

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

**Ministry of Health
AIDS Hotline** 1-800-661-4337

**Victoria AIDS Resource & Community
Services Society** 250-388-6220

1284F Gladstone Avenue

Victoria, BC V8T 1G6

Respite care for persons with AIDS and their caregivers. Offers information, resources, and emotional and practical support to those impacted by HIV. Provides harm reduction supplies to those living in their residence, confidential and discreet.

www.varcs.org

**Vancouver Island Persons Living
With HIV/AIDS
(VIPWAS) Society** 250-382-7927

101 - 1139 Yates Street

Victoria, BC V8V 3N2

Peer-based support programs and services to HIV/AIDS clients their families and friends. Medical information, alternative treatments and therapies. After hours phone 250-888-2637.

www.vpwas.com

Advocacy

**Seniors Entitlement
Service** 250-388-7696

Advocates for seniors where specially trained volunteers help find solutions for unexpected hardships. Located at Blanshard Community Centre, Monday and Thursday from 9 am to 3 pm.

www.greatervictoriaseniors.ca

**South Island
Health Coalition** 250-592-5487
or 250-592-1222

Advocacy focussing on the activities of VIHA and the Ministry of Health with long-term care and other continuum of health issues. Meets the 2nd Thursday of every month at 2 pm at BCGEU, 2994 Douglas Street.

**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

**VIHA Patient Care
Quality Office** 250-370-8323
1-877-977-5797

Registers and resolves public enquiries and complaints about patient care services provided by the Vancouver Island Health Authority.

www.viha.ca

**Victoria Lesbian Seniors'
Care Society** 250-383-5144
ext. 3087

PO Box 39022

James Bay Outlet

Victoria, BC V8V 4X8

Supports ageing lesbian health and social needs.

www.vlscs.ca

Alopecia

**Alopecia Support
Group** 250-658-2167

5216 Worthington Road

Victoria, BC V8Y 2T7

Support, research, information, and group meetings.

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.werageweweep.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.cvic.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

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.bcsvgvictoria.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

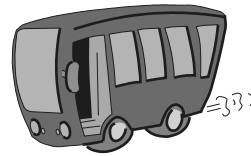
2340 Richmond Avenue
Victoria, BC V8R 4R9

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