mile radius. \$4 delivery charge. Call before noon, Monday to Friday except holidays.

Meals – Dining Out

Meals prepared and served in the community for seniors. Please call ahead for the time, cost, availability, and membership requirements.

Beckley Farm Lodge **250-381-4421**

530 Simcoe Street
Victoria, BC V8V 4W4

Church of Our Lord **250-383-8915**

626 Blanshard Street
Victoria, BC V8W 3G6

Esquimalt Recreation Centre **50+ Lunch Program** **250-412-8500**

527 Fraser Street
Victoria, BC V9A 6H6

Fernwood Community Centre **Autumn Glow Society** **250-381-1552**

1240 Gladstone Avenue
Victoria, BC V8T 1G6

Glenshiel **250-383-4164**

606 Douglas Street
Victoria, BC V8V 2P8
www.theglenshiel.bc.ca

See advertisement on page 65.

James Bay Community Project **Administration** **250-388-7844**

547 Michigan Street
Victoria, BC V8V 1S5

James Bay Community **School Centre** **250-389-1470**

140 Oswego Street
Victoria, BC V8V 2B1

**Jewish Community Centre
Of Victoria** 250-477-7185
3636 Shelbourne Street
Victoria, BC V8P 4H2

**Juan de Fuca 55 +
Activity Centre** 250-474-8618
1767 Island Highway
Victoria, BC V9B 1J1

**Monterey Centre
Seniors' Activity Centre** 250-370-7300
1442 Monterey Avenue
Victoria, BC V8S 4W1

**Oaklands Chapel
Seniors** 250-595-1411
2736 Fernwood Road
Victoria, BC V8T 3A4

Saanich Silver Threads 250-382-3151
286 Hampton Road
Victoria, BC V8Z 1H1

**St. Mary's Anglican
Church** 250-474-4119
4125 Metchosin Road
Victoria, BC V9C 3Z6

**Salt Spring Seniors
Services Society** 250-537-4604
379 Lower Ganges Road
Salt Spring Island, BC V8K 2V4

**Sooke Seniors'
Drop-In Centre** 250-642-6898
6689 Sooke Road
Sooke, BC V9Z 1H9

Meal Preparation and Delivery – Dining In

Better Meals 1-888-838-1888
3930 Kitchener Street
Burnaby, BC V5C 3M2
Home delivered freezer-to-table meals. 3 course dinner for \$6. Also available diabetic, bland low sodium and pureed diet menus. Free weekly delivery with minimum order of \$25. Better Meals is a registered service provider of Veterans Independent Program.
www.bettermeals.com

**Chef on the Run
Oak Bay** 250-595-3151
2020 Oak Bay Avenue
Victoria, BC V8R 1E4
Dinners delivered to your home or pick-up. Low salt, fat and skin removed. Small delivery charge.
www.chefontherun.ca

**Chef on the Run
Sidney** 250-655-3141
9781B 2nd Street
Sidney, BC V8L 4P8
Dinners delivered to your home or pick-up. Low salt, fat and skin removed. Small delivery charge.
www.chefontherun.net

Dine In Victoria 250-361-3463
Delivers dinner to your door from some of the best restaurants in town. Place your order at the number above, not the restaurant. Menus online or call to receive a book. Delivery charge, plus a 5% menu surcharge. 10% gratuity applies to orders over \$50.00.
www.dineinvictoria.com

Medical Equipment

Meals on Wheels **250-537-556**
Salt Spring Island **ext.33**

Meals on Wheels delivers a hot meal between 12 noon and 2 p.m. Monday to Friday. Extra meals are available.

Meals on Wheels
Sooke **250-642-2184**

Meals on Wheels delivers a hot meal between 11 a.m. and 12 noon, Monday, Wednesday and Friday. Frozen meals are available. Offers monthly menus with a wide variety of items.

Meals on Wheels
Victoria **250-595-6650**

Meals on Wheels delivers a fresh meal between 11 a.m. and 1 p.m. on Monday, Wednesday and Friday. Meals are ready to heat in the oven or microwave. We serve residents in Greater Victoria, the Saanich Peninsula and the Western Communities. Subsidies may be available to clients of the Vancouver Island Health Authority.
www.mealsonwheelsvictoria.ca



Medical Equipment and Supplies

Businesses offering a variety of equipment and supplies.

Communication Aids for Hearing

TELUS Message Relay for the Deaf For Tele Typewriter (TTY) users calling a standard telephone user, dial **1-800-972-6509** or **711**. For standard telephone users to communicate with a Tele Typewriter (TTY) user, dial **1-800-855-0511**.

**Western Institute for
the Deaf and
Hard of Hearing** **1-888-736-7391**
2125 West 7th Avenue
Vancouver, BC V6K 1X9
Provides special equipment for the hearing impaired.
www.widhh.com

Communication Aids for Vision

**Canadian National Institute
for the Blind** **250-595-1100**
2340 Richmond Avenue
Victoria, BC V8R 4R9
Sales, assessment and demonstration of vision enhancement and adaptive technology.
www.cnib.ca

Maycock Eyecare **250-384-4175**
1318 Blanshard Street
Victoria, BC V8W 2J1
Specializes in low vision aids for macular degeneration - from magnifiers and telescopes to closed circuit TV's.
www.maycockeyecare.com

Incontinence Supplies and Services

Daisy Fresh Services **250-380-2826**
2635 Turner Street
Victoria, BC V8T 4T8
Complete adult incontinence supply service including pick-up, delivery, and cleaning.

Wilkes Pacific Enterprises **250-360-8599**
PO Box 5567 Stn B
Victoria, BC V8R 6S4
Offers washable reusable environmentally-friendly incontinence garments.
www.wilpac.ca

TIP!

Look under Physiotherapists in the yellow pages of the TELUS Phone Directory for therapists who provide service for women's health, incontinence and pelvic floor rehab.

Specialized Clothing

Easy Living Shops **1-800-665-1976**
Adaptive wear for those with limited mobility and easy-care, easy-wear clothing for active seniors. Includes wide fitting slippers and no-elastic socks. Phone for a free catalogue.

Just You Boutique **250-384-1791**
210-2250 Oak Bay Avenue
Victoria, BC V8R 1G5
Specializing in mastectomy fittings, bras and prostheses. Offers home fittings.

Silvert's **1-800-387-7088**
Specially adapted clothing solutions. Phone for a free catalogue.
www.silverts.com

Medical Equipment – Loans

For a small fee or donation, or in some instances free, people can borrow, for a short term, medical equipment such as hospital beds, walkers, crutches, and wheelchairs.

Amyotrophic Lateral Sclerosis (A.L.S.) Society Victoria Chapter **1-800-708-3228**
PO Box 43054
3335 Oak Street
Victoria, BC V8X 3G2
For registered A.L.S. patients. Equipment available includes: beds, chairs, toilet risers, and wheelchairs.
www.alsbc.ca

Canadian Red Cross Society Victoria **250-382-2043**
909 Fairfield Road
Victoria, BC V8V 3A3
Basic Health Equipment Loan Service offers equipment for up to three months. A referral from a doctor, nurse, chiropractor, occupational therapist, or physical therapist is required. Advanced Health Equipment Loan Service offers specialized equipment. Only referrals accepted from occupational therapists or physical therapists. By donation, open Monday to Friday, 9:30 a.m. - 4:30 p.m.
www.redcross.ca

Medical Equipment

**Canadian Red Cross Society
Salt Spring Island** 250-538-4834
c/o Lady Minto Hospital
135 Crofton Road
Salt Spring Island, BC V8K 1T1
Medical equipment loan service for up to three months. By donation.
www.redcross.ca

**Galiano Health Care
Centre** 250-539-3230
908 Burrill Road
Galiano Island, BC V0N 1P0
Wheelchairs, canes, walkers, bathroom and bathing equipment. Short or long term loan.

**Mayne Island
Health Clinic** 250-539-2312
466 Felix Jack Road
Mayne Island, BC V0N 2J0
Free short term loan of equipment to Mayne Island residents.

**Mount Newton Centre
Society** 250-652-2112
2158 Mount Newton X Road
Saanichton, BC V8M 2B2
Short term loan (3 months). By donation. Long term lease agreement at nominal charge. Individual arrangements for beds. Special consideration for palliative care clients.

**Pender Island Health
Care Society** 250-629-3242
R.R. #1, 5715 Canal Road
Pender Island, BC V0N 2M1
Operates a loan cupboard.

**Sooke Loan Cupboard Community
Assistance Society
(CONTACT)** 250-389-4607
2037 Shields Road
Sooke, BC V9Z 1H5
Basic mobility aids, bathroom and bathing aids, bed assists, Active Daily Living assists. Nominal fee.

**Vancouver Island Multiple
Sclerosis Society** 250-388-6496
1004 North Park Street
Victoria, BC V8T 1C6
Loans equipment to people with multiple sclerosis.
www.mssociety.ca

**Wescom Medi-Lend
Society** 250-478-5373
567 Goldstream Avenue
Victoria, BC V9B 2W4
Medical equipment loaned to residents of the Western Communities. Operates Monday to Friday, 10 a.m. to 3 p.m.

Mobility Aids & Supports

Accessibility Group 250-658-3838
714 Skyview Place
Victoria, BC V9B 6G5
Custom, state of the art residential and commercial access solutions, including elevators, platform lifts and stair lifts. Call for free consultation.
www.accessibilitygroup.ca

**Angel Accessibility
Solutions** 250-383-0405
2508 Bridge Street
Victoria, BC V8T 5H3
Systems for lifting and transfer, shower and bathing, ramps and stair lifts. Design and project consulting, installation and service.
www.angelsolutions.com

Canada Scooters 250-383-7383
2005 Cook Street
Victoria, BC V8T 3P9
Sales, service and rentals of mobility scooters, powerchairs and walkers. New and used selection. Roadside assistance with free service loaners and ongoing support.
www.canadascooters.net

**City Wide Scooter & Wheelchair
Sales & Service 250-478-2978**

117-735 Goldstream Avenue
Victoria, BC V9B 2X4

Scooters, wheelchairs, chair lifts, bathroom safety,
scooter lifts, hand controls, walkers.

Home Health Care 250-474-6966

875 Cecil Blogg Drive
Victoria, BC V9C 3J2

Bathroom safety equipment, professional
installation of grab bars and handrails, compression
stockings, incontinence supplies, walkers, lift
chairs, hospital beds, manual wheelchairs,
dressings, eating and grooming aids.

**Island Mediquip Ltd.
Victoria 250-590-3436**

103 - 1964 Fort Street
Victoria, BC V8R 1K4

Sooke 250-391-0388

1949 Sooke Road
Victoria, BC V9B 1W2

New and used mobility equipment. Scooters,
wheelchairs, walkers, lifts, beds, lift chairs, and
bath safety. Sales, service, consignments and
rentals.

www.islandmediquip.com

**Medichair
Victoria 250-384-8000**

1856 Quadra Street
Victoria, BC V8T 4B9

Sidney 250-656-6228

7-9764 Fifth Street
Sidney, BC V8L 2X2

Lift and recline chairs, beds, seating, van lifts,
patient lifts, stair and porch lifts, bathroom safety
equipment, aids for daily living, wheelchairs,
scooters, and walkers. Sales, service, and rentals.
New and used equipment. Call for free catalogue.

www.victoria.medichair.com

See advertisement page 65.

**Rexall Home Health
Care 250-384-7196**

3098 Nanaimo Street
Victoria, BC V8T 5A6

Bathroom safety equipment, hospital beds,
walkers, compression stockings, ostomy, urinary,
skin care dressings, lift/recline chairs, wheelchairs,
and electric scooters. Stair elevators, wheelchair
and scooter lifts professionally installed in homes
and vehicles. Sales, service and rentals.

**Shoppers Home Health
Care 250-370-2984**

1561 Hillside Avenue
Victoria, BC V8T 2C1

Wheelchairs, walkers, scooters, stairlifts,
porchlifts, elevators, adjustable beds, and liftchairs,
supports and braces. Bathroom safety equipment,
incontinence supplies, and vehicle conversions.
Sales, service and rentals.

www.shoppershomehealthcare.ca

**Vancouver Island Medical
Supply Ltd. 250-384-4060**

1-A 3534 Quadra Street
Victoria, BC V8X 1H2

Wheelchairs, scooters, walkers, bath safety
equipment, daily living aids, electric beds, first
aid supplies, and stairway lifts. Sales, service,
consignments, and rentals.

www.vimedi.ca



Safety & Security

Contacts for crime prevention, disaster preparedness, alarm systems and victim services.

Crime Prevention

BC Crime Prevention Association

1-888-405-2288

120-12414 82nd Avenue

Surrey, BC V3W 3E9

Coordinates "Seniors Safety and Crime Prevention" presentations to groups of seniors.

www.bccpa.org

Phone-Busters

1-888-495-8501

Provides a central source for complaints against telemarketing fraud in Canada. Phone the number above to report your complaint.

www.phonebusters.com

Disasters (Community)

Provincial Emergency

Program Information 1-800-663-3456

Provides information on Emergency Planning. During a community disaster such as a blizzard, flood, or earthquake, telephone services may be disrupted. Be prepared by making plans with your family, friends or neighbours.

www.pep.gov.bc.ca

Fire

Fire departments throughout the Capital Region can provide education and assistance to seniors through public lectures or one-on-one consultations. To learn more about the fire prevention and safety services, call the number listed for your community in the front of the TELUS Phone Directory.

Emergency Response Medical Alarm/Alert Systems

Canadian Medic-Alert Foundation Toronto

1-800-668-1507

Application forms for ID bracelets available at most pharmacies or at the number above.

www.medicalert.ca

Victoria Lifeline

250-475-6415

#4 - 40 Cadillac Avenue

1-888-832-6073

Victoria, BC V8Z 1T2

Lifeline provides caring help at your fingertips 24 hours a day, 365 days a year. Pushing the help button on your Lifeline wrist band or pendant triggers a live voice connection with our associate who will send the help you need fast. In addition, our new Lifeline with AutoAlert provides an added layer of protection by automatically placing a call for help if a fall is detected and you cannot push your button because you are disoriented, immobilized, or unconscious.

www.lifeline.ca

See advertisement on page 60.

Price's Alarms

250-384-4104

843 Fort Street

Victoria, BC V8W 1H6

Offers the Caregard system for personal assistance in case of fall and/or emergencies.

www.pricosalarms.ca

TIP!

Reassurance Calls provided by volunteers.

If you would like a phone call each day at a specified time to ensure that you are fine and free from medical problems.

West Shore residents contact:

RCMP at **250-474-8791**

Greater Victoria area residents contact:

James Bay New Horizons at **250-386-4432**.

Support Groups & Related Organizations

Poison Control

Poison Control Centre 1-800-567-8911

Provides information on poisons and treatment of poisoning.

Police Services

Crime Prevention, Community Policing, Victim Services

Municipal police and the Royal Canadian Mounted Police (R.C.M.P.) coordinate a number of programs such as Neighbourhood Watch, Assault and Theft Prevention, and Schemes and Scams and Cons, that help protect seniors from crimes. These programs and the BC Government's Victim Assistance Program help victims of assault or robbery protect themselves and their homes, as well as recover from these experiences. For more information on the programs in your community please contact the non-emergency number at the police department or R.C.M.P. office listed in the front of the TELUS Phone Directory.

Victim Services

**Greater Victoria Police
Victim Services 250-995-7351**

850 Caledonia Avenue
Victoria, BC V8T 5J8

Provides short-term emotional and practical support to victims of crime and/or sudden trauma. We provide court support, safety planning and offer assistance with Crime Victim Assistance applications and Victim Impact Statements.

www.gvpvs.org

Victim Link 1-800-563-0808

A victim information line provides general information and referrals throughout BC for victims of crime.



Support Groups & Related Organizations

Wide range of support groups and related organizations listed by topic.

Aging Research and Education

**Centre on Aging
University of Victoria 250-721-6369**

Sedgewick A Wing

PO Box 1700

Victoria, BC V8W 2Y2

COAG conducts research that contributes to improving the health and quality of life of an increasingly diverse population of older adults, and to assist them, their families, health care providers, and governments in meeting the challenges and potentials of an aging society. The Centre distributes information in many ways including workshops, lectures and seminars.

www.coag.uvic.ca

AIDS

AIDS Vancouver Island 250-384-2366

3rd Floor, 713 Johnson Street

Victoria, BC V8W 1M8

Intake assessment and referral, support groups, counselling, resource centre, speakers bureau, helpline, recruiting and training of volunteers.

www.avi.org

Support Groups & Related Organizations

Alzheimer Disease and Related Dementias

**Alzheimer Resource Centre
Alzheimer Society
of B.C. 250-382-2052**

202-306 Burnside Road West
Victoria, BC V8Z 1M1

Through the First Link referral and outreach service, people with Alzheimer's disease or a related dementia, their families and caregivers are connected to an extensive array of informational resources, support groups, one-to-one support and education programs that cover all stages of the disease, coping strategies and tips for living well. Minds in Motion, a fitness and social program for people with early symptoms and a care partner, is offered in partnership with community centres.

www.alzheimerbc.org

Saanich Silver Threads 250-382-3151

286 Hampton Road
Victoria, BC V8Z 1H1

Specialized social program "Memory Plus" for individuals with early dementia.

**We Rage We Rage, We Weep
Alzheimer Foundation 250-920-9573**

Operates "Project Lifesaver" – a program providing wander location within 30 minutes using a wrist band.

www.werageweweeep.com

Amyotrophic Lateral Sclerosis

**Amyotrophic Lateral Sclerosis (A.L.S.)
Society Victoria 1-800-708-3228**

335 Oak Street
Victoria, BC V8X 3G2

Support group, research, and information. Free loan of equipment to A.L.S. patients registered with the A.L.S. Society of BC.

www.alsbc.ca

Animal Therapy – Visiting Pets

**Pacific Animal Therapy
Society 250-656-4283**

9412 Lauries Lane
Sidney, BC V8L 4L2

Volunteers visit with pets at facilities where residents benefit from interaction with pets. Home visits can be arranged. Operates the **Pet Loss Support Line** at **250-389-8047**.

www.patspets.ca

Arthritis

**Arthritis Telephone
Information Service 1-800-321-1433**

For general information about arthritis, local programs and services, community resources. Support and guidance to the health care system.

Arthritis Society 250-519-4000

2680 Richmond Road
Victoria, BC V8R 4S9

Arthritis education programs such as Arthritis Self Management, Osteoarthritis - Early Intervention, Joint Works & Water Works recreational exercises, special workshops and forums, quarterly newsletter, Speakers Bureau, Resource Centre, Joints in Motion, and general arthritis information.

www.arthritis.ca/bc

Brain Injury

**Victoria Brain
Injury Society 250-598-9339**

D & E 830 Pembroke Street
Victoria, BC V8T 1H9

Individual counselling, support groups and education.

Support Groups & Related Organizations

Diabetes

**Canadian Diabetes Association
Victoria and District
Branch** 250-382-5454

276-2950 Douglas Street
Victoria, BC V8T 4N4
Provides information and education; sells diabetes supplies, wound care supplies, socks and cream; and operates a lending library and resource centre.

www.diabetes.ca

**Diabetes Education Centre (Adult)
Royal Jubilee Hospital** 250-370-8322

1952 Bay Street
Victoria, BC V8R 1J8
Instruction and counselling in all aspects of diabetes care. Physician referral required.

Disability

**Action Committee for People
with Disabilities** 250-383-4105

948 View Street
Victoria, BC V8V 3L5
Information, referral, advocacy, information on housing, and home care.

**Victoria Disability
Resource Centre** 250-595-0044

817A Fort Street
Victoria, BC V8W 1H6
Assists people with all types of disabilities to achieve and maintain independence. Provides parking permits for people with disabilities, peer support, information and referral, skills development, and more.
www.drcvictoria.com

**Garth Homer
Community Centre** 250-475-2270

813 Darwin Avenue
Victoria, BC V8X 2X7
Provides adults with developmental disabilities opportunities to increase their independence and involvement in the community.
www.garthhomer.com

Tetra Victoria 250-474-5974

PO Box 30174
Victoria, BC V8X 5E1
Creates one of a kind devices for people with disabilities of all ages.

Elder Abuse

**BC Centre for Elder Advocacy
& Support (BCCEAS)** 1-866-437-1940

304 - 411 Dunsmuir Street
Vancouver, BC V6B 1X4
Provides a province-wide telephone information and advice line for adults 55+ who are dealing with issues of abuse concerning housing, finances, government actions, or human rights.
www.bcceas.ca

**Community Response Network
CRN Victoria** 250-665-7788
or 250-592-2927 ext. 222

Provides education on abuse of seniors and vulnerable adults. Promotes collaboration among community members to improve our community's response.
www.bccrns.ca

**Vancouver Island
Crisis Line** 1-888-494-3888

Accepts reports of concern of abuse of seniors, and will help in connecting the caller to resources. Calls are confidential.
www.cvics.ca

Support Groups & Related Organizations

Vancouver Island Health Authority **250-388-2273**
or
General Enquiry Line 1-888-533-2273

VIHA is a designated agency for accepting reports of elder abuse and neglect. Anonymous calls are accepted.

www.viha.ca

Victoria Women's Transition House
24 Hour Crisis Line: 250-385-6611
Community Office: 250-592-2927

100-3060 Cedar Hill Road

Victoria, BC V8T 3J5

Support group for women over 50 who are experiencing or have experienced abuse by a partner or adult children.

www.transitionhouse.net

Epilepsy/Seizures

Victoria Epilepsy and Parkinson's Centre **250-475-6677**

813 Darwin Avenue

Victoria, BC V8X 2X7

Information and supportive services offered by professional staff for individuals and families. Educational meetings and conferences with expert presentations related to living fully with this condition. Information sessions are offered to seniors groups, health professionals, and others. Newsletter and extensive resource library.

www.vepc.bc.ca

Fibromyalgia

Victoria Fibromyalgia Networking Group **250-381-5202**
or **250-381-1182**

Information, education, and self-help group. Meets the third Monday each month at 1 p.m. at Arthritis Centre, 2680 Richmond Road.

Grandparents

Parent Support Services Society of BC **250-384-8042**

2541 Empire Street

Victoria, BC V8T 3M3

Grandparents raising grandchildren support circle. Cost is free. Onsite child minding.

www.parentsupportbc.ca

Hearing

Canadian Hard of Hearing Association –Victoria **250-388-6854**

232-645 Fort Street

Victoria, BC V8W 1G2

Information on aids, assistive listening devices, and coping skills. Peer counselling available. Courses in speech, reading, and communication skills.

Island Deaf and Hard of Hearing Centre **250-592-8144**
TTY: 250-592-8147

100 - 754 Broughton Street

Victoria, BC V8W 1E1

Sign language and oral interpreting, captioning, aural rehabilitation, family and individual support, employment/vocational counselling, volunteer services, public education, support group and library.

www.idhhc.ca

Support Groups & Related Organizations

Heart and Stroke

First Open Heart Society of BC 250-595-2123

1580 Pembroke Street
Victoria, BC V8R 1W2

Supports open heart surgery patients and families before and after surgery. Operates the Victoria Heart House, a bed and breakfast facility for out-of-town guests visiting their loved ones going through heart related surgery.

www.fohs.bc.ca

Island Heart to Heart 778-678-8423

Provides educational and support programs for people with heart disease, and their families. Health care professionals discuss various aspects of heart disease, and the small group setting allows for informal discussions of common concerns.

Peninsula Stroke Recovery Branch 250-652-3016

Re-socialization programs including physical exercise, speech maintenance, spousal support groups, and stroke survivor support program. Meetings every Monday, except August and holidays, 11 a.m. to 2 p.m. at Seventh Day Adventist Church, 9300 Willingdon Road, Sidney.

Victoria Stroke Recovery Association 250-383-2623

Re-socialization programs including speech, physical, and music therapies. Facilitates support network for stroke survivors, family members and caregivers. Meets every Friday, except holidays and during month of August.

Hepatitis

Hepatitis C Education & Prevention Society (HEPCBC) 250-595-3892

Peer-support groups and community education about preventing, and living with, this serious liver disease. Multiple services and publications for both recently-diagnosed and long-term Hepatitis C patients and caregivers.

www.hepcbc.ca

Incontinence

Canadian Continence Foundation 1-800-265-9575

Information and newsletter on incontinence.
www.continence-fdn.ca

Kidney

Kidney Foundation of Canada 1-800-567-8112

201 - 4940 Canada Way
Burnaby, BC V5G 4K6

Services for kidney patients and families who are affected by kidney disease, Educational materials, kidney patient manuals and financial assistance for people who qualify.

www.kidney.bc.ca

Vancouver Island Kidney Patients Association 250-595-3650

PO Box 5145 Stn B

Victoria, BC V8R 6N4

Dialysis, pre-dialysis, transplant and post-transplant assistance provided by volunteers.

www.vikpa.org

Support Groups & Related Organizations

Lung

BC Lung Association Better Breathers

Group 1-800-665-5864

Monthly education and support groups for people with chronic lung diseases such as emphysema, chronic bronchitis, pulmonary fibrosis, lung cancer, allergies and asthma.

www.bc.lung.ca

Buteyko Canada 1-877-375-6069

Centre for Breathing Well
3181 Kingsley Street
Victoria, BC V8P 4J5

Fee-based workshops and courses to help improve breathing.

www.ButeykoCan.com

Lupus

Lupus Support Group 250-478-1733

Self-help support group and education.

Mood Disorders

Mood Disorders Association of BC 250-475-1843

Support group for persons with mood disorders, their families and friends.

Friends Of Music 250-592-5114

2328 Trent Street
Victoria, BC V8R 4Z3

Rehabilitation, socialization, public education, and creative employment strategies for people with a mental illness.

Multiple Sclerosis

MS Society of Canada 250-388-6496 **South Vancouver Island Chapter**

1004 North Park Street
Victoria, BC V8T 1C6

Free one-on-one and family support, information, support groups, workshops, exercise programs, education, and social programs. Equipment loan, lending library and more.

www.mssociety.ca/chapters/svic

Osteoporosis

Osteoporosis Canada 1-800-463-6842

Educates, empowers and supports individuals in the risk-reduction and treatment of osteoporosis.

www.osteoporosis.ca

Victoria Osteoporosis Support Group

250-721-0880

Meets the first Monday of every month for education and support.

Ostomy

United Ostomy Association of Canada 250-477-0266

Support meetings assisting in the rehabilitation of persons having an ostomy.

Panic Disorders

Se-Cure 250-598-9979

Support group for people with agoraphobia or panic disorders.

Support Groups & Related Organizations

Parkinson's

**Victoria Epilepsy and
Parkinson's Centre** 250-475-6677

813 Darwin Avenue
Victoria, BC V8X 2X7

Information and supportive services offered by professional staff for individuals and families. Educational meetings with expert presentations related to living fully with this condition. Information sessions are offered to seniors groups, health professionals, and others. Short-term program for those with early stage Parkinson's. Specialized exercise program. Other programs based on special interests. Newsletter and resource library.

www.vepc.bc.ca

Polio

**Post Polio Awareness and
Support Society
(PPASS)** 250-655-8849

102 - 9775 Fourth Street
Sidney, BC V8L 2Z8

Meetings, newsletter, help line, and education.

www.ppassbc.com

Psoriasis

Psoriasis Clinic 250-519-1511

Royal Jubilee Memorial Pavilion
3rd Floor, Homer Wing
Victoria, BC V8R 4S2

Information and treatment for persons with psoriasis. Physician referral required.

Schizophrenia

**BC Schizophrenia Society
Victoria Branch** 250-384-4225

941 Kings Road
Victoria, BC V8T 1W7

Support for family members and people with

serious and persistent mental illness, with or without addictions.

www.bcssvictoria.ca

Scoliosis

**Scoliosis Association
of BC** 250-652-2698

Information and support.

www.scoliosiscanada.org

Tourette Syndrome

**Tourette Syndrome Foundation
of Canada
Victoria Chapter** 250-658-0506

PO Box 48046
3575 Douglas Street
Victoria, BC V8Z 4H6

Education, meetings and help for families and patients.

www.tourette.ca

Vision

**Alliance for Equality Of
Blind Canadians** 1-800-561-4774

A consumer group of blind, partially sighted, and deaf-blind adults, parents of the aforementioned and other interested individuals, with a common goal to preserve and enhance the rights of such persons through public education, advocacy, and other initiatives.

www.blindcanadians.ca

Transportation

Canadian National Institute for the Blind CNIB 250-595-1100

2340 Richmond Avenue
Victoria, BC V8R 4R9

Services free-of-charge to all Canadians with vision loss; vision rehabilitation and low vision clinics, adaptive technology resources and training, digital library services, daily living skills, sage travel skills, adjustment to vision loss courses, and volunteer services. Provides Bus Identification Cards for legally blind people.

www.cnib.ca

CNIB White Cane Club 250-595-1100

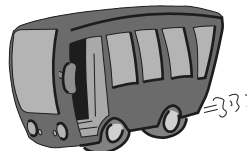
2340 Richmond Avenue
Victoria, BC V8R 4R9

Sidney White Cane Club 250-656-1607

Sidney Library-Nell Horth Room
10090 Resthaven Drive
Sidney, BC V8L 3G3

Support group meets the second Tuesday of each month, 1:30 p.m. to 3 p.m.

Transportation



*Transportation options
and related services.*

BC Transit Information

BC Transit 250-385-2551

Seniors' Discount 250-382-6161

BC Transit offers discount fares for passengers 65 years of age or over. You will receive this discount by presenting your Gold CareCard or your I.D. when you pay your fare.

www.bctransit.com

**BC Transit Community
Travel Training** 250-384-7723

This free program is an individual teaching session to assist seniors, mobility aid users, and anyone with a disability or special need to use the bus. handyDART clients are eligible. Group information workshops are available to organizations serving seniors.

www.bctransit.com

**Greater Victoria & Area BC
Bus Pass Program** 1-866-866-0800

Ministry of Employment and Income Assistance
PO Box 9985 Stn Prov Govt
Victoria, BC V8W 9R6

The Bus Pass Program enables all qualified low-income senior citizens and persons who are disabled to buy a yearly bus pass at an affordable price. These passes may be used on all conventional transit services but are not valid on handyDART.

www.bctransit.com

handyDART Registration, Information and Booking Line 250-727-7811

The handyDART is a special transportation service for eligible persons with disabilities or seniors who cannot use regular public transportation. This custom transit service uses specially equipped vehicles and provides door-to-door service. Individuals who qualify for handyDART may be eligible for the Taxi Saver Program, see below.
www.bctransit.com

Taxi Saver Program 250-995-5618

Program allows handyDART passengers to use coupons for taxi travel when handyDART service is not available. Passenger can book directly with a participating taxi company. Taxi Saver coupons are sold by BC Transit. To be eligible a person must be registered with handyDART.

TIP!

If you want help planning your bus route phone the busline at **250-382-6161** and a BC Transit agent will assist you.

Go to **www.accessvictoria.ca** for information on accessible transit.

Driver Safety

BCAA Traffic Safety Foundation 1-877-247-5551

Provides “Living Well, Driving Well – Mature Drivers Workshops” at various centres during the year.

www.maturedrivers.ca

Driver Examinations 250-978-8300 And Medical Reports 1-800-950-1498

All drivers 80 years of age and older are required to have a medical examination and submit a medical report every two years to the Office of the Superintendent of Motor Vehicles. (OSMV). OSMV will mail to you the medical examination report forms. In most cases, if the report indicates that you are medically fit to drive safely, no further action is taken. If the report indicates otherwise, a road test re-examination may be required. A road test re-examination may consist of a vision screening, an oral examination on traffic signs and signals, and a road test. There is no fee for a re-examination.

www.icbc.com

Driving Services

Driving Miss Daisy Victoria 250-588-4638 Sidney & Peninsula 250-507-2336

Fee-based assistance and accompaniment services to seniors and those with disabilities.

www.drivingmissdaisy.net

Ferry Travel

BC Ferry Corporation 1-888-223-3779

B.C. Seniors aged 65 and over enjoy free passenger fares Monday through Thursday except on holidays. Must show your BC Gold Care Card. Special discount B.C. Senior passenger fares are available on the Inside Passage, Mid Coast, Queen Charlotte Islands and Discovery Coast Passage routes. Persons with special needs should contact customer service to request assistance with boarding and disembarking and/or to learn which scheduled vessel would best accommodate their voyage.

www.bcferries.bc.ca

TIP!

Persons with special needs planning to travel on BC Ferries may contact Customer Service at **1-888-223-3779** to request assistance with boarding and disembarking and/or to learn which scheduled vessel would best accommodate their voyage.

Medical Transfers

Emergency First-Aid Services 250-893-3418

Providing Vancouver Island with non-emergency stretcher transfer services and residential fall recoveries. Also provides services throughout North America.

www.efas.ca

Medi-Van Canada Inc. 250-389-0948

Non-emergency stretcher and wheelchair service. Operates locally and provides services anywhere in North America.

Pacific Companion 250-652-0400

Assisted transportation and companion service.

Parking Permits

Beacon Community Services Volunteer Services 250-656-5537

SHOAL Centre

10030 Resthaven Drive

Sidney, BC V8L-3G4

Satellite office for Disability Resource Centre.

Permanent, temporary, organizational and visitor handicapped parking permits available. Physicians

signed order required. Payment by cash or cheque.

www.beaconcs.ca

Victoria Disability Resource Centre 250-595-0044

817A Fort Street

Victoria, BC V8W 1H6

Permanent, temporary, organization, and visitor parking permits for persons with disabilities who are unable to walk more than 100 metres safely.

Application form available at doctors' offices, in person at our office, on our website, or by fax or email. Must be filled out by physician (signed and stamped). Processing fee of \$20 in our office or \$22 through the mail.

www.drcvictoria.com

Wescom Medi-Lend Society at Priory Hospital 250-478-5373

567 Goldstream Avenue

Victoria, BC V9B 2W4

Satellite office for Disability Resource Centre.

Parking permits for persons with disabilities.

Travel Subsidies

Health Insurance BC Travel Assistance Program (TAP) 250-952-2657

Alleviates some of the transportation costs for eligible B.C. residents who must travel within the province for non-emergency medical specialist services not available in their own community.

Coordinated by the Ministry of Health Services.

Application forms can be obtained from your physician or specialty clinic.

www.hibc.gov.bc.ca

Volunteer Drivers

The following agencies offer transportation by volunteer drivers for medical appointments and other activities as drivers are available.

Beacon Community Services.....250-656-5537
www.beaconcs.ca

Cancer Society 250-414-4250

Capital City (Victoria) Volunteers250-380-0660
www.capitalcityvolunteers.org

Esquimalt Volunteers..... 250-412-8556
www.esquimalt.ca

James Bay Community Project.....250-388-7844
www.jbcp.bc.ca

Metchosin Community House..... 250-478-5155

Oak Bay Volunteer Services..... 250-595-1034
www.oakbayvolunteers.bc.ca

Pender Island Community Support250-629-3346

Saanich Volunteer Services250-595-8008
www.saanichvolunteers.org

Salt Spring Seniors Services Society.....250-537-4604

Sooke Community Assistance Society (CONTACT)..... 250-389-4661
Sooke residents only. Medical appointments only, by donation.



Veterans' Services

**Remembrance Day Committee
Victoria Poppy Fund** 250-386-2533

411 Gorge Road East
Victoria, BC V8T 2W1
Emergency assistance with shelter, food, fuel, clothing, prescriptions and transportation for ex-service members and dependents.

**Veterans' Affairs
Canada** 1-866-522-2122

232 - 816 Government Street
Victoria, BC V8W 3B3
www.vac-acc.gc.ca
Provides funeral and burial grant, veterans independence program, health benefits, counselling services, war veterans allowance, widows, and widowers and orphans and civilian war allowance, medical equipment such as walkers, bathing equipment.

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

4579 Chatterton Way
Victoria, BC V8X 4Y7
Provides health and leisure services for eligible veterans living at home. Services include geriatric assessments, activities, bathing, family caregivers group, health promotion programs, information on community resources, nutritious meals and snacks and an overnight stay program. Veterans Affairs Canada and determines eligibility to attend the programs.
www.broadmeadcare.com

**War Amputations of
Canada** 1-800-465-2677

Offers a number of services for amputees.
www.waramps.ca