

## 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 orientation and accompaniment and offer assistance with Crime Victim Assistance applications. Serves 13 municipalities in Greater Victoria through police departments and RCMP agencies.  
[www.gvpvs.org](http://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.*

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## Aging Research and Education

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

Sedgewick A Wing  
PO Box 1700, Stn CSC  
Victoria, BC V8W 2Y2

The Centre on Aging is a multidisciplinary research centre established to add to the body of knowledge in aging by conducting, stimulating and encouraging rigorous basic and applied research. Research is conducted in partnership with seniors, their families, organizations, healthcare providers, and the government. Also provides a focus, impetus and direction to the university's (and the region's) activities in the area of aging; as well as disseminating knowledge on aging.

[www.coag.uvic.ca](http://www.coag.uvic.ca)

## AIDS

### AIDS Vancouver Island **250-384-2366** AIDS Helpline: **1-800-665-2437**

1601 Blanshard Street  
Victoria, BC V8W 2J5

Intake assessment and referral, support groups,

counselling, resource centre, speakers bureau, needle exchange and harm reduction, helpline, recruiting and training of volunteers.

[www.avi.org](http://www.avi.org)

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

**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 personal care and training for family members and offers training on AIDS issues. Also provides prevention education.

[www.varcs.org](http://www.varcs.org)

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

303 - 1105 Pandora Ave

Victoria, BC V8V 3P9

Peer-based support programs and services to HIV/AIDS clients their families and friends. Medical information and complimentary and alternative treatments and therapies. For emergencies phone **250-893-3863**.

[www.vpwas.com](http://www.vpwas.com)

## Advocacy

**CARP Canadian Association for the 50 Plus Victoria Chapter #19**                   **250-384-7723**

A national association which advocates and educates on issues of importance to seniors. An active Victoria Chapter holds bi-monthly meetings for members and guests. Membership benefits and discounts available. CARP magazine published 6 times/year.

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

**Greater Victoria Seniors O.A.P.O. Branch # 191**                   **250-360-1068**

Seniors Entitlement Service – Advocates for seniors where specially trained volunteers help find solutions for unexpected hardships. Located at Blanshard Community Centre, Tuesday and Thursday from 10 am to 4pm, phone **250-388-7696**.

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

**South Island Health Coalition**                   **250-381-0033**

54-118 Aldersmith Place                   **or 250-475-0454**

Victoria, BC V9A 7M9

Advocacy work with seniors and others focussing on the activities of VIHA and the Ministry of Health with long-term care and other continuum of health issues. Meeting on the 2nd Thursday of every month at 2 p.m. at BCGEU, 2994 Douglas Street.

**Together Against Poverty Society**                   **250-361-3521**

302-895 Fort Street

Victoria, BC V8W-1H7

Advocacy for tenants in disputes with their landlords. Legal Advocacy for persons on BC Employment and Assistance Regime (Welfare) and also Employment Insurance applications and appeals. Community Public Legal Education.

[www.tapsbc.ca](http://www.tapsbc.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](http://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**

*For additional information on dementia friendly services for medical, dental, and other healthcare needs contact the Alzheimer Resource Centre listed below.*

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

2571A Quadra Street

Victoria, BC V8T 4E1

Provides support and information for people with Alzheimer Disease and related dementias, their families and caregivers; offers information and mutual aid groups, educational events; individual peer support by appointment; referrals to community resources and operates the Safely Home Alzheimer Wandering Registry; accepts memorial and other donations.

[www.alzheimerbc.org](http://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 Weep Alzheimer Foundation 250-920-9573**

Operates “Project Lifesaver” – a fee based program providing wander location within 30 minutes using a wrist band.

[www.werageweweep.com](http://www.werageweweep.com)

### **Amyotrophic Lateral Sclerosis**

#### **Amyotrophic Lateral Sclerosis (A.L.S.) Society**

#### **Victoria Chapter 1-800-708-3228**

PO Box 43054

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](http://www.alsbc.ca)

### **Animal Therapy - Visiting Pets**

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

9412 Laurie's 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**.

<http://members.shaw.ca/patspets>

## 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

### **Information line:**      **1-800-321-1433**

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](http://www.arthritis.ca/bc)

## Cancer

### **BC Cancer Agency Vancouver Island Centre**      **250-519-5500** or **1-800-670-3322**

2410 Lee Avenue  
Victoria, BC V8R 6V5

Appointments by referral from physician. Provides consultation, follow-up, and treatment with radiation, and chemotherapy.

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

### **Canadian Breast Cancer Foundation Vancouver Island Office**      **250-384-3328**

110-777 Broughton Street  
Victoria, BC V8W 1E3

Raises funds for advancement of breast cancer research and education.

### **Canadian Cancer Society Victoria Unit**      **250-592-2244** **Information Line:**      **1-888-939-3333**

750 Hillside Avenue  
Victoria, BC V8T 1Z4

Information by professionals or trained volunteers on causes of cancer, reducing cancer risks, how to stop smoking, dealing with treatment side effects, and peer support for coping with cancer.

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

### **The Prostate Centre**      **250-388-0214**

100-1900 Richmond Avenue  
Victoria, BC V8R 4R2

Pre-treatment counselling for prostate cancer treatment. Raises awareness in the community on prostate cancer, available for presentations and discussion for groups.

[www.theprostatecentre.info](http://www.theprostatecentre.info)

### **Screening Mammography Program of British Columbia**

Self-referral clinic - routine screening for women 40 to 79 years of age for the early detection of breast cancer. No cost. Residents of the Gulf Islands should call **1-800-663-9203**. Victoria locations are listed below:

#### **Victoria**      **250-952-4232**

230-1900 Richmond Avenue  
Victoria, BC V8R 4R2

#### **Victoria General Hospital**      **250-727-4338**

1 Hospital Way  
Victoria, BC V8Z 6R5

### **Vancouver Island Prostate Cancer Research Foundation**      **250-920-0772**

107-1027 Pandora Avenue  
Victoria, BC V8V 3P6

For prostate cancer patients and their families. Meets 2nd Tuesday every month at Begbie Hall, 2101 Richmond, Royal Jubilee Hospital from 7:00 p.m. to 9:00 p.m.

[www.viprostate.org](http://www.viprostate.org)

## Caregivers

### **Elderly Outreach Service and VISTA Caregiver Counselling**      **250-953-3966**

2828 Nanaimo Street  
Victoria, BC V8T 4W9  
Supportive counselling for caregivers of persons with dementia, including couples and family.

### **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. Services include referral and information, caregiver support groups, resource lending library, handouts, educational workshops and community presentations, bi-monthly newsletter, Caregiver Wellness Booklet, Medical Information Package and two publications - Resource Guide for Family Caregivers, 2nd edition and Educational Activities to Support Family Caregivers: Facilitator's Manual.

[www.fcns-caregiving.org](http://www.fcns-caregiving.org)

## Depression

### **Bi-Polar or Manic Depressive Association**      **250-479-1391**

Meetings for people with depressive or manic depressive illness on the 2nd and 4th Tuesday of the month at 7:30 p.m. at Capital Mental Health Association, 125 Skinner Street.

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

547 Michigan Street  
Victoria, BC V8V 1S5  
Support group for those diagnosed with depression, living in the James Bay, Fairfield area.

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

## Diabetes

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

276-2950 Douglas Street  
Victoria, BC V8T 4N4  
Information and referrals. Operates a medical supply store selling diabetes supplies, wound care supplies, socks and cream, and a lending library and resource centre. Cooking For Your Life classes and educational presentations.  
[www.diabetes.ca](http://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**

926 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](http://www.drcvictoria.com)

## **BC Paraplegic Association 250-475-2622**

940 View Street

Victoria, BC V8V 3L5

Counselling and information and referral services for persons with spinal cord injuries or mobility impairments.

[www.bcpara.org](http://www.bcpara.org)

## **Garth Homer**

### **Community Centre 250-475-2270**

813 Darwin Avenue

Victoria, BC V8X 2X7

Provides people with developmental and physical disabilities opportunities to increase their independence and involvement in the community through programs that facilitate personal growth and integration.

[www.garthhomersociety.org](http://www.garthhomersociety.org)

## **Dyslexia**

### **Victoria Disability**

#### **Victoria Read Society 250-388-7225**

201-3440 Douglas

Victoria, BC V8Z 3L5

Supports students of all ages to learn.

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

## **Eating Disorders**

### **Eating Disorders Program in the C.R.D.**

**250-387-0000**

302-2955 Jutland Road

Victoria, BC V8T 5J9

Counselling for individuals suffering from anorexia or bulimia and support groups for their families. Self-referral.

## **Elder Abuse**

### **BC Coalition to Eliminate Abuse**

#### **of Seniors (BCCEAS) 1-866-437-1940**

411 Dunsmuir Street

Vancouver, BC V6B 1X4

Information & referral service with a legal information counsellor available by phone. Educational material, workshops and training, advocacy, newsletter, promotes research, and provides a forum for BC residents to work together to eliminate abuse of seniors.

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

### **Community Response Network - CRN**

**Victoria**

**250-665-7788**

**Saanich Peninsula**

**250-656-5537**

Provides public education, information on abuse of seniors, and prevention. Promotes collaboration among community members to improve our community's response to abuse, neglect, and self-neglect of vulnerable adults.

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

### **NEED Crisis**

**& Information Line**

**250-386-6323**

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

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

#### **TIP!**

Vancouver Island Health Authority is a designated agency for accepting reports of elder abuse and neglect. Anonymous calls are accepted. Call the General Enquiries Line **250-388-2273** or **1-888-533-2273**.

# Support Groups

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## **Victoria Gatekeeper Program**

**250-381-3816**

A community-based public education and awareness program designed to address issues of abuse and neglect for vulnerable adults. Trains community members, 'gatekeeper' volunteers, to recognize the signs and symptoms that an elderly person might be experiencing difficulty and how to report their concern. Endorsed by the Victoria Community Response Network.

## **Victoria Innovative Seniors Treatment**

**Approach VISTA 250-953-3966**

2828 Nanaimo Street  
Victoria, BC V8T 4W9

Provides outreach services. Community education and consulting services concerning elder abuse issues.

## **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](http://www.transitionhouse.net)

## **Epilepsy/Seizures**

### **Victoria Epilepsy and Parkinson's Centre**

**250-475-6677**

813 Darwin Avenue  
Victoria, BC V8X 2X7

Ongoing information and supportive services offered by professional staff for individuals, families and the CRD community. Services tailored to individual needs and interests. Educational meetings held with expert presentations related to living fully with this condition. Information sessions are offered to seniors groups, health professionals, or others, from a seniors

perspective. Quality newsletter and extensive resource library.

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

## **Federal Superannuates**

### **Federal Superannuates**

**National Association 250-385-3393**

Meets regularly to keep federal annuitants informed.

[www.fsna.com](http://www.fsna.com)

## **Fibromyalgia**

**Victoria Fibromyalgia 250-381-5202**

**Networking Group or 250-381-1182**

Information, education, and self-help group. Meets the first Friday each month at 2:00 p.m. at Begbie Hall, Royal Jubilee Hospital.

## **Grandparents**

### **Parent Support Services**

**Society of BC 250-384-8042**

941 Kings Road

Victoria, BC V8T 1W7

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

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

## **Head Injury**

### **Vancouver Island**

**Head Injury Society 250-598-9339**

102-651 Queens Avenue

Victoria, BC V8T 1L9

Individual counselling, support groups and education.

## **Hearing**

### **Canadian Hard of Hearing**

**Association - Victoria 250-388-6854**

232-645 Fort Street

Victoria, BC V8W 1G2

Information on aids, assistive listening devices,



# Support Groups

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**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](http://www.vikpa.org)

## Lupus

**Lupus Support Group** 250-478-1733  
or 250-519-4000  
Self-help support group and education. Meetings at Victoria Arthritis Centre on the 4th Monday of the month from 12:30 p.m. to 2:30 p.m.

## 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, resocialization, public education, and creative employment strategies for people with a mental illness.

## Multiple Sclerosis

**MS Society of Canada Capital Region Chapter** 250-388-6496  
1004 North Park Street  
Victoria, BC V8T 1C6  
Free one-on-one and family counselling, information, support groups, workshops, exercise programs, education, and social programs. Equipment loan, library books, audio tapes and video tapes for people with MS.  
[www.mssociety.ca/chapters/crc](http://www.mssociety.ca/chapters/crc)

## Osteoporosis

**Osteoporosis Canada BC Division** 1-800-363-1933  
2075 West 37th Avenue  
Vancouver, BC V6M 1N7  
Promotes public awareness and prevention of osteoporosis. Supports research programs and those coping with osteoporosis.  
[www.osteoporosis.ca](http://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 Vancouver Island Health Authority (South) Enterostomal Therapy Clinic** 250-370-8235  
Royal Jubilee Hospital  
1900 Fort Street  
Victoria, BC V8R 1J8  
Pre-operative and post-operative follow-up for people requiring ostomy surgery and for people who have stomal problems.

## Panic Disorders

**Se-Cure** 250-479-4265  
c/o 4359 Harder Road  
Victoria, BC V8Z 5L5  
Support group for people with agoraphobia or panic disorders.

## Parkinson's

**Victoria Epilepsy and Parkinson's Centre** 250-475-6677  
813 Darwin Avenue  
Victoria, BC V8X 2X7  
Services tailored to individual needs and interests. Ongoing information and supportive services offered by professional staff for individuals,

families and the CRD community. Quality newsletter. Educational meetings held with expert presentations related to living fully with this condition. Popular short-term program for those with early stage Parkinson's. Specialized exercise program. Other programs develop based on special interests. Extensive library. Several groups available.

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

## Polio

### Post Polio Awareness and Support Society

(PPASS) **250-655-8849**

214-10114 McDonald Park Road

Sidney, BC V8L 5X8

Meetings, newsletter, help line, and education.

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

## Psoriasis

**Psoriasis Clinic** **250-519-1511**

Royal Jubilee Memorial Pavilion

3rd Floor, 2355 Richmond Avenue

Victoria, BC V8R 4S2

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

## Rare Disorders

**Canadian Organization for Rare Disorders** **1-877-302-7273**

Provides plain language information to people affected by rare disorders, facilitates networking for individuals and disseminates awareness about the extent of rare disorders in Canada.

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

## Schizophrenia

### BC Schizophrenia Society

**Victoria Branch** **250-384-4225**

941 Kings Road

Victoria, BC V8T 1W7

Support for family members and people with schizophrenia. Education, advocacy, research, and respite.

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

## Scoliosis

### Scoliosis Association

**of BC** **250-652-2698**

Information and support group meeting every other month on the last Tuesday from 7:00 p.m. to 9:00 p.m. Open to scoliosis patients, their families and medical professionals.

[www.scoliosis-assoc.org](http://www.scoliosis-assoc.org)

## Tourette Syndrome

### Tourette Syndrome Foundation of Canada

**Victoria Chapter** **250-658-0506**

PO Box 48046

3575 Douglas Street

Victoria, BC V8Z 7A6

Education, meetings and help for families and patients. Liaison with physicians.

## 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.com](http://www.blindcanadians.com)

**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.

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

**CNIB White Cane Club 250-595-1100**

2340 Richmond Avenue  
Victoria, BC V8R 4R9

**Sidney White Cane Club 250-656-1607**

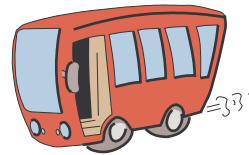
Sidney Library-Nell Horth Room  
10090 Resthaven Drive  
Sidney, BC

Support group meets the second Tuesday of each month, 1:30 p.m. to 3:00 p.m.

**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.

# Transportation



*Transportation options  
and related services.*

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## 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](http://www.bctransit.com)

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

Free one-on-one, self-paced teaching sessions to assist seniors, mobility aid users, or anyone with a disability or special need to use the bus. handyDART clients are eligible. Group information sessions and in-service workshops available to organizations serving seniors.

[www.bctransit.com](http://www.bctransit.com)

See advertisement on page 71.

**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](http://www.bctransit.com)