



## Information Services

*Providers of information and assistance in finding the correct agency or service.*

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### Community Services

#### **Seniors Serving Seniors 250-382-4331**

109-1022 Pandora Avenue

Victoria, BC V8V 3P5

Operates Seniors Link - an Information Telephone Line for seniors and their families. Assists individuals to connect with community services and programs, such as, recreation, housing options, home help, legal resources, transportation and more. Maintains a database of services for seniors in the Capital Region and produces and distributes the Seniors' Services Directory.

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

### Health Services

#### **BC Health and Seniors 250-952-1742 Information Line or 1-800-465-4911**

Provides information on all Ministry of Health programs and services and how benefits apply to your situation. Publishes "BC Seniors' Guide" and will mail a copy on request.

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

#### **HealthLink BC 811 Deaf/hearing-impaired 711**

Dial 8-1-1 to connect with a registered nurse, pharmacist or dietitian for non-emergency health information and advice, 24/7. Go online to learn about the health resources available to you.

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

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

Individuals living at home in the Victoria area and the southern Gulf Islands who require health care services in their home, are initially assessed by a Registered Nurse from the Central Intake program. Anyone in the community can refer to Central Intake by calling the General Enquiries Line. Call to find out what is available, who is eligible, and how to access home and community care services.

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

### Government – Federal

#### **Service Canada 1-800-O-CANADA [1-800-622-6232]**

Information & Referral to Federal Programs and Services.

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

### Government – Provincial

#### **Service BC 250-387-6121**

General information and toll free transfers to BC Government Services.

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

#### **TIP!**

Information Services are a great place to start. These agencies can direct you to services that you need.

**A GOOD FIRST CALL!!**

## **Seniors Support and Referral Services**

### **Beacon Community Services Volunteer Services 250-656-5537**

Shoal Centre  
10030 Resthaven Drive  
Sidney, BC V8L 3G4  
Information and referral services for seniors, their caregivers, and others in the community. Volunteer programs include: medical drives, visiting, reassurance phone calls, handyperson, income tax preparation, senior peer counselling, and more.  
[www.beaconcs.ca](http://www.beaconcs.ca)

### **Family Caregivers Network Society 250-384-0408**

526 Michigan Street  
Victoria, BC V8V 1S2  
Support, education and information to individuals who are caregivers of adult family members or friends who are in poor health, disabled or elderly.  
[www.familycaregiversnetwork.org](http://www.familycaregiversnetwork.org)

### **Mayne Island Help Line Site 1 - Comp. 96 250-539-5925**

Mayne Island, BC V0N 2J0  
Provides information on community resources.

### **Salt Spring Seniors Services Society 250-537-4604**

379 Lower Ganges Road  
Salt Spring Island, BC V8K 2V4  
Senior Peer Counsellors, friendly visitors, friendly phone visits, tax preparation, and volunteer drivers. Weekly luncheon (Thursday noon), interesting monthly programs, and blood pressure clinic.

### **Seniors Serving Seniors 250-382-4331**

109-1022 Pandora Avenue  
Victoria, BC V8V 3P5  
Operates Seniors' Link information telephone line and produces the Seniors' Services Directory. Volunteer programs include Senior Peer Counselling, Return to Health - social support for live-alone seniors prior to and following hospitalization, and Seniors' in Stitches - a seniors knitting group.  
[www.seniorsservingseniors.bc.ca](http://www.seniorsservingseniors.bc.ca)

### **Sooke Crisis & Referral Centre 250-642-0215**

2043 Church Road  
Sooke, BC V9Z 0W7  
Information and referrals, drop-in centre, and emergency needs.

## **Multicultural Services**

### **Inter-Cultural Association of Greater Victoria (ICA) 250-388-4728**

930 Balmoral Road  
Victoria, BC V8T 1A8  
Offers services for newcomers such as English classes, support groups, information and referral, and many types of workshops. Also offers outreach and education in the community, and presents Luminara annually.  
[www.icavictoria.org](http://www.icavictoria.org)

### **Victoria Immigrant and Refugee Centre Society 250-361-9433**

637 Bay Street, 3<sup>rd</sup> Floor  
Victoria, BC V8T 5L2  
Provides orientation for newcomers including: a resettlement and adaptation program; English as a Second Language classes; pronunciation, educational and computer workshops; and, support with housing, employment, legal issues and daycare.  
[www.vircs.bc.ca](http://www.vircs.bc.ca)