



Information & Referral Services

Referral services help people get information and offer assistance in finding the correct agency or service.

Health Services

Vancouver Island Health Authority (VIHA)
GENERAL ENQUIRIES LINE 250-388-2273
OR 1-888-533-2273

Home and Community Care

The Community Health Program provides a variety of clinical staff and supportive services to enable individuals with health-related problems to remain independent in their own homes. Individuals living at home on Vancouver Island, the Gulf Islands, and other communities in British Columbia, as well as hospitalized individuals outside the South Island area, who require health care services in their home, are initially assessed by a Registered Nurse from the Central Intake program. Individuals are contacted by telephone. Anyone in the community can refer to Central Intake by calling the General Enquiries Line.

Individuals in South Island hospitals who require continuation of health care services in their home upon discharge are assessed at the bedside by a Home and Community Care Hospital Case Manager. Hospital clinical staff will refer individuals to the Case Manager.

VIHA Administration 250-370-8699
2101 Richmond Avenue **1-877-370-8699**
Victoria, BC V8R 4R7
Provides hospital, community, home, environmental, and public health services including health promotion, to the people living in the capital region.
www.viha.ca

VIHA Client Relations Information and Privacy Office 250-370-8323
Registers and resolves public concerns about services provided by the Vancouver Island Health Authority. The regional Information and Privacy Office is responsible for all major information and privacy matters within the organization. For South Island, phone Monday, Wednesday and Friday.

VIHA Office of the Chief Medical Officer (South Island) 250-519-7066
The Chief Medical Officer acts as a consultant and provides advice on health policy, environmental health, and communicable diseases. For urgent concerns phone **1-800-204-6166**

Government Services

Government - Federal

Seniors Canada On-Line 1-800-O-CANADA [1-800-622-6232]
Information & Referral to Federal Programs and Services. Provides a fast and straightforward way for seniors, their families, caregivers and organizations that support them to access authoritative and trusted information provided by governments and well known non-government organizations. Also produces "Services for Seniors", a guide to government of Canada services for seniors and their families.
www.seniors.gc.ca

Government - Provincial

Service BC 387-6121 or 1-800-663-7867

General information and toll free transfers to BC Government Services.
www.gov.bc.ca

BC Health Guide Nurse Line 1-866-215-4700

Deaf/hearing-impaired 1-866-889-4700

Operates 24 hours a day, 7 days a week and provides information on health concerns. Callers need to provide their care-card number.
www.bchealthguide.org

Medical Services Plan 1-800-663-7100

Offers basic medical coverage to BC residents. See page 19.
www.hlth.gov.bc.ca/msp/

**Health and Seniors' Information Line
250-952-1742 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.cserv.gov.bc.ca/seniors

Pharmacare 1-800-663-7100

Provides financial assistance to BC residents for eligible prescription drugs and certain medical supplies. See page 19.
www.health.gov.bc.ca/pharme

Poison Control Centre 1-800-567-8911

Provides information on poisons and treatment of poisoning.

Vital Statistics 250-952-2681

Information on births, deaths, marriages, name changes, wills, genealogical and biostatistical information, burial permits, marriage licenses and marriage commissioners.

TIP!

Provincial representatives will send anniversary (25 years and up) and birthday (age 75 and up) greetings. For more information contact the provincial coordinator at the Ministry of Finance and Corporate Relations, Protocol and Events Branch **250-387-1616** or visit their website at www.protocol.gov.bc.ca

Government - Municipal & Regional

Capital Regional District	250-360-3000
Central Saanich	250-652-4444
City of Victoria	250-385-5711
Colwood	250-478-5541
Esquimalt	250-414-7100
Highlands	250-474-1773
Langford	250-478-7882
Metchosin	250-474-3167
North Saanich	250-656-0781
Oak Bay	250-598-3311
Saanich	250-475-1775
Salt Spring Island	1-800-663-4425
Sidney	250-656-1184
Sooke.....	250-642-1634
View Royal	250-479-6800

www.crd.bc.ca

Seniors Support and Referral Services

Beacon Community Services

Volunteer Centre/Hotline 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, and senior peer counselling.

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 live either at home or in a facility and are frail, elderly, disabled or chronically ill. See page 52.

www.fcns-caregiving.org

Mayne Island Help Line 250-539-5925

Site 1 - Comp. 96

Mayne Island, BC V0N 2J0

Provides information on community resources.

NEED Crisis & Information Line 250-386-6323

For administration call 250-386-6328

24 hour-a-day, 7 day-a-week telephone support provided by trained volunteers. Crisis intervention and suicide prevention. Access to emergency mental health services. Conversations are confidential.

www.needcrisis.bc.ca

Salt Spring Seniors Services Society 250-537-4635 or 250-537-4604

379 Lower Ganges Road

Salt Spring Island, BC V8K 2V4

Offers resource information service, Senior Peer Counsellors, friendly visitors, telephone reassurance, tax preparation, and volunteer drivers. Weekly luncheon for seniors and their guests (Thursday noon), a monthly education program with a speaker, activities, newsletter, support groups, games, and blood pressure clinic.

Seniors Serving Seniors 250-382-4331

109-1022 Pandora Avenue

Victoria, BC V8V 3P6

Links seniors with community and government services. Seniors Serving Seniors produces the Seniors' Services Directory and provides an Information and Referral telephone helpline, Senior Peer Counselling volunteers, Return to Health volunteers who offer social support for live-alone seniors entering and being discharged from hospital, and Seniors' in Stitches – a seniors knitting group.

www.seniorsservingseniors.bc.ca

See advertisement on page 72.

Sooke Crisis & Referral Centre 250-642-0215

2043 Church Road

Sooke, BC V9Z 0W7

Information and referrals, drop-in centre, and emergency needs.

Victoria Medical Society 250-598-6021

Eric Martin Pavilion

2334 Trent Street

Victoria, BC V8R 4Z3

Provides a listing of physicians who are taking new patients.

www.victoriamedicalsociety.org

Library Resources

For video and book lending on a variety of seniors' issues check with the Greater Victoria Public Library Services in your area listed in yellow pages of the TELUS Phone Directory or with Community Agencies listed below. Membership may be required to access resources with the agencies listed.

Greater Victoria Public Library Services

Visiting Library Service 250-475-6101

Talking Books Service 250-382-7241

All branches include a Tele Typewriter (TTY) machine for hearing-impaired at 250-413-0364.

AIDS Vancouver Island 250-384-2366

Alzheimer Resource Centre . . 250-382-2052

Arthritis Society 250-519-4000

Eating Disorders Program . . . 250-387-0000

**Epilepsy & Parkinson's
Centre 250-475-6677**

Family Caregivers Network 250-384-0408

Fibromyalgia Network . . . 250-381-5202

**Island Deaf and
Hard of Hearing. 250-592-8144**

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

Multiple Sclerosis Society . . . 250-388-6496

Multicultural Services

**Inter-Cultural Association 250-388-4728
of Greater Victoria**

930 Balmoral Road

Victoria, BC V8T 1A8

Umbrella organization for over 40 ethno-cultural groups who assist immigrants and refugees in adapting to Canadian life. Offers English as a Second Language classes, orientation to Canadian laws and institutions, referral information on government and community resources, and preparation for citizenship. Multicultural seniors' and youth groups.

www.icavictoria.org

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

305-535 Yates Street

Victoria, BC V8W 2Z6

Provides counselling services and extensive assistance for newcomers including: a resettlement and adaptation program: English as a Second Language classes: pronunciation, educational and computer workshops: and job counselling and coaching.

www.vircs.bc.ca