

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

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

See advertisement on page 66.

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

Home Instead Senior Care..... 250-382-6565
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

Home Support Live In - Private

**International Nannies &
Homecare..... 250-920-9024**
Stewarts' Caregivers..... 250-388-4644
Success Solutions 250-361-2028

Home Support - Public

Vancouver Island Health Authority (South)

All referrals to Case Management are screened to determine the client's level of need. Only individuals with a high level of need for personal care such as bathing, dressing, and toileting will be eligible for subsidized home support through an approved Home Support Agency. The agency listed below 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

Delivery Services

The following companies will deliver groceries, prescriptions, and other items for a reasonable cost.

Total Delivery Systems250-382-9110
Wesley's Courier.....250-920-9024

Foot Care Mobile Service

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.

TIP!

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

Other Home Supports

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

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

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. Operated in conjunction with Silver Threads.

TIP!

For information on agencies who offer volunteer training for seniors please contact Volunteer Victoria at **250-386-2269**.

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. Call the number above for more information.

www.seniorsservingseniors.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 Services250-656-5537 www.beaconcs.ca

Capital City Volunteers.....250-380-0660 www.capitalcityvolunteers.org

Esquimalt Volunteers250-412-8532 www.silverthreads.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 Society 250-537-4604