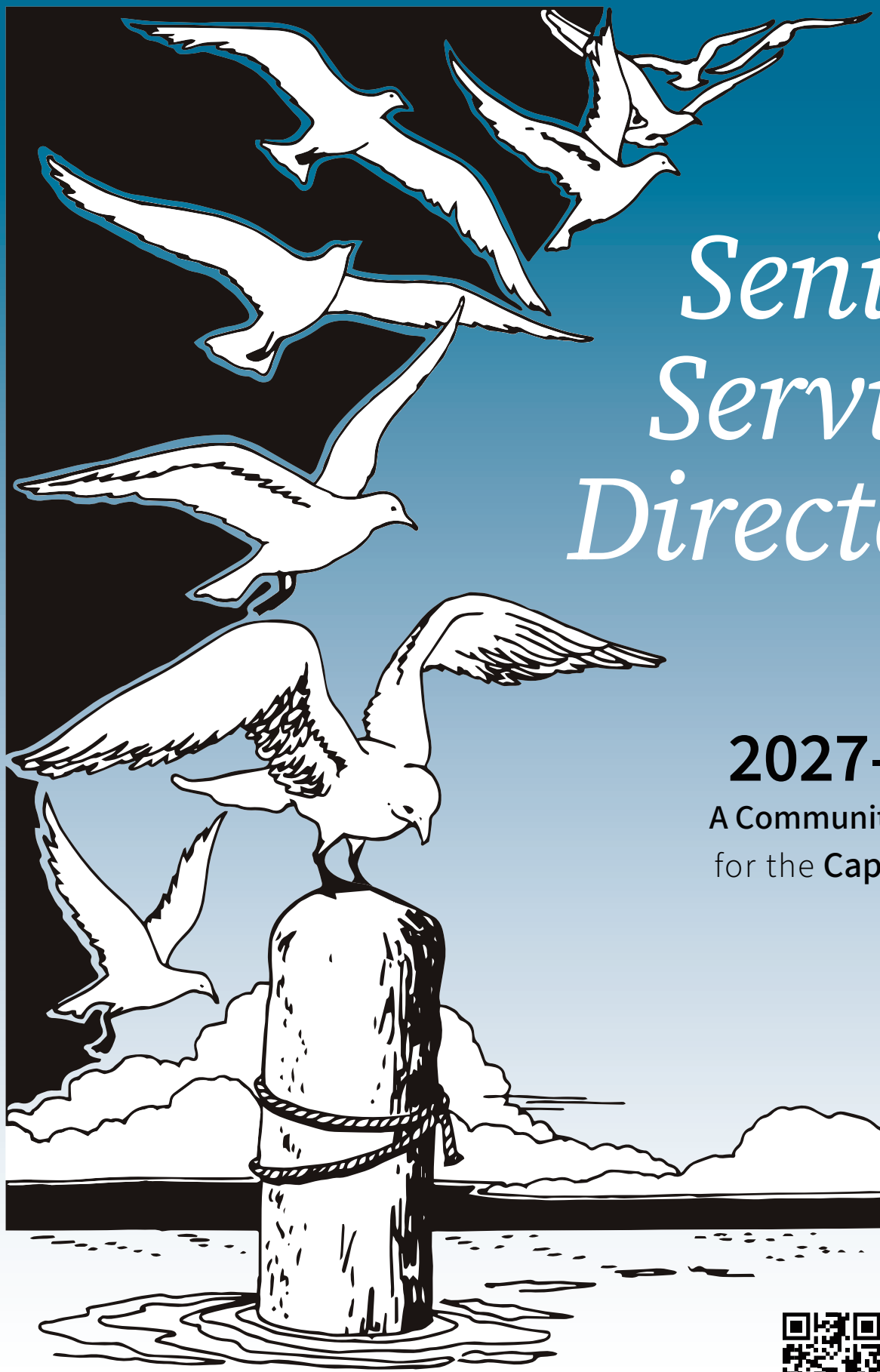


17th EDITION

Seniors Services Directory

2027–2028

A Community Resource
for the **Capital Region**

Seniors Serving Seniors **250-413-3211**

Seniors Serving Seniors







Discover The Wellesley Seniors Residence

Independent & Assisted Living in the heart of Victoria.

We offer very spacious studio, one- and two-bedroom suites with full kitchens and exceptional value here at The Wellesley. You'll enjoy chef-prepared dining, flexible meal options, engaging amenities, and a welcoming community atmosphere.

For those who need a little extra support, Assisted Living services are available, with home support services provided through Island Health. It's flexible, comfortable retirement living designed to help you maintain your independence while accessing the care and services you need.

Book your tour today!
Olivia Duffin
M. 250-514-5114
E. oduffin@retirementconcepts.com

THE WELLESLEY
SENIORS RESIDENCE

The Wellesley is a proud Retirement Concepts Community | Managed by West Coast Seniors Housing Management

Welcome

You are holding the **blue book**, a carefully compiled list of helpful resources for seniors, researched and selected by other seniors. It is the collective effort of volunteers, staff, and passionate community members.

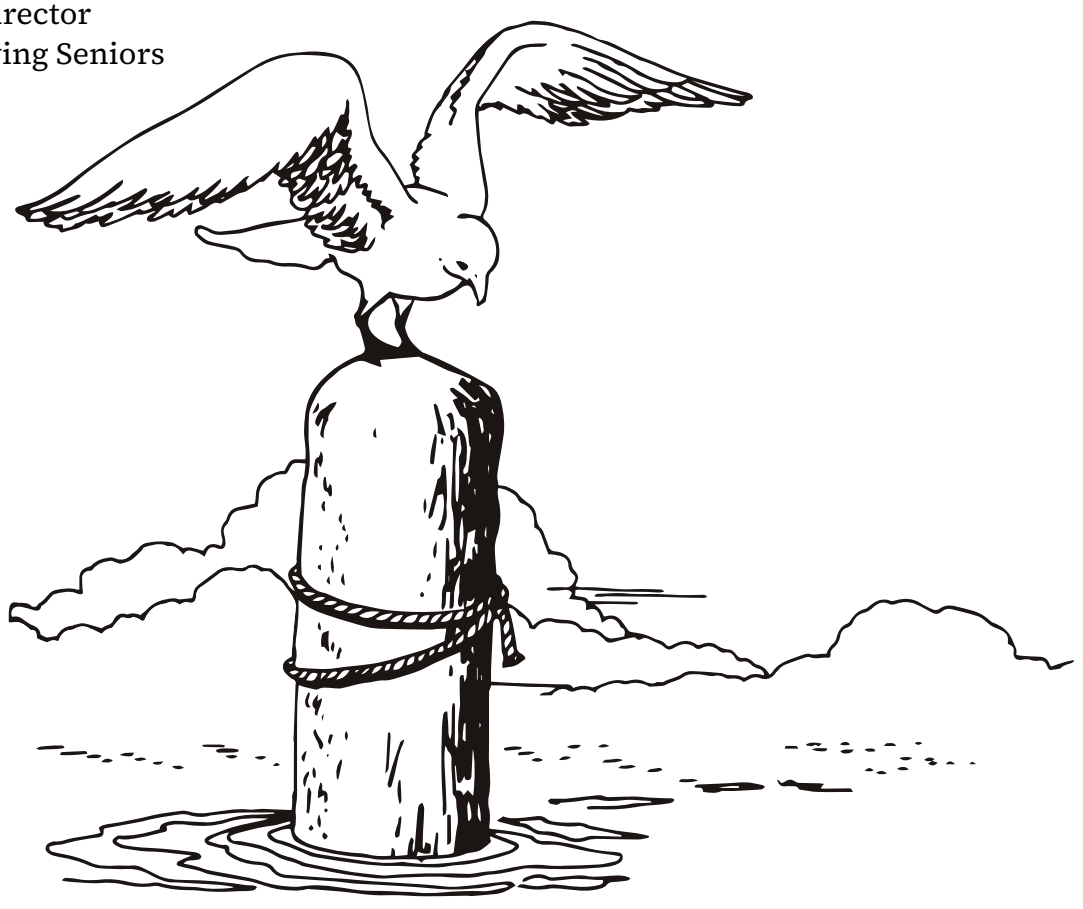
Special thanks to Gwen Gaddes, Charlotte Cronin, Di Eby, Maria Hewitt and Janice Scharf, whose leadership and long hours have deeply shaped this edition, and to our wonderful sponsors and advertisers, whose support helps to put this directory into print, and into your hands!

Our organization began in 1981, when a group of seniors gathered at the University of Victoria to discuss what older adults in our region truly need. Out of that gathering came **Seniors Serving Seniors**, a society formed to look after the well-being of seniors.

Today, in addition to this directory, our volunteers give their time each week through two programs, **Return to Health** and **Senior Link**, both of which are outlined under our listing on page four.

Please visit our website at www.sssbc.org to find out how you can support us.

Jules André-Brown
Executive Director
Seniors Serving Seniors



How To Reach Us

If you would like:

- a printed copy of this directory, known as the 'blue book'
- help navigating the many services listed here
- to add a listing* for your organization, or to purchase a display advertisement in the next edition
- to join us as a **volunteer**, and do things like lend a hand to a senior after a hospital stay, or return calls from our **Senior Link** line
- to donate, which will help us pay for the production, printing and distribution of this directory

then please visit our website, or call us.

Seniors Serving Seniors (SSS)

250-413-3211
www.sssbc.org

Our mailing address and a link to our website (QR code) are on the inside back cover.

Information in this book was checked in 2026, but can change. Please call ahead when reaching out to one of the businesses listed. A listing or advertisement does not mean that Seniors Serving Seniors recommends a service. To suggest a listing or a correction, call us.

*Our Directory Committee uses the following criteria when selecting listings to be incuded. Business must be: primarily senior-focused; in business for at least one year; employee based, rather than one individual delivering the service; have a local or toll free phone number. There will always be some exceptions, but that is what we aim for.

WE GIVE SPECIAL THANKS

This directory would not exist without the support of **Island Health**, the **Eldercare Foundation** and the **TELUS Community Ambassadors**, who work with us for the good of seniors and their families across the Capital Regional District.

And a big thank you to all of our advertisers for their ongoing support. Please support them in return!

TERRITORIAL ACKNOWLEDGEMENT

Seniors Serving Seniors and the services listed here work within the territories of many First Nations, all of whom have a long-standing relationship with the land and waters from time immemorial that continues to this day.

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Information Services



Providers of information and assistance with finding the correct agency, activity or service for all kinds of needs a senior might have.

COMMUNITY SERVICES

Seniors Serving Seniors (SSS)

250-413-3211

sl@sssbc.org

www.sssbc.org

2031 Store Street, Victoria BC, V8T 5L9

A non-profit organization that provides referral services and information for such things as recreation, housing, home help, legal resources, and transportation. Besides publishing this directory, we run two programs:

RETURN TO HEALTH PROGRAM

1-877-368-0306

rth@sssbc.org

In partnership with Island Health, senior volunteers support fellow seniors during the critical transition from hospital to home, providing non-medical and social support, combined with encouragement and vital connections to community resources.

SENIOR LINK

250-413-3211

sl@sssbc.org

A phone line that anyone can call to get help finding services for a senior, including the many options in this directory.

Volunteers will return voice messages Monday to Friday, 9 am – 4 pm.

Community Connector Programs

Community services, activities, and support to enhance health and well-being.

Five **Community Connector Programs** identify what matters most to individuals, and link them to meaningful resources that aim to reduce social isolation, strengthen connections and support a sense of belonging.

These FREE programs are funded by the BC Government and managed by United Way.

BEACON COMMUNITY SERVICES AT SHOAL COMMUNITY CENTRE

250-656-5537 EXT 121

www.beaconcs.ca

CENTRAL SAANICH, CORDOVA BAY, NORTH SAANICH, PROSPECT LAKE, ROYAL OAK, and SIDNEY

ESQUIMALT NEIGHBOURHOOD HOUSE

250-385-2635 EXT 201

www.enh.bc.ca

ESQUIMALT and VIEW ROYAL

JAMES BAY COMMUNITY PROJECT

250-388-7844 EXT 309

www.jbcp.bc.ca

JAMES BAY and CITY OF VICTORIA

OAK BAY VOLUNTEER SERVICES

672-974-2323

www.oakbayvolunteers.org

OAK BAY, SAANICH, and CITY OF VICTORIA

PACIFIC CENTRE
FAMILY SERVICES ASSOCIATION

See listing >

WESTSHORE: COLWOOD, LANGFORD, METCHOSIN and SOOKE

Creating Community Wellness Society

778-678-7488
ccws.healthcare

Supports seniors to stay connected, engaged and active in their community through programs and partnerships.

See ad on page 74.

Eldercare Foundation

250-370-5664
www.eldercarefoundation.org
1450 Hillside Avenue, Victoria, BC V8T 2B7

Provides resources, education and support to promote healthy aging.

Esquimalt Seniors Community Centre

www.esquimaltseniors.ca
1379 Esquimalt Road, Victoria, BC V9A 3R4

Seniors programs & daily activities.

James Bay New Horizons Society

250-386-3035
www.jamesbaynewhorizons.ca
234 Menzies Street, Victoria, BC V8V 2G7

Members enjoy accessible programs, services, and volunteer opportunities that help them keep up, improve, and build skills, interests, and social connections.

Metchosin Seniors Resource Centre

250-478-5150
www.metchosinseniors.ca
#1047–4495 Happy Valley Road,
Victoria, BC V9C 3Z3

Provides information and Better at Home services to seniors living in Metchosin.

Pacific Centre Family Services Association

250-478-8357

1-866-478-8357
www.pacificcentrefamilyservices.org
#200–324 Goldstream Avenue.,
Victoria, BC V9B 2W3

Provides information, counselling, and mental health services, as well as Better at Home, Community Connectors, and Seniors Ride Connect for seniors.

Pender Islands Health Centre

250-629-3233
www.penderislandhealth.org
5715 Canal Road, Pender Island, BC V0N 2M1

Provides information plus Better at Home service, Community Connector, activity days, exercise classes, equipment loans and a speaker series.

Salt Spring Island Community Services

250-537-9971
www.saltspringcommunityservices.ca
268 Fulford-Ganges Road,
Salt Spring Island, BC V8K 2K6

Provides information about seniors' services, including the Better at Home program and senior peer counselling.

SHOAL Community Centre

250-656-5537
www.beaconcs.ca
10030 Resthaven Drive, Sidney, BC V8L 3G4

Volunteer programs include medical drives, visiting, peer support, reassurance calls, income tax preparation, a Senior Advocacy Program, computer support, housekeeping, handyman services, grocery shopping, a meal program, and dementia caregiver support groups. For seniors living on the Saanich Peninsula.

Silver Threads Service for Seniors

www.silverthreads.ca

Recreation and fitness programs are offered that support health and wellness.

Outreach workers are available to connect seniors to services to help them remain independent.

SAANICH

250-382-3151

286 Hampton Road, Victoria, BC V8Z 1H1

VICTORIA

250-388-4268

1911 Quadra Street, Victoria, BC V8T 4C1

GOVERNMENT SERVICES

HealthLink BC

811

711 TTY

www.healthlinkbc.ca

This telephone service gives BC residents non-emergency health information and advice 24/7. Dial 811 to speak with a registered nurse, pharmacist or dietitian.

Go online to learn about the health resources and print materials available to you. Those with hearing or speech impairments can dial 711.

TIP

If you are looking for a guide to government services, consider the Benefits Wayfinder Program: **www.benefitswayfinder.org**

A guide to accessing government benefits for housing, disabilities and more that can help put more money in your pocket.

Island Health: Community Access Lines

www.islandhealth.ca/services/community-health-services

Call to find out which in-home services are available, who is eligible, and how to access them. Anyone in the community can refer themselves or others for these services. Have your Personal Health Number (PHN) from your BC Services Card on hand.

SOUTH ISLAND

250-388-2273

1-888-533-2273

South of MILL BAY, GREATER VICTORIA, SOUTHERN GULF ISLANDS, and west to PORT RENFREW

CENTRAL ISLAND

250-739-5749

1-877-734-4101

MILL BAY to DEEP BAY, including GABRIOLA ISLAND

NORTH ISLAND

250-331-8570

1-866-928-4988

North of DEEP BAY, including the NORTH VANCOUVER ISLAND REGIONAL DISTRICT and adjacent GULF ISLANDS, PORT ALBERNI, and TOFINO

Office of the Seniors Advocate British Columbia

1-877-952-3181

www.seniorsadvocatebc.ca

PO Box 9651, STN PROV GOVT

Victoria, BC V8W 9P4

Analyzes seniors' services in British Columbia and makes recommendations to government and service providers to address systemic issues. The Office also provides information and referrals for people who are navigating seniors' services and tracks their concerns, which helps inform future work.

Service BC

250-387-6121

1-800-663-7867
www.gov.bc.ca
www.seniorsbc.ca

Provides information and toll-free transfers to BC Government Services.

The **SeniorsBC** website has information on health and safety, housing, home and community care, transportation, and financial and legal matters for seniors, their families, and caregivers.

Service Canada 1-800-O-CANADA

1-800-622-6232
www.canada.ca/en/employment-social-development/campaigns/seniors

Provides information and referrals to federal programs and services. The website includes information on programs, services, and benefits for seniors, such as Old Age Security (OAS) and the Canada Pension Plan (CPP).

NON-PROFIT SERVICES

BC211

211
www.bc.211.ca

211 British Columbia offers free, confidential information and referral to community, social, and government services in BC by phone, text, and web chat. Navigators answer 9 am to 9 pm on weekdays.

Family Caregivers of BC

250-384-0408

1-877-520-3267 CAREGIVER SUPPORT LINE
www.familycaregiversbc.ca
#6–3318 Oak Street, Victoria, BC V8X 1R1

Aims to improve the quality of life for family caregivers through support, information, and education. Services include a Caregiver Support Line, assistance navigating the health care system, and support groups. Education is available through a newsletter, website, webinars, workshops, virtual support, blog, and community outreach.

MULTICULTURAL SERVICES

Inter-Cultural Association of Greater Victoria

250-388-4728
www.icavictoria.org
#102–808 Douglas Street, Victoria, BC V8W 2B6

Offers services for newcomers, including English classes, support groups, information, and referrals.

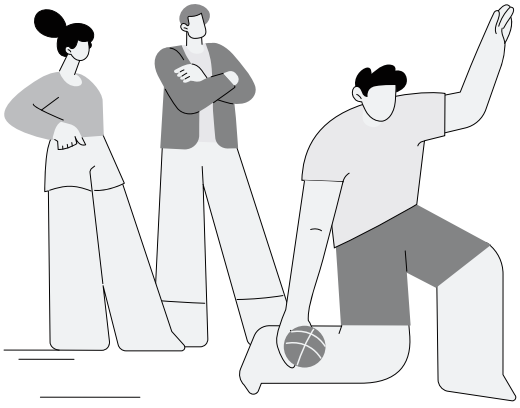
Many types of workshops and community-based outreach and education are also offered.

Victoria Immigrant and Refugee Centre Society

250-361-9433
www.vircs.bc.ca
1004 North Park Street, Victoria, BC V8T 1C6

This Society provides orientations for newcomers including a resettlement and adaptation program, English as a Second Language classes, and support with housing, employment, legal issues, and daycare.

Activity & Recreation



Programs and centres that offer indoor and outdoor activities for adults 50 and over. Public and community recreation centres are listed by area.

PRIVATE ACTIVITY OPTIONS

Choose to Move

1-604-875-4111 EXT 21787
www.choosetomove.ca

Provides free, flexible motivation and support to those wanting to become more active.

The program aims to integrate activity into daily routine, facilitate new friendships, and make positive changes. Choose to Move is for anyone aged 55 and older who wants to become active, regardless of ability.

Cycling Without Age Society (CWAS)

www.cyclingwithoutagesociety.com

Free cycle rides are offered in custom trishaws for up to two passengers with limited physical or mental abilities.

Based in Sidney, BC, CWAS serves the Sidney and North Saanich area seven days a week, from passengers' homes or another nearby location.

Freedom Adventure Bus Society

250-508-1808
www.freedomadventurebus.com

Accessible recreational group transportation (not individual transport).

Let's Talk Live Victoria

www.lets-talk.live

A non-profit that helps people feel less lonely, with a welcoming space to meet new people face-to-face in local cafes.

Memory Connections

236-562-0240
www.memoryconnections.org

A non-profit organization offering arts, music, and recreational activities for people living with memory loss and their care partners. Opportunities for fun, friendship, and social connections to improve well-being by reducing dementia stigma and decreasing social isolation.

For those with memory challenges, **Memory Cafe** meets weekly.

Team Pivot is a social and recreational program for people living with young onset dementia (starts before age 65).

Time Slips, a creative storytelling program, replaces recall with the freedom of imagination.

Neuromotion / ADAPT Fitness

250-590-7878
www.neuromotion.ca/victoria
#100–775 Topaz Avenue, Victoria, BC V8T 4Z7

Specializes in neurological rehabilitation and chronic conditions such as multiple sclerosis (MS), Parkinson's and spinal cord injury.

The team includes physiotherapists, kinesiologists, and massage therapists. **ADAPT Fitness** is the fully adaptable gym where volunteers help with exercises and using equipment.

Power to Be: Older Adults & Seniors Program

250-385-2363
www.powertobe.ca/older-adults-and-seniors-program

The **Older Adults & Seniors** program is available to anyone aged 55+ looking to get out in nature, try new things, and build strong social connections.

The program is free, flexible and open to all abilities. Programs run twice monthly, from July to October.

SHOAL Community Centre

250-656-5537
www.beaconcs.ca
10030 Resthaven Drive, Sidney, BC V8L 3G4

This modern, well-equipped centre combines community-based recreation and volunteer services with a seniors' activity centre, a public dining room and catering, rental and meeting services. A community hub engages the Peninsula's 55+ community. An assisted living residential care home is on the upper floors.

PUBLIC, COMMUNITY & RECREATION CENTRES

ESQUIMALT

Esquimalt Parks & Recreation

250-412-8500
www.esquimalt.ca
527 Fraser Street, Victoria, BC V9A 6H6

GULF ISLANDS

Galiano Island Community Hall

250-539-2175
www.galianoclub.org
141 Sturdies Bay Road
Galiano Island, BC V0N 1P0

Pender Islands Health Centre: Community Support Program

250-629-3346
www.penderislandhealth.org
5715 Canal Road, Pender Island, BC V0N 2M1

Salt Spring Seniors Services Society

250-537-4604
www.saltspringseniorscentre.ca
379 Lower Ganges Road
Salt Spring Island, BC V8K 2V4

Saturna Recreation & Cultural Centre

250-539-2452
www.saturnarec.org
104 Harris Road, Saturna Island, BC V0N 2Y0

METCHOSIN

Metchosin Community House

250-478-5155
www.metchosincommunityhouse.com
4430 Happy Valley Road, Metchosin, BC V9C 3Z3

OAK BAY

Henderson Recreation Centre
250-370-7200
www.recreation.oakbay.ca
2291 Cedar Hill Cross Road, Victoria, BC V8P 5H9

Monterey Recreation Centre
Oak Bay Seniors Activity Association
250-370-7300
www.recreation.oakbay.ca
1442 Monterey Avenue, Victoria, BC V8S 4W1

Oak Bay Parks & Recreation
250-595-7946
www.recreation.oakbay.ca
1975 Bee Street, Victoria, BC V8R 5E6

SAANICH

Cedar Hill Recreation Centre
250-475-7121
www.saanich.ca
3220 Cedar Hill Road, Victoria, BC V8P 3Y3

Cordova Bay 55 Plus Association
250-658-5558
www.cordovabay55plus.org
#1–5238 Cordova Bay Road, Victoria, BC V8Y 2L2

Gordon Head Recreation Centre
250-475-7100
www.saanich.ca
4100 Lambrick Way, Victoria, BC V8N 5R3

Goward House Society
250-477-4401
www.gowardhouse.com
2495 Arbutus Road, Victoria, BC V8N 1V9

Pearkes Recreation Centre
250-475-5400
www.saanich.ca
3100 Tillicum Road, Victoria, BC V9A 6T2

Saanich Commonwealth Place
250-475-7600
www.saanich.ca
4636 Elk Lake Drive, Victoria, BC V8Z 5M1

Silver Threads Service for Seniors
250-382-3151
www.silverthreads.ca
286 Hampton Road, Victoria, BC V8Z 1H1

SAANICH PENINSULA

Greenglade Community Centre
250-656-7055
www.panoramarecreation.ca/locations-hours/greenglade-community-centre
2151 Lannon Way, Sidney, BC V8L 3Z1

Panorama Recreation
250-656-7271
www.panoramarecreation.ca
1885 Forest Park Drive
North Saanich, BC V8L 4A3

SHOAL Community Centre
250-656-5537
www.beaconcs.ca
10030 Resthaven Drive, Sidney, BC V8L 3G4

The Centre Active Living 50+
250-652-4611
www.cssca.ca
1229 Clarke Road, Brentwood Bay, BC V8M 1E2

SOOKE

Seaparc Leisure Complex
250-642-8000
www.crd.bc.ca/seaparc
2168 Phillips Road, Sooke, BC V9Z 0Y3

Sooke Senior 50+ Drop-In Centre
250-664-6612
www.sookeregionchn.org
Phone for location details.

VICTORIA

Burnside Gorge Community Association
250-388-5251
www.burnsidegorge.ca
471 Cecelia Road, Victoria, BC V8T 4T4

Cook Street Village Activity Centre
250-384-6542
www.cookstreetvillageactivitycentre.com
#1–380 Cook Street, Victoria, BC V8V 3X7

Downtown Community Centre
250-383-1977
www.coolaid.org
#101–749 Pandora Avenue, Victoria, BC V8W 1N9

Fernwood Seniors Autumn Glow
250-381-1552
www.fernwoodnrg.ca
1240 Gladstone Avenue, Victoria, BC V8T 1G6

James Bay New Horizons Society
250-386-3035
www.jamesbaynewhorizons.ca
234 Menzies Street, Victoria, BC V8V 2G7

Oaklands Community Centre
250-370-9101
www.oaklands.life
#1–2827 Belmont Avenue, Victoria, BC V8R 4B2

Quadra Village Community Centre
250-388-7696
www.qvcc.ca
901 Kings Road, Victoria, BC V8T 1W5

Silver Threads Service for Seniors
250-388-4268
www.silverthreads.ca
1911 Quadra Street, Victoria, BC V8T 4C1

Victoria West Community Centre
250-590-8922
www.victoriawest.ca
521 Craigflower Road, Victoria, BC V9A 6Z5

YM/YWCA Victoria
250-386-7511
www.vancouverislandy.com
Level 4, Bay Centre
1150 Douglas Street, Victoria, BC V8W 3M9

WESTSHORE

Juan de Fuca 55+ Activity Centre
250-474-8618
www.jdfseniors.weebly.com
1767 Island Highway, Colwood, BC V9B 1J1

YM/YWCA Westhills
250-386-7511
www.vancouverislandy.com
1319 Westhills Drive, Langford, BC V9B 0S2

Bathing & Day Programs



Programs for seniors who require assistance due to health-related matters.

BATHING PROGRAMS

Anyone who cannot safely bathe at home, even with home support assistance, can contact the bathing programs listed below. Costs range from $5 to $15 per bath.

Beckley Farm Lodge

250-381-4421 EXT 234

530 Simcoe Street, Victoria, BC V8V 4W4

Braehaven Community Adult Program

250-537-5520 PRESS 7

133 Blain Road, Salt Spring Island, BC V8K 1Z9

Individuals should be referred by their doctor or Case Manager. Island Health funding requires an assessment.

Hillside Seniors Health Centre

250-370-5641 PRESS 1

1454 Hillside Avenue, Victoria, BC V8T 2B7

Mount Newton Centre Society

250-652-3432

www.mountnewtoncentre.org

2158 Mount Newton Cross Road
Saanichton, BC V8M 2B2

This program serves those who live on the Saanich Peninsula and in Saanich.

Mount St. Mary Hospital

250-480-3100 EXT 3214

861 Fairfield Road, Victoria, BC V8V 5A9

Operates Monday through Thursday.

Self-referral is permitted and there are no geographical boundaries.

The Priory

250-370-5787

567 Goldstream Avenue, Victoria, BC V9B 2W4

DAY PROGRAMS

Island Health: Adult Day Programs

250-388-2273

1-888-533-2273 COMMUNITY ACCESS LINE

www.islandhealth.ca

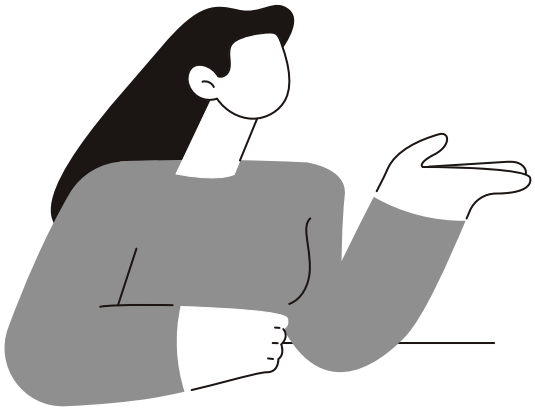
Adult day programs can meet the social and health needs of seniors who require assistance due to health-related disabilities.

Programs consist of gentle activities, socialization, education, and assistance with bathing. Snacks and a nutritious hot midday meal are provided.

Transportation may be available through the facility.

For information on how to access the programs and determine your eligibility, contact Island Health.

Counselling



Agencies and organizations that aim to help people with emotional difficulties: listed alphabetically, under category headings.

ABUSE VICTIM SERVICES

Battered Women's Support Services (BWSS)

1-855-687-1868 CRISIS LINE
www.bwss.org

Provides counselling, support groups and programs, legal services, and information on resources. Assessments and interventions can help create a safety plan for women who are dealing with violence and/or the effects of abuse.

Men's Therapy Centre

250-381-6367
www.menstherapycentre.ca
#301–3491 Saanich Road, Victoria, BC V8X 1W8

Provides support, counselling (individual and group), and education for all men who have experienced childhood abuse, adult assault or any other trauma. The initial intake session is free.

Pacific Centre Family Services Association

250-478-8357
1-866-478-8357
www.pacificcentrefamilyservices.org
#200–324 Goldstream Avenue,
Victoria, BC V9B 2W3

Individual counselling is available for women who have experienced violence in their adult relationships or who were sexually abused.

Sooke Transition House Society

778-403-7847
250-642-2591 24-HOUR CRISIS LINE
778-966-4311 CELL
www.sooketransitionhousesociety.com
PO Box 527, Sooke, BC V9Z 1H5

Emergency shelter available for women and their children who are in crisis resulting from family violence.

Advocacy, counselling, education, and prevention strategies are provided.

Victoria Sexual Assault Centre (VSAC)

250-383-3232
www.vsac.ca
#201–3060 Cedar Hill Road, Victoria, BC V8T 3J5

Individual and group counselling for survivors of sexual assault and abuse.

Victoria Women's Transition House

250-592-2927 COMMUNITY OFFICE
250-385-6611 24-HOUR CRISIS LINE
www.transitionhouse.net
#100–3060 Cedar Hill Road, Victoria, BC V8T 3J5

A temporary shelter for women, with or without children, who are experiencing abuse in their intimate relationships. The home is wheelchair accessible.

Women in Need (WIN)

250-480-4006 EXT 206

programs@womeninneed.ca

WIN services include a crisis and referral program, emergency funding, and a new start program.

ADDICTIONS SERVICES

Al-Anon Family Groups

250-383-4020
www.al-anon.org
www.bcyukon-al-anon.org

#2–2020 Douglas Street, Victoria, BC V8T 4L1

Al-Anon offers support for families and friends of alcoholics. The office is open Wednesdays 10 am – 2 pm.

Alcoholics Anonymous (AA)

250-383-0415 MEETING TIMES AND LOCATIONS

250-383-7744 24-HOUR HELP LINE

www.aavictoria.ca

#8–2020 Douglas Street, Victoria, BC V8T 4L1

A twelve-step program is offered to help people learn how to live without alcohol.

Island Health: Mental Health and Substance Use

1-888-885-8824 ACCESS CENTRAL

www.islandhealth.ca/learn-about-health/mental-health

Call for a clinical assessment, information or help finding addiction medicine and substance use services.

The Access Central line is answered daily by the care team.

Narcotics Anonymous

250-383-3553
www.svina.ca

This self-help organization offers a supportive recovery environment for persons suffering from addiction.

Pacific Centre Family Services Association

250-478-8357

1-866-478-8357
www.pacificcentrefamilyservices.org

#200–324 Goldstream Avenue,
Victoria, BC V9B 2W3

This centre offers counselling and support for individuals dealing with alcohol and other drug problems.

Problem Gambling Helpline

1-888-795-6111

This confidential helpline explains how to spot problem gambling, shares prevention and education resources, and can help you find a counsellor. Help is available 24/7 in many languages.

Victoria Mental Health & Substance Use

250-519-3485
www.islandhealth.ca

1119 Pembroke Street, Victoria, BC V8T 1T3

Provides a single access point for individuals seeking adult mental health and substance use services in Greater Victoria. Self-referrals are accepted by phone Monday to Friday from 8:30 am to 4:30 pm.

Services provided include screening and assessment, single session therapy, plus connections to mental health and substance use services.

BEREAVEMENT

BC Bereavement Helpline

1-877-779-2223
www.bcbh.ca

This helpline offers a listening ear and information about grief and loss support.

Beacon Community Services

250-656-0134
www.beaconcs.ca
9860 Third Street, Sidney, BC V8L 4R2

Grief and loss support and counselling services are available here.

Canadian Integrative Network for Death Education and Alternatives (CINDEA)

www.cindea.ca

A volunteer-run organization. Central to their philosophy is the pan-death process, a term they use to describe a holistic approach to end-of-life care that spans the entire continuum of dying. Visit the website to learn more.

Compassionate Friends of Canada Victoria Chapter

1-866-823-0141
www.tcfcanada.net

Friendship and support are offered to bereaved parents who have had a child die at any age from any cause. Monthly meetings are held and the organization issues a quarterly newsletter.

Salt Spring Island Hospice Society

250-537-2770
www.saltspringhospice.org
#202–118 Fulford-Ganges Road,
Salt Spring Island, BC V8K 2S4

Hospice volunteers offer one-to-one grief support in person, over the phone, or online, for the chronically and terminally ill, and their families. The office has a lending library of books, videos and educational materials on the subject of death and dying, and bereavement. Phone in advance to ensure that the office is attended.

Sooke Hospice Society

250-642-4345
www.sookehospice.com
PO Box 731, Sooke, BC V9Z 1H7

Victoria Hospice Society

250-370-8715
1952 Bay Street, Victoria, BC V8R 1J8

Victoria Hospice: Community Support Centre

250-519-3040
www.victoriahospice.org
#102–4450 Chatterton Way, Victoria, BC V8X 5J2

A team of support staff, volunteers and counsellors provides information, individual and group support, and counselling. Evening counselling sessions are also available.

COUNSELLING SERVICES

BC Association of Clinical Counsellors

250-595-4448

1-800-909-6303

www.bcacc.ca

#109–1034 Johnson Street, Victoria, BC V8V 3N7

Provides lists of registered clinical counsellors by location.

Counselling services may be covered by extended health benefits.

BC Psychological Association

1-604-730-0501

www.psychologists.bc.ca

Provides lists of registered psychologists by area of expertise, location, and language.

Cascadia Counselling

250-590-7050

www.cascadiaconsultation.com

#300–755 Queens Avenue, Victoria, BC V8T 1M2

Offers a full range of counselling, coaching, consulting and group programs. The counselling service works with individuals, couples, families and organizations, and specializes in dealing with complex human relations situations.

Citizens Counselling Centre

250-384-9934

www.citizenscounselling.com

941 Kings Road, Victoria, BC V8T 1W7

Offers counselling to individuals, couples, and groups on a sliding fee schedule based on family income.

Eating Disorders Program

250-387-0000

www.keltyeatingdisorders.ca/south-vancouver-island-eating-disorders-program

#302–2955 Jutland Road, Victoria, BC V8T 5J9

Supports eating disorder recovery for adults, youth, and families.

Health professional referrals only (doctor or naturopath).

Esquimalt Neighbourhood House

250-385-2635

www.enh.bc.ca/counselling-services

511 Constance Avenue, Victoria, BC V9A 6N5

Provides free supportive counselling to help older adults thrive in community.

Serves the Greater Victoria region.

Island Community Mental Health

250-389-1211

www.icmha.ca

125 Skinner Street, Victoria, BC V9A 6X4

Services include housing, supported employment, and a seniors' support network for adults 65 and older who are experiencing mental health challenges.

Mental Health Recovery Partners (MHRP)

250-384-4225

www.mhrp.ca/programs-and-services

941 Kings Road, Victoria, BC V8T 1W7

Provides programs and services for people with mental illness, with or without substance use.

Offers peer
and family support and information
Monday to Friday 9 am – 4 pm.

Pacific Centre Family Services Association

250-478-8357

1-866-478-8357
www.pacificcentrefamilyservices.org

#200–324 Goldstream Avenue,
Victoria, BC V9B 2W3

Provides counselling and social services for families and couples, and to address mental health and substance use to residents in the Westshore and Sooke.

Pender Island Counselling

250-539-0905
www.penderislandhealth.org/mental-health

5715 Canal Road, Pender Island, BC V0N 2M1

Offers short-term mental health counselling for adults. Support is free and available by medical or self-referral.

Salt Spring Island Community Services

250-537-9971
www.saltspringcommunityservices.ca

268 Fulford-Ganges Road,
Salt Spring Island, BC V8K 2K6

Offers free short-term counselling.

Sooke Family Resource Society

250-642-5152
www.sfrs.ca

#100–6672 Wadams Way, Sooke, BC V9Z 0H3

Provides counselling and community resources. Serves residents of Sooke.

South Island Counselling

250-472-2815
www.southislandcounselling.org

3821A Cedar Hill Cross Road,
Victoria, BC V8P 2M6

Counselling services for individuals, couples, and families in the Greater Victoria area. Subsidies are available for low-income clients.

VAC Assistance Service

1-800-268-7708
www.veterans.gc.ca

Free, confidential mental health support 24/7 for Canadian Armed Forces Veterans, former RCMP members, and their families and caregivers.

Assessment and treatments are provided by a range of mental health professionals.

Vancouver Island Counselling Centre for Immigrants and Refugees

778-404-1777
www.viccir.org

#100–850 Blanshard Street,
Victoria, BC V8W 2H2

Provides mental health counselling on a sliding scale according to income.

Trained interpreters are available.

Victoria Sexual Assault Centre (VSAC)

250-383-3232
www.vsac.ca

#201–3060 Cedar Hill Road, Victoria, BC V8T 3J5

Provides a continuum of care from support during a forensic exam to assistance with the criminal justice process.

Short- and long-term trauma counselling is available.



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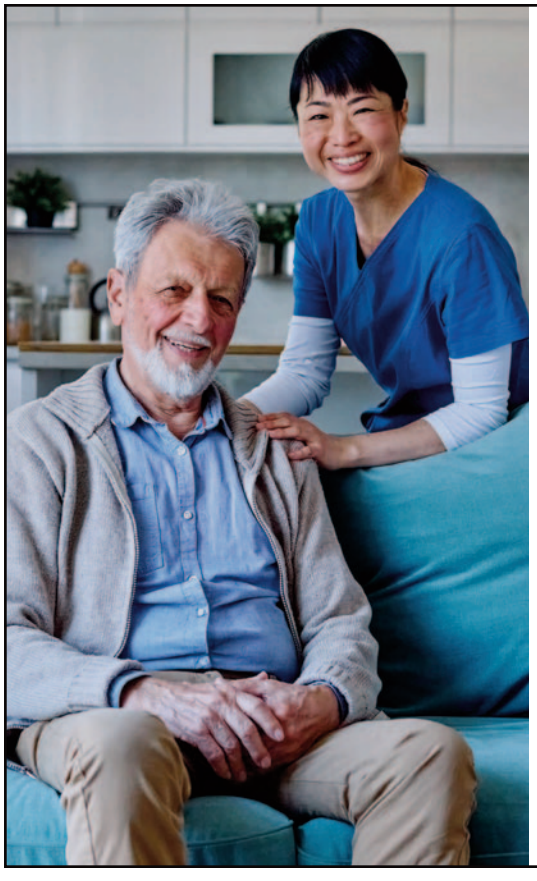
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- Companionship and Respite
- Palliative Care
- Transportation



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250-519-2984

www.vanislehomecare.ca

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CRISIS SUPPORT

Crisis Line BC-wide

1-800-SUICIDE (784-2433)

KUU-US Crisis Line: 24-hour crisis line for Indigenous people

1-800-588-8717 24/7 CRISIS LINE
www.kuu-uscrisisline.com

Online crisis chat is offered from 6 – 10 pm, 7 days a week.

Seniors' Distress Line

1-604-872-1234 24/7 CRISIS LINE

A free and confidential telephone support service by the **Crisis Intervention and Suicide Prevention Centre of BC,** for seniors, their caregivers or anyone concerned about a senior.

Those who may benefit from this service include seniors who are feeling alone, facing difficult life situations, wanting help working through a problem, or looking for information on community resources.

Calls are answered 24/7 by highly trained, non-judgemental and caring volunteers.

Trans Lifeline

1-877-330-6366
www.translifeline.org

Crisis line for transgender and gender nonconforming people. Operating hours are Monday through Friday: 10 am – 6 pm

Vancouver Island Crisis Line: 24-Hour

1-888-494-3888

988 24/7 SUICIDE CRISIS LINE
www.vicrisis.ca

The crisis line is for anyone who needs it.

Island Health: Adult Abuse & Neglect

250-388-2273

1-888-533-2273 COMMUNITY ACCESS LINE
www.islandhealth.ca/learn-about-health/adult-abuse-neglect

Island Health is a designated agency for accepting reports of elder abuse and neglect.

Anonymous calls are accepted.

Report concerns of physical, sexual, financial, or emotional abuse or neglect of a person 19 years of age or older.

Concerns will be directed to a health care provider for investigation if required.

Seniors Abuse and Information Line (SAIL)

1-866-437-1940

1-855-306-1443 TTY
www.seniorsfirstbc.ca

This telephone line provides a safe place for older adults, and those who care about them, to talk to a trained intake worker about abuse or mistreatment.

Information and support are available to address issues that impact the health and well-being of older adults.

SUBSTANCE USE SUPPORT

Alcoholics Anonymous (AA)

250-383-0415 MEETING TIMES AND LOCATIONS

250-383-7744 24-HOUR HELP LINE
www.aavictoria.ca

Speak with a member of AA.

LifeRing Secular Recovery

1-877-920-2095
www.liferingcanada.org
1125 Pembroke Street, Victoria, BC V8T 1J3

Provides secular support for people recovering from drug and alcohol use.

Umbrella Society

250-380-0595
www.umbrellasociety.ca
2675 Bridge Street, Victoria, BC V8T 4Y4

Provides support, education, and advocacy for people affected by addictions and mental health issues. Services include outreach, recovery housing, counselling, groups, harm reduction, and education.

SUPPORT GROUPS

Some require a referral, so call ahead to find out.

BCalm Group

www.bcalm.ca
PO Box 39001, Station James Bay,
Victoria, BC V8V 4X8

The Art of Living Mindfully is an eight-week course that provides participants with mindfulness-based strategies useful in times of stress.

BounceBack

1-866-639-0522
www.bouncebackbc.ca

This free skill-building program is designed to help people with mild to moderate depression and anxiety.

The program is delivered online or over the phone.

Mental Health Recovery Partners (MHRP)

250-384-4225
www.mhrp.ca/programs-and-services
941 Kings Road, Victoria, BC V8T 1W7

Offers free, peer one-to-one support, drop-in peer support, education, **Wellness Recovery Action Plan Workshops**, and a six-week course for family and friends of those experiencing mental health challenges.

Mind Space • Skills for Well Being

778-746-1705
hello@mind-space.ca

Cognitive behavioural therapy groups are offered to improve mental health. Groups are offered every 2 – 4 months.

Salvation Army

250-384-3396
www.victoriaarc.org
525 Johnson Street, Victoria, BC V8W 1M2

The Salvation Army offers spiritual support, counselling, and services to those seeking it.

Spiritual care is not mandatory for other program involvement (e.g., emergency shelter, recovery programs, food pantry, clothing vouchers, drop-in services).

WomenMD

250-940-6010
www.womenmd.ca
1280 Fairfield Road, Victoria, BC V8V 4W3

This primary care practice provides integrative services for women including menopause, sexual medicine, and mental wellness programs.

A referral is needed.



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Vancouver Island Foot Care Nurses

vifcn.ca admin@vifcn.ca

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250 891 7042

neurohealthcanada.com



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- Hospital-to-Home Support
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We began serving the Victoria Area in 1993 as We Care Home Health Services. Our caring and compassionate caregivers offer a wide range of services that can be customized to meet your individual needs. We provide hourly or around-the-clock care wherever you live – at home, in a retirement residence, or within a long-term care community.

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- Client Status Reports

We offer:

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- Staff are fully insured with background checks
- And, we can be contacted 24 hours a day, 7 days a week



250-389-0202

We are here to help! Call or visit us online to explore your options. Our nurses are happy to provide a free in-home consultation to discuss and personalize your service needs.

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info@pchservices.ca
www.pacificcoasthealthservices.ca

WELLNESS RESOURCES

Canadian Mental Health Association (CMHA)

310-6789 24/7 -NO AREA CODE NEEDED
988 24/7 CALL OR TEXT
www.cmha.ca

CMHA has an online 'mental health meter' and stress index.

A free **BounceBack** program aims to build skills to improve mental health — it is offered online or by phone.

Connections Place

250-483-3748
www.connectionsplace.org
#103–1803 Douglas Street, Victoria, BC V8T 5C3

Hosts a mental wellness clubhouse.

Call or go online to set up a tour/intake.

Rainbow Health Co-operative

1-888-241-9992
Victoria Native Friendship Centre
231 Regina Avenue, Victoria, BC V8Z 1J6

Hosts queer and trans-oriented community gatherings and meetings in Victoria.

Red Cross Friendly Calls Program

1-833-979-9779
www.redcross.ca/friendlycalls

Matches people over the age of 18 with trained Red Cross personnel who connect with them regularly to provide emotional support, encourage healthy coping strategies, and suggest well-being resources and community connections to other existing services.

Sign up online or call from 9 am – 5 pm on weekdays.

South Vancouver Island Gender Variant Drop-In

250-384-2366
www.facebook.com/southislandGVDI

A monthly facilitated drop-in group — sometimes with a health topic, and sometimes an open discussion.

For trans, gender variant, and Two-Spirit individuals in the South Island area.

Vancouver Island Queer Resource Collective

www.viqueercollective.com
888 Fort Street, 2nd Floor, Victoria, BC V8W 1H8

Counsellors, therapists, coaches and body workers offer services and workshops.

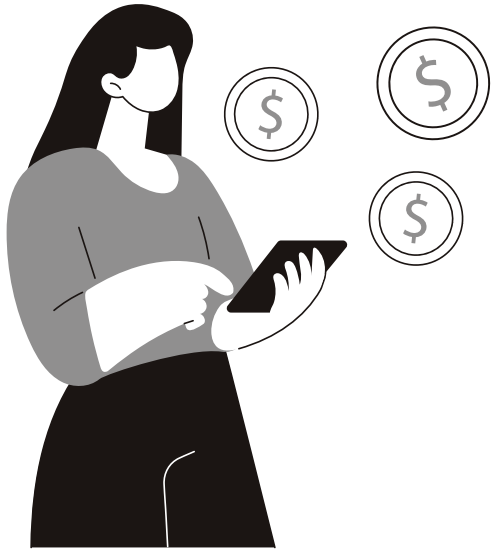


TIP

If you are looking for a service that you don't find in this directory, please call us.

Seniors Serving Seniors
250-413-3211
(leave a message, and we'll get back to you)

Financial Assistance



Information on pensions, supplements, benefits, allowances, and taxes.

AUTOMOBILE INSURANCE DISCOUNTS & REFUNDS

BC Government: Fuel Tax Refund Program for Persons with Disabilities

1-877-388-4440
www.gov.bc.ca

Persons with a qualifying disability may request a refund of the provincial motor fuel tax they paid in BC on fuel used in a vehicle owned or leased.

The program has a maximum refund amount of $500 for each calendar year.

Insurance Corporation of BC (ICBC)

1-800-663-3051
www.icbc.com

If you are 65 or older and use your vehicle for pleasure only, you may be eligible for a discount on your Basic Autoplan insurance premium.

Seniors with a disability may qualify for both the seniors' discount and the disability discount.

CREDIT & DEBT SERVICES

Credit Counselling Society

1-888-527-8999
www.nomoredebts.org

A non-profit service providing help with managing money better, solving debt problems, and using credit responsibly.

DISABILITY TAX CREDIT

Disability Alliance BC Society

1-800-663-1278
www.disabilityalliancebc.org

A provincial and cross-disability organization that supports people with all disabilities to live with dignity and independence, as equal and full participants in society.

Produces a Help Sheet to help you determine eligibility to receive a credit.

Free support to prepare simple tax filings through the Tax AID DABC program.

GOVERNMENT PROGRAMS

FEDERAL

Compassionate Care Benefits: Service Canada

1-800-206-7218
www.canada.ca/en/services/benefits/ei/caregiving

Benefits are available to Employment Insurance eligible workers who must be absent from work to provide support to a family member who is gravely ill with a serious risk of death. A maximum of 26 weeks of benefits are available to those who are eligible and provide the required medical certificate. The benefit can be used by one individual or shared with eligible family members to care for a child, parent, spouse or common-law partner.

Service Canada

1-800-277-9914

1-800-255-4786 TTY
www.servicecanada.gc.ca
#450–1150 Douglas Street, Victoria, BC V8W 2C8

Service Canada is responsible for administering the following federal benefits.

Call to book an appointment.

ALLOWANCE FOR THE SURVIVOR

This may be available if you are 60 to 64 and your spouse or common-law partner has died. A related benefit, the **Allowance**, may be available if you are 60 to 64 and your spouse or common-law partner receives Old Age Security (OAS) and the Guaranteed Income Supplement (GIS).

Both depend on your income and residence, and end at age 65.

CANADA PENSION PLAN (CPP)

Retirement pension and other benefits for those who have contributed to the Plan through paid employment in Canada. The amount depends on how much you paid into the Plan and when you start.

Your pension can begin as early as age 60. Applications for CPP benefits are available from any Service Canada office.

GUARANTEED INCOME SUPPLEMENT (GIS)

This may be available to you depending on your income and your marital status.

Service Canada enrols many people automatically. If you get a letter saying you need to apply, you can do so online, by mail or at a Service Canada office.

GIS is based on your annual income, or the combined income of you and your spouse, and is automatically renewed when you file your income tax return.

OLD AGE SECURITY PENSION (OAS)

A federally funded basic monthly pension that is paid to you if you have reached the age of 65, if you are a Canadian citizen or a legal resident of Canada, and if you meet the residence requirements.

To receive OAS, you should apply at least six months before your 65th birthday or the date of your eligibility.

TIP

Provincial representatives will send anniversary (25 years and up) and birthday (age 75 and up) greetings.

See Office of Protocol on the next page.

PROVINCIAL

BC Pension Corporation

250-387-1014

1-800-663-8823
www.pensionsbc.ca
PO Box 9460, Victoria, BC V8W 9V8

For those with pensions managed by the Corporation, the website provides information on how to manage their account. Phone service is available weekdays 8 am – 4:30 pm.

Office of Protocol

250-387-1616
www.protocolapplications.gov.bc.ca/CMSForm

The **Congratulatory Messages Program** coordinates messages for significant birthdays and wedding anniversaries on behalf of residents of British Columbia.

Senior's Supplement Program

1-866-866-0800
www2.gov.bc.ca/gov/content/family-social-supports/seniors/financial-legal-matters/income-security-programs/seniors-supplement

A monthly payment provided by the Province of BC through the Employment and Assistance Act ensures a conditionally guaranteed income level for BC residents receiving federal **Old Age Security (OAS)** and **Guaranteed Income Supplement (GIS)** or federal allowances.

If an eligible senior's total income falls below the level guaranteed by the province, the supplement makes up the difference.

It is paid automatically to those who are eligible — seniors do not need to apply.

HEALTH INSURANCE BC

BC PharmaCare

1-800-663-7100
www.hibc.gov.bc.ca

MINISTRY OF HEALTH
PO Box 9655 STN PROV GOVT,
Victoria, BC V8W 9P2

PharmaCare has several plans that help BC residents pay for prescription medications, medical devices and supplies, and pharmacy services, including **Fair PharmaCare**, **Long-term Care** and **Palliative Care**.

One person can be covered by several plans. Call or go online for information and eligibility.

Medical Services Plan (MSP)

1-800-663-7100

250-952-1334 OUT OF PROVINCE CLAIMS
www.hibc.gov.bc.ca

All BC residents must enrol in the Medical Services Plan, which provides basic health services.



HOUSING BENEFITS & SUBSIDIES

BC Home Owner Grant

1-888-355-2700
www.gov.bc.ca/propertytaxes

If you are a Canadian citizen or permanent resident, live in BC, and own and live in your home, you may be eligible for the **Provincial Home Owner Grant**. The grant reduces the property taxes you pay. Apply to the Province each year, online or by phone.

Deferment of Property Taxes

250-387-0555
www.gov.bc.ca/propertytaxdeferment

MINISTRY OF FINANCE

Homeowners aged 55 years and over may defer the payment of annual property taxes on their principal residence.

The program is also available to homeowners of any age who are surviving spouses or persons with disabilities.

Energy Conservation Assistance Program

1-800-224-9376 BC HYDRO
www.bchydro.com/ecap
www.fortisbc.com/ecap

BC HYDRO AND FORTISBC

Homeowners and renters with a lower household income who live in a detached home, townhome, duplex or mobile home may be eligible for a free home energy assessment and energy-saving products installed throughout their home, such as an ENERGY STAR® refrigerator, insulation in their walls, attic, and/or crawlspace, or a high-efficiency gas furnace.

Shelter Aid for Elderly Renters Program (SAFER)

1-800-257-7756
www.bchousing.org

BC HOUSING
#101–4555 Kingsway
Burnaby, BC V5H 4V8

Low-income seniors may receive monthly cash help with rent through the SAFER program.

To qualify, they must be 60 or older, have lived in BC for the full 12 months before applying, meet the citizenship requirements (along with any spouse they live with), and pay more than 30% of their gross (before tax) monthly household income on rent. Pad rental for a manufactured home that they own and live in also counts.

Look under Housing Assistance on the BC Housing website.

INCOME TAX

Canada Revenue Agency

1-800-959-8281
www.canada.ca/en/revenue-agency/services/tax/individuals/community-volunteer-income-tax-program

To find a list of free tax clinics where volunteers complete tax returns for people with a modest income and a simple tax situation, search for Community Volunteer Income Tax Program (CVITP).

Health Services



A listing of public and private agencies providing health care and health education.

ACUTE CARE HOSPITALS

Lady Minto Hospital

250-538-4800

135 Crofton Road,
Salt Spring Island, BC V8K 1T1

Royal Jubilee Hospital

250-370-8000

1952 Bay Street, Victoria, BC V8R 1J8

Saanich Peninsula Hospital

250-544-7676

2166 Mount Newton Cross Road
Saanichton, BC V8M 2B2

Victoria General Hospital

250-727-4212

1 Hospital Way, Victoria, BC V8Z 6R5

COMMUNITY-BASED HEALTH

Island Health: Community Health Services

250-388-2273

1-888-533-2273 COMMUNITY ACCESS LINE
www.islandhealth.ca

Provides in-home and community-based health services intended to support your health and your ability to remain at home as independently as possible.

Interdisciplinary Health Services Teams provide the following care:

Case Management: includes assessment, consultations, referrals, and monitoring.

Case Managers, in the community and hospitals, coordinate a variety of services to assist people to live at home independently and safely. These include subsidized home support services, caregiver relief (respite) available in a facility or home, and adult day programs. Facility placement and admission to Assisted Living are also arranged when required.

Home Support: individuals with home-based needs for personal care such as bathing, dressing, toileting, and medication administration may be eligible for subsidized home support.

Nursing: focus is on short-term goals while providing medical care and education either at home or in a clinic.

Nutrition: a continuum of clinical nutrition services is provided to homebound persons to help them maintain optimum health.

Island Health: Community Health Services

(continued)

Rehabilitation: includes physiotherapy and occupational therapy, assessment, perceptual and cognitive testing, treatment, consultation, and education. Recreation therapy services are provided individually and in group settings.

Social Work: support of community health services clients, their families, caregivers and/or friends to resolve, prevent or lessen the impact of psychological, spiritual, physical, and mental-health related issues.

Social workers are also delegated to respond to issues of neglect and abuse.

Community Health Services Teams

DOWNTOWN AND VIC WEST
250-388-2396

ESQUIMALT, WESTSHORE, AND SOOKE
250-519-3492

JAMES BAY AND OAKLANDS
250-388-2395

OAK BAY AND GORDON HEAD
250-519-6945

OUTER GULF ISLANDS
250-539-3099

PENINSULA
250-544-2500

SAANICH
250-519-5200

SALT SPRING ISLAND
250-538-4820

DENTAL CARE

BC Dental Association

1-888-396-9888
www.bcdental.org

Assists seniors in finding a dentist, some of whom offer a seniors' discount.

Camosun College Dental Clinic

250-370-3191 INFORMATION
250-370-3184 BOOKING
www.camosun.ca/smile
3100 Foul Bay Road, Victoria, BC V8P 5J2

New clients accepted from September to March. Returning clients are seen until April. Dental hygiene students provide personalized treatment at a low cost. Call for current fees.

Licensed Dental Hygienist: Tayler Parks

250-217-1104
www.mobileldh.com

Provides mobile dental hygiene services to seniors and persons with mobility issues. Accepts CDCP (Canadian Dental Care Plan).

DOCTORS

Find a Doctor or Nurse Practitioner

811
info@findadoctorbc.ca
www.healthlinkbc.ca/health-connect-registry
www.findadoctorbc.ca

Lists family nurse practitioners and doctors who are accepting new patients.

Individuals can sign up to be notified when a doctor starts accepting new patients or join the provincial **Health Connect**.

Register online or by calling 811.

FLU CLINICS

Island Health: Flu Vaccine

1-833-838-2323

811 FLU CLINIC SCHEDULE

www.islandhealth.ca/flu

Each fall, flu vaccines are free for everyone 6 months and older. Clinics begin in mid-October. Book through the provincial **Get Vaccinated** system at the number above, or your local pharmacy.

FUNERAL PLANNING

BC Funeral Association

250-592-3213

1-800-665-3899

www.bcfunerals.com

The BCFA helps the funeral profession attain the highest possible standards of ethics, service and proficiency. Provides a province-wide toll-free line for information and referral.

Earth's Option

778-440-8500

www.earthsoption.com

Traditional funerals, cremations, and green burials.

Memorial Society of BC

1-888-816-5902

www.memorialsocietybc.org

949 West 49th Avenue, Vancouver, BC V5Z 2T1

A non-profit, consumer advocacy organization that helps people plan and access simple, dignified, and affordable funerals. Membership provides peace of mind that your final wishes will be fulfilled and reduces stress for family and friends.

HEALTH EDUCATION

Institute on Aging & Lifelong Health

250-721-6369

www.uvic.ca/research/centres/aging

Through **Self-Management BC** (see page 32), the University of Victoria offers free workshops and a Health Coach program for adults living with chronic conditions and pain.

Island Health Community Virtual Care: Health Education

1-888-533-2273

www.islandhealth.ca/cvc

A free program that uses remote patient monitoring, virtual visits, and the telephone to support clients living with specific chronic diseases from the comfort of their home. One-to-one support from a Registered Nurse who monitors vital signs and symptoms and provides self-management coaching and education to help clients better manage their condition.

Available to those with one or more of the following conditions: chronic kidney disease, chronic obstructive pulmonary disease (COPD), diabetes, heart failure or hypertension — or those with a palliative or life-limiting diagnosis. Self-referrals are accepted.

All the equipment needed to participate is loaned at no charge.

Self-Management British Columbia

1-866-902-3767
www.selfmanagementbc.ca

Supported by the Ministry of Health and the University of Victoria, SMBC provides free, evidence-based programs that help adults living with conditions such as chronic pain and cancer to manage their health and improve their quality of life.

Programs are offered in person, online, and by telephone, in several languages.

The Long-Term Care at Home Program

250-658-0311
www.broadmeadcare.com/ltc-at-home

A joint initiative between Broadmead Care and the Ministry of Health, offered at no cost to participants. Supports seniors to age in place through a combination of technology supports and community-based services. Participants complete surveys and interviews about how these technologies and services impact their lives.

The assessment for eligibility is done internally by the project team and is not affiliated with Island Health.

The program is available to anyone within Greater Victoria who meets eligibility criteria. Interested individuals can always join the waitlist.

Yakimovich Wellness Centre

250-216-6519
www.islandhealth.ca/care-locations/seniors-locations/yakimovich-wellness-centre

1454 Hillside Avenue, Victoria, BC V8T 2B7

The centre offers in-person and virtual information sessions for free.

Programs are open to adults who want to learn about health, wellness, and community resources.

HEARING LOSS

HealthLink BC: Age-Related Hearing Loss

811
www.healthlinkbc.ca/healthwise/age-related-hearing-loss

Provides information about progressive hearing loss, which can happen as people get older. It affects both ears and starts with difficulty hearing high-pitched sounds and eventually progresses to lower-pitched sounds. This kind of hearing loss affects most older adults to some degree.

HOSPICE

Hospice provides end-of-life care focused on symptom management and comfort care.

Island Health: End-of-Life, Hospice & Palliative Services

250-388-2273

1-888-533-2273
www.islandhealth.ca

Salt Spring Island Hospice Society

250-537-2770
www.saltspringhospice.org

Sooke Hospice Society

250-642-4345
www.sookehospice.com

Victoria Hospice Society

250-370-8715
www.victoriahospice.org

1952 Bay Street, Victoria, BC V8R 1J8

Provides end-of-life care, education, and grief support to patients and families, caregivers, and healthcare professionals.

INDIGENOUS HEALTH SERVICES

Indigenous Patient Navigators (IPNs)

www.phsa.ca/our-services/programs-services/indigenous-health

Support patients, families and staff while respecting local traditions, protocols, and practices to ensure culturally safe health care services.

Island Health: Indigenous Health

250-370-8914
www.islandhealth.ca/learn-about-health/indigenous-health

This website provides links to Indigenous health program contacts and resources including a link to the **BC First Nations Health Handbook** – A companion to the BC Health Guide.

Saanich First Nations Adult Care Society

250-544-1627

77 A Tsartlip Drive, Brentwood Bay, BC V8M 1N9

An organization that provides a variety of community-based health and social services to Saanich's First Nations people.

Services include home care nursing, home support, mental health counselling, and acupuncture. An elders program provides sociocultural activities for community members.

Victoria Native Friendship Centre

250-384-3211
www.vnfc.ca

231 Regina Avenue, Victoria, BC V8Z 1J6

Services include a mental health liaison, outreach workers, and a health clinic.

MEDICAL ASSISTANCE IN DYING

Dying With Dignity Canada

1-800-495-6156
www.dyingwithdignity.ca
www.wecanchoose.ca

Empowers Canadians and defends their rights so they can navigate the dying process in a way that reflects their values and wishes.

Island Health: Medical Assistance in Dying (MAiD)

250-727-4382
www.islandhealth.ca/learn-about-health/medical-assistance-dying

Medical Assistance in Dying is a process whereby a doctor or nurse practitioner helps a patient who wants to end their suffering voluntarily and intentionally.

This service is limited to eligible patients.

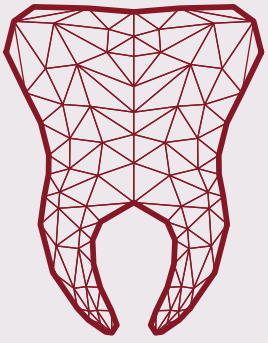
TIP

Need a reassurance phone call each day at a specified time, to ensure that you are fine and free from medical problems?

Greater Victoria area residents can contact:
James Bay New Horizons: Seniors' Reassurance Program
250-386-4432

See also the **Red Cross:Friendly Calls Program** on page 24.

BESPOKE
DENTURE CLINIC



ALL SERVICES INCLUDE

- Complimentary Consultation
- Direct Billing Services
- Free Parking
- Friendly Staff
- Same Day Reline or Repair Service
- Wheelchair Accessible
- Accepting CDCP Plan

WHY CHOOSE US?

- Natural Appearance: Handcrafted to match your unique smile for a completely authentic look.
- Precision Fit: Custom-contoured for maximum comfort, stability, and everyday wear.
- Restore Your Confidence: Eat, speak, and laugh effortlessly from day one.

BOOK NOW

250 474 5600

12–310 GOLDSTREAM AVE, VICTORIA, BC









MEDICAL CLINICS

Esquimalt Medical Clinic
778-265-4305
www.esquimaltmedicalclinic.com
#3–1153 Esquimalt Road, Victoria, BC V9A 3N7

Lifecare Medical Clinic
250-410-3879
www.lifecaremedical.ca
#360–1641 Hillside Avenue, Victoria, BC V8T 5H1

Oak Bay Medical Clinic
250-598-6744
www.oakbaymedicalclinic.com
#101–1640 Oak Bay Avenue, Victoria, BC V8R 1B2

Perpetual Health Centre
250-595-1363
www.perpetualhealthcentre.com
#375–3066 Shelbourne Street, Victoria, BC V8R 6T9

Quadra Village Medical Clinic
250-383-5513
www.quadravillagepharmacy.com/medical-clinic
2631 Quadra Street, Victoria, BC V8T 4E3

Saanich Plaza Medical Walk-in Clinic
250-475-1101 EXT 1
www.saanichplazamedicalclinic.ca
3544 Blanshard Street, Victoria, BC V8X 1W3

WELL Health Medical Centres
www.wellclinics.ca/british-columbia/victoria
250-381-4353 Burnside
#2–101 Burnside Road W., Victoria, BC V9A 1B7
250-592-4212 Hillside Mall (WALMART)
1644 Hillside Avenue, Victoria, BC V8T 2C5
250-381-8112 Tillicum Mall
#14–3170 Tillicum Road, Victoria, BC V9A 7C5
250-590-8375 Uptown (WALMART)
3460 Saanich Road, Victoria, BC V8Z 0B9

West Saanich Medical Clinic
250-590-8378
www.westsaanichmedical.com
#105–4442 West Saanich Road, Victoria, BC V8Z 3E9

MEDICAL INFORMATION

Victoria Medical Society
250-598-6021
www.victoriamedicalsociety.org
Lower Chapel (RJH)
1952 Bay Street, Victoria, BC V8R 1J8

Physicians who are accepting new patients, plus walk-in clinics and maps.

MENTAL HEALTH

Island Health: Geriatric Specialty Services – Mental Health and Substance Use
250-388-2273
www.islandhealth.ca/services/geriatric-specialty-services/geriatric-psychiatry

Outreach services, assessment, and treatment for seniors with complex mental health issues (including dementia) and/or addiction issues.

Investigates abuse and neglect.



PHYSIOTHERAPY

Physiotherapy Association of BC (PABC)

www.bcphysio.org/public

PABC represents licensed physiotherapists, who work on their own and with doctors and health care teams, using a patient-centred approach to assess, treat, and manage pain, injuries, movement problems, and chronic conditions. No referral needed.

The website has a "find physio" search option.

PUBLIC HEALTH

Island Health: Prevention Services

www.islandhealth.ca

Homebound residents may be able to receive immunizations at home from a Community Health Services nurse.

Call to learn how. Have your Personal Health Number (PHN) from your BC Services Card on hand.

SOUTH ISLAND

250-388-2273

1-888-533-2273

South of MILL BAY, GREATER VICTORIA, SOUTHERN GULF ISLANDS, and west to PORT RENFREW

CENTRAL ISLAND

250-739-5749

1-877-734-4101

MILL BAY to DEEP BAY, including GABRIOLA ISLAND

NORTH ISLAND

250-331-8570

1-866-928-4988

North of DEEP BAY, including the NORTH VANCOUVER ISLAND REGIONAL DISTRICT and adjacent GULF ISLANDS, PORT ALBERNI, and TOFINO

Luther Court Community Health Centre

250-953-7628

www.luthercourt.org/community-health-centre

1525 Cedar Hill Cross Road, Victoria, BC V8P 5M1

Provides team-based primary care to attached patients. It is not a walk-in clinic.

The centre offers free community programming intended to enhance population health and well-being.

Social, physical and mental well-being are addressed through education, skills building, and population health screening.

Eligibility is determined by location: check the website.

RESPITE CARE

Island Health: Respite Care

250-388-2273

1-888-533-2273

www.islandhealth.ca

Piercy Respite Hotel
1454 Hillside Avenue, Victoria, BC V8T 2B7

The program serves those 55 and over who are medically stable. The hotel offers spacious, private rooms for 24-hour respite. Guests can stay up to 35 days in total each calendar year while their family caregivers take a planned break.

An Island Health (South) community health assessment is necessary to determine eligibility.

SPECIALIZED HEALTH CLINICS

Communicable Disease Prevention Centre & STI Clinic

250-388-2225
www.islandhealth.ca

1947 Cook Street, Victoria, BC V8T 3P7

This clinic provides community health care regarding communicable disease prevention and control. Sexually transmitted infection (STI) testing is available by appointment.

Island Sexual Health

250-592-3479
www.islandsexualhealth.org

#101–3960 Quadra Street, Victoria, BC V8X 4A3

Confidential free clinic for sexual health care counselling, education, and sexually transmitted infection testing. By appointment only.

Mary Pack Arthritis Program: Victoria Arthritis Centre

250-598-2277
www.vch.ca

2680 Richmond Road, Victoria, BC V8R 4S9

Provides services to people with inflammatory arthritis, systemic autoimmune rheumatic disease, and complex osteoarthritis.

Treatment is available with a referral from a doctor. Services include physical therapy, occupational therapy, nursing, social work counselling, and specialized medical clinics.

Free education classes on a variety of arthritis-related topics are also offered, and no referral is needed.

URGENT & PRIMARY CARE CENTRES

1-833-688-8722 PRESS #1 FOR VICTORIA
www.medimap.ca
www.islandhealth.ca

Urgent and Primary Care Centres (UPCCs) provide team-based care for health concerns that need attention within 12 to 24 hours but are not emergencies.

For life-threatening illnesses or injuries call 911 or go to a hospital emergency department.

Have your Personal Health Number (PHN) from your BC Services Card ready.

For a same-day appointment, call at 8 am.

DOWNTOWN

1107 Pandora Avenue,
Victoria, BC V8V 3P8

ESQUIMALT

890 Esquimalt Road,
Victoria, BC V9A 3M4

GORGE

63 Gorge Road East,
Victoria, BC V9A 1L2

JAMES BAY

547 Michigan Street,
Victoria, BC V8V 1S5

NORTH QUADRA

#100–4420 Chatterton Way,
Victoria, BC V8X 5J2

PENINSULA

2170 Mount Newton Cross Road,
Saanichton, BC V8M 1T7

WESTSHORE

582 Goldstream Avenue,
Victoria, BC V9B 2W7

ROSS PLACE
SENIORS COMMUNITY

A Space that Feels Like Home

At Ross Place, find a suite that fits your lifestyle, with layouts designed for comfort, familiarity, and everyday ease from $3,350/month.

EXPLORE SUITES
250-381-8666



info@rossplace.ca | rossplace.ca
2638 Ross Lane, Victoria, BC

Optima Living
Let us welcome you home.™



Connected Living, Independent Lifestyle

Discover welcoming communities designed for active seniors to live independently, stay connected, and enjoy every day to the fullest. **Scan the QR codes or call to book a tour!**

THE KENSINGTON by Optima Living
250-477-1232
kensingtonseniors.ca
3965 Shelbourne Street, Victoria
Independent Living

PARKWOOD PLACE by Optima Living
250-598-1565
parkwoodplaceseniors.ca
3051 Shelbourne Street, Victoria
Independent Living

Optima Living is Canadian owned and operated.

Island Health

Recovery, Mobility, & Personal Care

- Services to stay independent at home
- Support after illness, surgery, or a hospital stay
- Help with bathing, dressing, & medications
- Support with strength, balance, & mobility
- Caregiver support, skill building, & respite

Nursing & Coordinated Clinical Care

- Chronic disease education & support
- Help navigating services & next steps
- Assisted living & long-term care assessments
- End-of-life care at home



START HERE
WE'LL CONNECT YOU TO THE RIGHT SUPPORT
Scan to visit islandhealth.ca/chs
Call Us Toll Free: 1-888-533-2273

Home is where the heart is.

We believe aging should never mean giving up on independence, comfort, or the joy of living.

Since 2012, we have been helping seniors to live safely and confidently in the place they know and love most — their home, wherever home is.

Behind every visit is a caregiver who truly cares, someone who sees beyond the task and connects with the human being at the centre of it all.

- ✔ Dementia & Alzheimer's Support
- ✔ Companion & Personal Care
- ✔ Help with all your day-to-day needs
- ✔ Outings, shopping and appointments
- ✔ Overnight & 24-Hour Home Care
- ✔ ...and so much more

BBB ACCREDITED BUSINESS

WORK SAFE BC
WORKING TO MAKE A DIFFERENCE

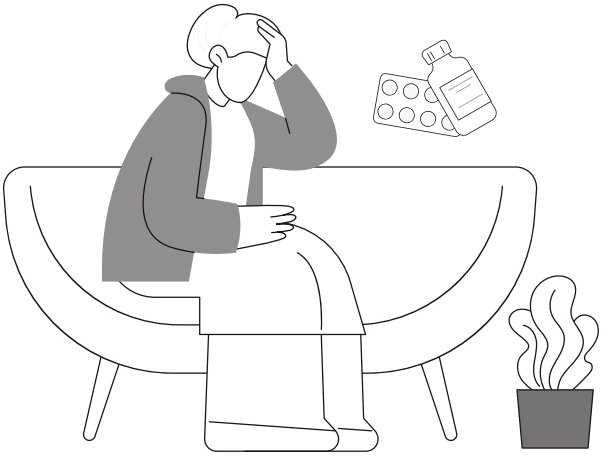


LUXCARE
EST. 2012

250-590-1689 client@luxcare.ca
#406–1538 Cedar Hill Cross Road

luxcarelifestyle.com

Home Help



Agencies providing services to assist people to live independently in their homes.

COMPANION SERVICES

Companion Services

250-477-7755
www.companionservices.ca

Provides services like reading, outdoor walks, personal shopping, restaurant outings, transportation, and booking legal, medical or personal grooming appointments. Two-hour minimum.

COMPUTER HELP

Cyber Seniors

1-844-217-3057
www.cyberseniors.org

Provides free technology support and training for older adults through an intergenerational volunteer model.

FOOD SECURITY

Living Edge

250-381-1839
www.livingedge.ngo

Provides fresh food at no charge to residents in South Victoria, Victoria, Gordon Head, Esquimalt, Broadmead, and Langford. Search the website for delivery in your area.

FOOT CARE

Mobile foot care to assist with routine nail cutting and common concerns such as thick, curled, or fungal nails, calluses, corns, dry or cracked skin, diabetic foot care, and more.

PediHealth: Seniors Mobile Foot Care

250-410-2555
www.pedihealth.ca

Vancouver Island Foot Care Nurses

250-986-3668
www.vifcn.ca

Care also available at their clinic.
See ad on page 22.

Viva Foot Care (VIVA)

250-885-8482
www.vivafootcare.com

See ad on page 78.

HAIR CARE

The Friendly Barber

778-677-1998
www.thefriendlybarber.ca

Mobile barber will come to your home or residential care setting. For men only.

HOME SUPPORT SERVICES

Better at Home

www.betterathome.ca

Funded by the Government of BC and managed by United Way British Columbia, this program offers non-medical services to seniors such as light housekeeping, transportation, friendly visiting, and meal programs. Services may be free or subsidized.

COLWOOD AND LANGFORD
778-677-3540

ESQUIMALT AND VIEW ROYAL
250-385-2635 EXT 201

GALIANO ISLAND
250-539-0970

MAYNE ISLAND
250-213-6191

METCHOSIN
250-478-5150

PENDER ISLAND
250-629-3346

SAANICH
250-595-8008

SAANICH PENINSULA
250-656-5537

SALT SPRING ISLAND
250-537-4607

SATURNA ISLAND
250-539-0811

SOOKE
778-365-1878

VICTORIA
250-388-7844 EXT 334

PRIVATE PAY HOME SUPPORT

Most private pay home support organizations customize a plan to meet the client's unique needs. Services available may include light housekeeping, personal care, overnight and respite care, disability support, companionship, and other specialized services like computer help.

Bayshore Home Health

www.bayshore.ca

SIDNEY
778-749-0014

VICTORIA
250-370-2253

Care and Company Ltd.

250-382-2328
www.careandcompanygroup.ca

Cher Care Companionship

778-679-1073

Comfort Keepers Victoria

778-265-5999
www.comfortkeepers.ca/victoria

Community Plus Care

250-658-6508
1-855-658-6508
www.communitypluscare.ca

enABell

250-880-0527
www.enabell.com

Executive Home Care

250-213-6836
www.executivehomecare.ca

See ad on page 75.

PRIVATE PAY HOME SUPPORT (CONTINUED)

Harmony Health Care Ltd.
250-475-2772
www.harmonyhealthcare.ca

Helping Hands Personal Support Services
250-881-0118
www.helpinghandspss.ca
See ad on page 79.

Homecare Salt Spring
250-537-4604
www.homecaresaltspring.ca

Home Instead Senior Care
250-382-6565
www.homeinstead.com/Victoriabc

Just Like Family Home Care
VICTORIA
SOUTH VANCOUVER ISLAND and GULF ISLANDS
250-882-2554
www.justlikefamily.ca/victoria/
380 Cook Street, Victoria, BC V8V 3X7

LANGFORD
COLWOOD, CHEMAINUS, DUNCAN, COBBLE HILL, GABRIOLA ISLAND and SALT SPRING ISLAND
250-888-8211
www.justlikefamily.ca/langford/
See ad on page 78.

Luxcare Senior Care
250-590-1689
www.luxcarelifestyle.com
See ads on pages 39 & 62.

Monarch Health
250-818-4425
www.getmonarchhealth.com

Orchid Home Care
250-999-1023
www.orchidhomecare.ca

Pacific Coast Health Services
250-389-0202
www.pacificcoasthealthservices.ca
See ad on page 23.

Qualicare South Island
250-220-0189
www.qualicare.com/victoria-bc
See ad on page 22.

RJ Angels Care Ltd.
250-479-7479
www.rj-angels.com

SE Health
250-385-0444
www.sehc.com

Senior Care Group: Victoria, Sidney and Westshore Senior Care
250-589-0010
victoriaseniorcare.ca
Victoria, Oak Bay, Westshore and Sidney
See ads on pages 58 & 59.

Senior Helpers of Victoria
236-470-0182
www.seniorhelpers.ca/bc/victoria

STAT Solution Services
778-244-4453
1-888-386-0907
www.statsolutionservices.com/bc-home-health

TheKey Home Care
778-401-9758
www.thekey.ca/locations/victoria
#200–535 Yates Street, Victoria, BC V8W 2Z6
See ad on page 74.

Van Isle Home Care

250-519-2984
www.vanislehomecare.ca

See ad on page 19.

Vancouver Island Home Support

250-880-0527
www.islandhomesupport.com

LIVE-IN – PRIVATE PAY

International Nannies & Homecare

1-800-820-8308
www.internationalnannies.com

SureWork Home Care Solutions

250-361-2028
www.sureworksolutions.com

See ad on page 18.

MEDICATION ADMINISTRATION PROGRAM (MAP)

Cridge Family Pharmacy

250-686-7104
www.cridgepharmacy.com
641 Fort Street, Victoria, BC V8W 1G2

Nurses provide in-home support for medication administration (including insulin, blood glucose monitoring, transdermal patches, oral medications and injections), or a medication dispensing machine (Spencer) may be provided.

Both services are covered by **BC PharmaCare**, which may have an income-based deductible, and by private third-party insurance.

PREPARED MEALS DELIVERY

Better Meals

1-888-838-1888
www.bettermeals.ca

Better Meals delivers freezer-to-table meals and is a registered service provider for the **Veterans Independence Program**. There is a wide variety of menu items, including a three-course dinner option.

Also available are diabetic, bland, low-sodium, and pureed diet menus.

Free weekly delivery is available with a minimum order.

Chef on the Run: Oak Bay

250-595-3151
www.chefontherunoakbay.com
2020 Oak Bay Avenue, Victoria, BC V8R 1E4

Healthy and fresh meals are available for pickup or delivery.

Approved meal provider for Veterans Affairs Canada.

Chef on the Run: Sidney

250-655-3141
www.chefontherun.net
9781B Second Street, Sidney, BC V8L 4P8

Dinners are delivered or can be picked up. Menu changes weekly.

Small delivery charge.
Open Monday to Friday.

Heart to Home Meals

1-866-933-1516
www.hearttohomemeals.ca

Full range of meals prepared and delivered; food sensitivities noted.

Free delivery.

Meals on Wheels: Salt Spring Island

250-537-5520
www.greenwoodseldercare.org

Monday to Friday except on statutory holidays. Delivers hot meals between noon and 2 pm.

More Than Meals Program

BEACON COMMUNITY SERVICES

250-656-5537
www.beaconcs.ca

Up to three freezer-to-table meals each week are home-delivered by volunteers to seniors on the Saanich Peninsula. A sliding-scale fee is based on income, and delivery is free.

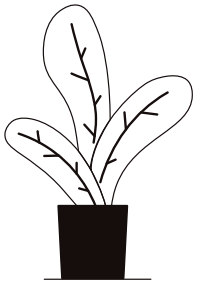
JAMES BAY NEW HORIZONS

250-386-3035
www.jamesbaynewhorizons.ca

Refire Kitchen

778-406-1011
843 Fort Street, Victoria, BC V8W 1H6
250-381-0205
100 Aldersmith Place, View Royal, BC V9A 7M8
250-544-9197
#106–2506 Beacon Avenue, Sidney, BC V8L 1Y2
778-445-3432
748A Goldstream Avenue, Langford, BC V9B 2X3
www.refirekitchen.ca

Meals can be purchased fresh or flash-frozen, in person or online, with local delivery.



SHOP BY PHONE

Beacon Community Services

250-656-5537
www.beaconcs.ca

Shopping and home delivery service offered to Saanich Peninsula residents. Dedicated volunteers call weekly to take orders, then shop and deliver the groceries to your home.

Seniors pay for their groceries, but shopping and delivery services are free.

Thrifty Foods Sendial

250-544-1234
www.thriftyfoods.com/sendial

Shopping and home delivery service offered by Thrifty Foods and volunteers.

A volunteer calls weekly to take your order. The next business day, a volunteer shops your order. Thrifty Foods then sends it out for delivery in a refrigerated truck. A fee is charged for this service.

TIP

Many local grocery stores offer phone order shopping and delivery. Call the store to enquire.

VOLUNTEER ASSISTANCE FOR INDEPENDENT LIVING

Volunteer services may include rides to medical appointments or social activities, income tax returns, odd jobs, gardening, good day reassurance phone calls, visiting, shopping, walking, dog walking, legal/financial information, filling out forms, reading and correspondence.

CAPITAL REGION

Beacon Community Services (Saanich Peninsula)

250-656-5537
www.beaconcs.ca

Capital City Volunteers (Victoria)

250-388-7844 EXT 310
www.capitalcityvolunteers.org

Esquimalt Neighbourhood House

250-385-2635
www.enh.bc.ca

James Bay Community Project

250-388-7844
www.jbcp.bc.ca

Oak Bay Volunteer Services

250-595-1034
www.oakbayvolunteers.org

Saanich Volunteer Services Society

250-595-8008
www.saanichvolunteers.org

GULF ISLANDS

Mayne Island Assisted Living Society

250-213-6191
www.mials.org

Pender Islands Health Centre: Better at Home

250-629-3346
www.penderislandhealth.org



Housing



HELP TO FIND HOUSING

Seniors Serving Seniors does not promote or make referrals to any particular housing facility.

For help choosing an appropriate care home for you or your loved one, search for this phrase "list of current licensed care facilities" at Island Health's main home page:
www.islandhealth.ca

BC Assisted Living Registry

778-974-4887

1-866-714-3378
www2.gov.bc.ca/gov/content/health/assisted-living-in-bc/assisted-living-registry

Their website provides a link to help find an assisted living residence by location.

TIP

For low-cost housing options, register with **BC Housing: 250-475-7550**

and/or apply for **Shelter Aid for Elderly Renters (SAFER): 1-800-257-7756**

BC Housing Management Commission (BCHMC)

250-475-7550
www.bchousing.org
#201–3440 Douglas Street, Victoria, BC V8Z 3L5

A provincial Crown Agency responsible for subsidized housing options across the province. Low-income seniors, or adults under 55 with disabilities, may be eligible for subsidized housing.

Island Health: Housing

250-388-2273

1-888-533-2273
www.islandhealth.ca

Assisted Living is a type of care setting accessed through Community Health Services of Island Health for seniors who require assistance with personal care and medication administration.

Case Managers in health authorities determine a person's eligibility for subsidized care — which is a monthly fee of 70% of their after-tax income.

www2.gov.bc.ca/gov/content/health/assisted-living-in-bc

Long-Term Care (LTC) offers a protective, supervised environment and assistance with activities of daily living for clients who can no longer reside at home due to their need for 24-hour professional care. Island Health manages a range of LTC services.

If clients meet the eligibility criteria set out by the Ministry of Health, an assessment can be offered. Access to LTC services is based on a Case Manager's assessment of need, risk, and urgency for facility care. The assessment includes a determination that the client needs 24-hr supervision and professional care, and that the client's care needs cannot be met within available community resources.

Seniors Services Society

1-604-520-6621
www.seniorsservicessociety.ca/

Provides an online **housing finder** by location, type of housing, and options (such as pets allowed, wheelchair accessible, smoking permitted).

INDEPENDENT HOUSING: SUBSIDIZED

FOR 60+ SENIORS OR ADULTS WITH DISABILITIES

Affordable housing intended for low-income households. Those eligible for subsidized housing, will pay 25 or 30 percent of their gross income, subject to minimum rents (reviewed annually).

Bethany Court Housing Society

250-389-6227
826 North Park Street, Victoria, BC V8W 3B4

Capital Region Housing Corporation

250-388-6422
www.crd.bc.ca
631 Fisgard Street, Victoria, BC V8W 1R7

Adults with disabilities may be under age 55.

Dawson Heights Housing Ltd.

250-477-4850
www.dawsonheights.ca
3710 Cedar Hill Road, Victoria, BC V8P 5V5

Elgin Gardens Baptist Housing Society

250-592-2231
www.baptisthousing.org
1787 Elgin Road, Victoria, BC V8R 5L7

Gorge View Society

250-360-1977
www.gorgeviewsociety.ca
11 Chown Place, Victoria, BC V9A 1H5

Greater Victoria Housing Society

250-384-3434
www.greatervichousing.org
2326 Government Street, Victoria, BC V8T 5G5

Apply to BC Housing.

Gulf Islands Pioneer Village

103 Bonnet Avenue,
Salt Spring Island, BC V8K 2K8

Send application by mail.

Kiwanis Village Society

250-595-0331
www.kiwanisvictoria.ca
1419 Mallek Crescent, Victoria, BC V8T 2R3

Mount Douglas Seniors Housing Society

250-721-1818
www.mdshs.net
#100–1552 Arrow Road, Victoria, BC V8N 0B8

North Park Manor Society

250-383-7611
www.northparkmanor.ca
875 North Park Street, Victoria, BC V8W 3B8

Oak Bay Housing Co-operative

1-866-879-5111
www.chf.bc.ca/co-ops/
oak-bay-housing-cooperative
1426 Newport Avenue, Victoria, BC V8S 5E9

Prince Edward Lodge

250-474-6133
www.bchousing.org
741 Station Avenue, Langford, BC V9B 2S1

Apply to BC Housing.

INDEPENDENT & ASSISTED LIVING

***Independent Living** Sites offer private suites ranging from studios to one-bedroom, one-bedroom plus den and two-bedroom apartments. Most come equipped with small kitchenettes.*

In addition to the suite rental, the price generally includes hospitality services and communal amenity spaces. These services may include all or some daily meals, weekly housekeeping, linen service, recreation programs, emergency response, and security.

Most are on a month-to-month rental basis.

Some settings are operated by non-profit societies, including Abbeyfield Houses, Cridge Village, Heron House, Marrion Village and Rose Manor.

*Sites with **Assisted Living** units must be registered with the Registrar of Assisted Living and offer most of the above, plus assistance with personal services such as bathing, dressing, and medication administration.*

www2.gov.bc.ca/gov/content/health/assisted-living-in-bc/assisted-living-registry

Abbeyfield Houses

ST. ANDREW'S HOUSE
250-655-3536
250-652-5410
www.abbeyfield.ca/sidney
10017 Fifth Street, Sidney, BC V8L 1N8

ST. PETER'S HOUSE
250-590-9330
www.abbeyfield.ca/st.peters
1133 Reynolds Road, Victoria, BC V8P 2K5

Alexander Mackie Lodge

250-478-4888
www.alexandermackielodge.ca
753 Station Avenue, Langford, BC V9B 0Z5

Amica Beechwood Village*

250-655-0849
www.amica.ca
2315 Mills Road, Sidney, BC V8L 5W6

Amica Douglas House*

250-383-6258
www.amica.ca
50 Douglas Street, Victoria, BC V8V 2N8

Amica on the Gorge*

250-220-8000
www.amica.ca
994 Gorge Road West, Victoria, BC V9A 0G8

Amica Somerset House*

250-380-9121
www.amica.ca
540 Dallas Road, Victoria, BC V8V 4X9

Ayre Manor

250-642-1750
www.ayremanor.ca
6764 Ayre Road, Sooke, BC V9Z 1K1

Berwick Gordon Head

250-721-4062
www.berwickretirement.com
4062 Shelbourne Street, Victoria, BC V8N 3E6

Berwick Royal Oak

250-386-4680
www.berwickretirement.com
4680 Elk Lake Drive, Victoria, BC V8Z 0B4

Carlton House

250-595-1914
www.carltonhouse.ca
2080 Oak Bay Avenue, Victoria, BC V8R 6W2

*See Amica ad on page 75.

Chartwell Retirement Residences: Vista

778-557-1510
www.chartwell.com/bc/esquimalt/vista
622 Admirals Road, Victoria, BC V9A 2N7

Chartwell Retirement Residences: Victoria Harbour

778-486-1359
www.chartwell.com/bc/victoria/victoria-harbour
777 Belleville Street, Victoria, BC V8W 0G1

Cherish at Central Park

250-478-4431
www.cherishliving.ca
917 Avrill Road, Victoria, BC V9B 0T2

Cridge Village Senior Centre

250-384-8058
www.cridge.org
1307 Hillside Avenue, Victoria, BC V8T 0A2

Glenshiel

250-383-4164
www.theglenshiel.bc.ca
606 Douglas Street, Victoria, BC V8V 2P8

Heron House: Garth Homer Society

250-381-5243
www.garthhomersociety.org/residential-services/
507 Government Street, Victoria, BC V8V 2L6

Legion Manor

250-652-3261
www.legionmanorvictoria.ca
7601 East Saanich Road,
Saanichton, BC V8M 0A4

Marrion Village Assisted Living

250-592-2231
www.baptisthousing.org/communities/victoria/marrion-village
1968 Bee Street, Victoria, BC V8R 6P6

Minton House

250-380-4977
www.mintonhouse.ca
1070 Southgate Street, Victoria, BC V8V 2Z2

Parkwood Place

250-598-1565
www.parkwoodplaceseniors.ca
3051 Shelbourne Street, Victoria, BC V8R 6T2
See ad on page 38.

Rose Bank Gardens

250-472-0677
www.rosebankgardens.ca
1485 Garnet Road, Victoria, BC V8P 5T5

Rose Manor

250-383-0414
www.rosemanor.ca
857 Rupert Terrace, Victoria, BC V8V 3E5

Ross Place Seniors Community

250-381-8666
www.rossplace.ca
2638 Ross Lane, Victoria, BC V8T 5M4
See ad on page 38.

St. Francis Manor

250-382-7999
www.saintfrancismanor.com
1128 Dallas Road, Victoria, BC V8V 1B9

Shannon Oaks

250-595-6257
www.baptisthousing.org/shannon-oaks
2000 Goldsmith Street, Victoria, BC V8R 0A2

SHOAL Centre Independent Living

250-654-0536
www.shoalcentreindependentliving.ca
10030 Resthaven Drive, Sidney, BC V8L 3G4

The Camelot
250-384-3336
www.novapacific.ca
455 Kingston Street, Victoria, BC V8V 1V8

The Cedars
250-477-4850
www.dawsonheights.ca
3710 Cedar Hill Road, Victoria, BC V8P 5V5

The Kensington
250-477-1232
www.kensingtonseniors.ca
3965 Shelbourne Street, Victoria, BC V8N 6J4
See ad on page 38.

The Renaissance Retirement Residence
250-386-1188
www.renaissancevictoria.com
1188 Esquimalt Road, Victoria, BC V9A 3N9
See ad on page 18.

The Victorian
778-562-9924
www.victorianretirement.ca
1773 Feltham Road, Victoria, BC V8N 6E8

The Wellesley Seniors Residence
250-383-9099
www.retirementconcepts.com
2800 Blanshard Street, Victoria, BC V8T 5B5
See ad this page and inside front cover.



Trillium Highgate Lodge
250-472-0077
www.trilliumcommunities.com
1538 Cedar Hill Cross Road, Victoria, BC V8P 2P1

Trillium Norgarden
250-656-8822
www.trilliumcommunities.com
2300 Henry Avenue, Sidney, BC V8L 2B2

Trillium Peninsula
250-656-8827
www.trilliumcommunities.com
2294 Henry Avenue, Sidney, BC V8L 2B2

Trillium West Shore Lodge
250-478-7527
www.trilliumcommunities.com
1828 Island Highway, Colwood, BC V9B 1J2

Trillium West Shore Village
250-478-7527
www.trilliumcommunities.com
333 Wale Road, Colwood, BC V9B 0X2

Victorian at McKenzie
778-906-3063
www.victorianatmckenzie.ca
4000 Douglas Street, Victoria, BC V8X 5K5

LONG-TERM CARE RESIDENCES

Licensed care residences provide meals, housekeeping, personal laundry, assistance with daily living activities, medication administration, and medical assistance under the supervision of professional care staff.

Most also provide respite care, and some of these residences offer memory care.

Rooms may be shared accommodations or private studios.

Some residences have private-pay beds that you arrange directly with the residence, which does its own assessment.

Publicly subsidized long-term care beds are arranged through an Island Health Case Manager (see page 46). Ask each residence which kinds of beds it has.

AgeCare Glenwarren

250-383-2323
www.agecare.ca
1230 Balmoral Road, Victoria, BC V8T 1B3

Amica Douglas House*

250-383-6258
www.amica.ca
50 Douglas Street, Victoria, BC V8V 2N8

Amica Jubilee House*

250-592-1200
www.amica.ca/jubilee-house
1900 Richmond Road, Victoria, BC V8R 4R2

Amica on the Gorge*

250-220-8000
www.amica.ca
994 Gorge Road West, Victoria, BC V9A 0G8

*See Amica ad on page 75.

Berwick Gordon Head

250-721-4062
www.berwickretirement.com
4062 Shelbourne Street, Victoria, BC V8N 3E6

Berwick Royal Oak

250-386-4680
www.berwickretirement.com
4680 Elk Lake Drive, Victoria, BC V8Z 0B4

Blue Sky Lodge

250-652-0891
www.blueskylodge.ca
7013 East Saanich Road,
Saanichton, BC V8M 1Y3

Previously **Island View Place Care Inc.**

Chartwell Retirement Residences: Vista

778-557-1510
www.chartwell.com/bc/esquimalt/vista
622 Admirals Road, Victoria, BC V9A 2N7

Kiwanis Pavilion

250-598-2022
www.kiwanispavilion.ca
3034 Cedar Hill Road, Victoria, BC V8T 3J3

Oakwood Manor

250-598-1575
www.oakwoodmanorseniors.ca
3000 Shelbourne Street, Victoria, BC V8R 4M8

See ad on page 74.

Selkirk Seniors Village

250-940-1028
www.retirementconcepts.com/locations/selkirk-seniors-village/
385 Waterfront Crescent, Victoria, BC V8T 5K7

Sidney All Care

778-351-2505
www.allcarecanada.ca
2269 Mills Road, Sidney, BC V8L 2C3

Sunrise Senior Living

250-383-1366
250-999-7542
www.sunrisevictoria.com
920 Humboldt Street, Victoria, BC V8V 4W7
See ad on page 63.

Trillium Clover Point Care

250-590-7885
www.trilliumcommunities.com
90 Linden Avenue, Victoria, BC V8V 4C8

Trillium Douglas Care

250-383-9011
www.trilliumcommunities.com
657 Niagara Street, Victoria, BC V8V 1J1

Trillium Hart House

250-598-3542
www.trilliumcommunities.com
1961 Fairfield Road, Victoria, BC V8S 1H5

Trillium St. Charles Manor

250-595-4255
www.trilliumcommunities.com
1006 St. Charles Street, Victoria, BC V8S 3P6

Victoria Chinatown Care Centre

250-381-4322
www.broadmeadcare.com/care-homes/victoria-chinatown-care-centre
555 Herald Street, Victoria, BC V8W 1S5

PUBLICATIONS

INSPIRED 55+ Lifestyle Magazine

250-479-4705
www.seniorlivingmag.com

Publishes special spring and fall issues with extra housing and retirement living features.

RELOCATION, DOWNSIZING AND DECLUTTER SERVICES

These fee-based services may include moving, downsizing, decluttering, space planning, un/packing, dispersal of unwanted items, setup, help navigating care and housing decisions, and cleanup.

Changing Places

250-721-4490
www.changingplaces.ca
See ad on page 74.

Different Path Services

250-891-5969
www.differentpathservices.com

Harmony Home Organizing

1-604-446-3939
www.harmonyhomeorganizing.ca

Home Again

250-984-4044
www.seniorshomeagain.ca

NextStep: Advisory Services for Seniors

250-886-8808
www.nextstepvictoria.ca

The Happy Nest

778-676-4663
www.thehappynest.ca

Legal Resources



ADVANCE CARE PLANNING

HealthLink BC

www.healthlinkbc.ca/healthwise/advance-care-planning

Assists individuals to express their wishes for future health care treatment.

The **Advance Directive** outlines your wishes and instructions for future health care decisions, and the **Representation Agreement** appoints the person you choose to act on your behalf.

My Voice

www.gov.bc.ca/advancecare

The Province of BC's free guide and forms for advance care planning.

Nidus Personal Planning Resource Centre & Registry

1-604-408-7414
www.nidus.ca
2391 Crescent Way, Abbotsford, BC V2S 3M1

Provides information and forms for representation agreements, enduring powers of attorney, advance directives, and other parts of personal planning.

Nidus Registry is secure, online document storage with 24/7 access:
www.nidusregistry.ca

CONSUMER PROTECTION

Better Business Bureau (BBB)

250-386-6348
www.bbb.org/vancouver-island
#220–1175 Cook Street, Victoria, BC V8V 4A1

Provides a communication link between businesses and consumers. BBB can help manage disputes with local businesses.

Canadian Anti-Fraud Centre

1-888-495-8501
www.antifraudcentre.ca

Collects reports of fraud and scams in Canada, including phone, mail and online scams and identity theft.

Formerly known as PhoneBusters.

Civil Resolution Tribunal

1-844-322-2292
www.civilresolutionbc.ca

An online dispute resolution resource that is part of the BC public justice system. Offers an affordable way to resolve many civil law disputes without needing a lawyer or attending court.

Consumer Protection BC

1-888-564-9963
www.consumerprotectionbc.ca
PO Box 9244, Victoria, BC V8W 9J2

Licenses and inspects regulated businesses, responds to consumer inquiries, investigates alleged violations of consumer protection laws, and educates consumers and businesses about their rights and responsibilities.

Vehicle Sales Authority

1-604-574-5050

1-877-294-9889

www.vsabc.ca

British Columbia's vehicle sales regulator, which oversees retail sales of personal-use motor vehicles by engaging and educating industry and consumers.

ESTATE PLANNING

Government of BC

www2.gov.bc.ca/gov/content/family-social-supports/seniors/financial-legal-matters/wills-and-estate-planning

Provides information on financial planning, income security programs, wills and estate planning, substitute decision-making and incapacity planning, and where to find legal advice and support.

HUMAN RIGHTS

BC Human Rights Tribunal

1-604-775-2000

1-888-440-8844

1-604-775-2021 TTY

www.bchrt.bc.ca

#1270–605 Robson Street,
Vancouver, BC V6B 5J3

An independent body created by the **BC Human Rights Code**. It accepts, screens, mediates and decides human rights complaints. The person complained about can respond, or ask to have the complaint dismissed without a hearing.

If a complaint is not resolved or dismissed, it goes to a hearing.

LEGAL ASSISTANCE

Access Pro Bono

1-604-878-7400

1-877-762-6664

www.accessprobono.ca

Helps British Columbians of any income to find a suitable lawyer to serve their legal needs.

It also runs the **BC Legal Referral Service** (immediately below).

BC Legal Referral Service

1-604-687-3221

www.bclegal.help

Offers referrals to licensed legal professionals according to your needs, and a free 15–30 minute first consultation with a lawyer, notary or paralegal.

BC Notaries Association

1-604-676-8570

www.bcnotaryassociation.ca

#201–2453 Beacon Avenue,
Sidney, BC V8L 1X7

TIP

For information on medical cannabis go to: **www.healthlinkbc.ca/medical-cannabis** or phone **HealthLink BC at 811**.

For information on a government dispensary in your area, visit: **www.bccannabisstores.com/pages/store-locations**

Dial-A-Law

1-800-565-5297
www.dialalaw.ca

Operated by the People's Law School, a non-profit organization. It features free information on the law in British Columbia in 130 topic areas.

The information is reviewed by lawyers and updated regularly. Gives information only and does not give legal advice.

Justice Access Centre

250-356-7012
www.gov.bc.ca/justice-access-centre
#225–850 Burdett Avenue, Victoria, BC V8W 1B4

Help with family dispute resolution, family law-related mediation and local resources. Provides a **Self-Help Resource Room** with computers that clients can access to print off legal forms, and where staff are available to assist people. This resource does not support small claims, criminal law or Court of Appeal matters.

The Law Centre, a University of Victoria legal clinic at the same address, gives free legal advice to low-income clients on family, criminal, civil and human rights issues.

Legal Aid BC

1-866-577-2525
www.legalaid.bc.ca

A non-profit organization that provides legal information, representation services, and advice.

Its priority is to serve the interests of people with low incomes, but many services are available to all British Columbians. Services are offered at legal aid locations throughout the province.

Helpful information is also found at:
www.clicklaw.ca

NOTARY PUBLIC

Society of Notaries Public of BC

1-800-663-0343
www.snpbc.ca
PO Box 44
#700–625 Howe Street,
Vancouver, BC V6C 2T6

The society regulates the profession in the public interest and can help you find a Notary in your area.

Notaries can assist with wills, powers of attorney, representation agreements and estate planning.

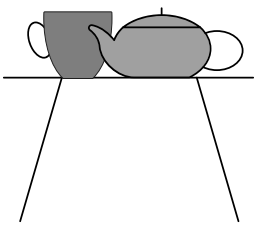
OMBUDSPERSON

BC Ombudsperson

250-387-5855
1-800-567-FAIR (3247)
www.bcombudsperson.ca
947 Fort Street, 2nd Floor, Victoria, BC V8V 3K3

Free and confidential help to ensure people are treated fairly by public services in British Columbia. That includes services like government-run housing programs, income assistance, public hospitals, and government ministries.

The office does not report to the government — its job is to be fair, independent, and to help improve public services.



PUBLIC GUARDIAN

Public Guardian and Trustee of British Columbia (PGT)

250-356-8160
www.trustee.bc.ca
1215 Broad Street, Victoria, BC V8W 2A4

A corporation established under the **Public Guardian and Trustee Act** with a statutory role to protect the interests of British Columbians who lack legal capacity to protect their own interests.

The PGT protects the legal and financial interests of children under 19, protects the legal, financial, personal and health care interests of adults who need help making decisions, and administers the estates of deceased and missing persons.

RENTAL RULES & HELP

Residential Tenancy Branch

250-387-1602
www.gov.bc.ca/landlordtenant

Provides information to tenants and landlords about their responsibilities and rights. This BC Government branch also helps to resolve disputes.

Tenant Resource and Advisory Centre (TRAC)

1-800-665-1185
www.tenants.bc.ca

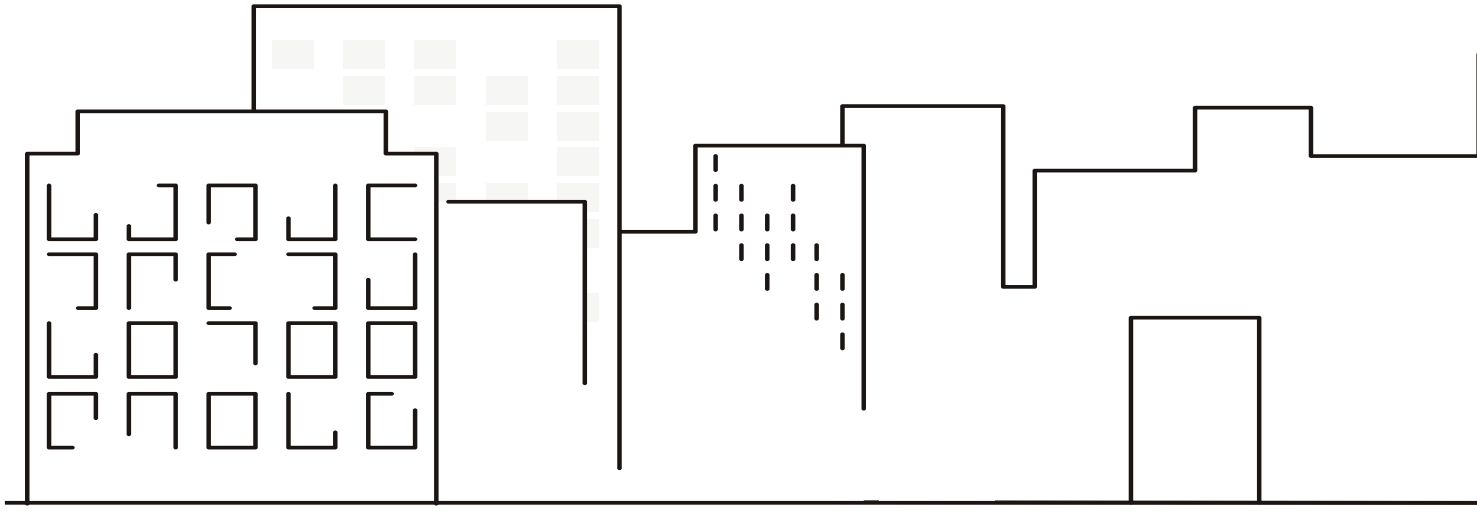
Provides an information line and free legal education workshops to tenants and advocates across BC.

Together Against Poverty Society

250-361-3521
www.tapsbc.ca
828 View Street, Victoria, BC V8W 1K2

Provides free face-to-face legal advocacy for people with income assistance, provincial disability benefits, and tenancy issues.

Community Public Legal Education sessions are available upon request. Assists with income tax preparation.



Medical Equipment & Supplies

This is where you will find beds and bed rails, walkers, crutches, wheelchairs, canes, toilet risers, and all other things to assist in daily living.

MEDICAL EQUIPMENT LOANS

For a small fee or donation, or even free, people can borrow equipment for a short term.

Amyotrophic Lateral Sclerosis (ALS) Society of BC

1-800-708-3228
www.alsbc.ca
#1228–13351 Commerce Parkway
Richmond, BC V6V 2X7

Equipment is available for registered ALS patients living in British Columbia including beds, chairs, toilet risers, and wheelchairs.

Canadian Red Cross Society

www.redcross.ca

Health equipment loans are provided for short-term use, by referral from an occupational therapist, physiotherapist, nurse or physician. Private health care professionals may use the referral form on the website.

The Red Cross no longer provides a delivery or pick-up service for basic medical equipment. Donations are gratefully accepted.

SALT SPRING ISLAND

250-538-4834
Lady Minto Hospital: 135 Crofton Road,
Salt Spring Island, BC V8K 1T1

Open Monday, Wednesday and Friday, 10 am – 2 pm

VICTORIA

250-382-2043
909 Fairfield Road, Victoria, BC V8V 3A3

Open weekdays, 9:30 am – 4:30 pm

Galiano Health Care Centre

250-539-3230
www.galianohealth.org
908 Burrill Road, Galiano Island, BC V0N 1P0

Loans of wheelchairs, canes, walkers, bathroom and bathing equipment for up to three months.

We're Proud to be Your
Favourite Community Home Support Agency &
Honoured to Serve You and Your Family



Our flexible, affordable and consistent quality home support services are customized to fit your every need, with availability 24/7 for your convenience. Call now for your FREE consultation!

Victoria SeniorCare
Customized Services for Seniors
info@VictoriaSeniorCare.ca
250-589-0010

Sidney SeniorCare
Customized Services for Seniors
info@SidneySeniorCare.ca
250-589-0010

Westshore SeniorCare
Customized Services for Seniors
info@WestshoreSeniorCare.ca
250-589-0010

Award-winning home support,

serving seniors in Greater Victoria, the Saanich Peninsula and Westshore communities for 25 years!



In-Home Support Services:

- *Personal care & assistance with daily-living activities*
- *Administration & monitoring of medications*
- *Meal preparation & clean up*
- *Respite care & companionship*
- *Transportation for outings & appointments*
- *Housekeeping, laundry, indoor & outdoor maintenance*
- *Safety & wellness checks*
- *Palliative/end-of-life care*
- *Dementia services*
- *Hourly, overnight & live-in care…. and anything else that you require.*

Our caregivers include fully credentialled and trained CHWs, HCAs, LPNs and RNs.

PENINSULA NEWS REVIEW.com READERS' CHOICE AWARDS 2025 1st PLACE

Voted #1 Favourite Place for Senior Care!

Victoria SeniorCare
Customized Services for Seniors
info@VictoriaSeniorCare.ca
250-589-0010

Sidney SeniorCare
Customized Services for Seniors
info@SidneySeniorCare.ca
250-589-0010

Westshore SeniorCare
Customized Services for Seniors
info@WestshoreSeniorCare.ca
250-589-0010

Mayne Island Health Centre

250-539-2312
www.mayneislandhealth.ca
526 Felix Jack Road, Mayne Island, BC V0N 2J2

Free short-term loan of equipment to Mayne Island residents.

Mount Newton Centre Society Loan Cupboard

250-652-2112
www.mountnewtoncentre.org
2158 Mount Newton Cross Road, Saanichton, BC V8M 2B2

Short-term loans (3 months) are available by donation. Long-term lease agreements are available for a nominal charge and individual arrangements for beds can be made. Special consideration for palliative care clients.

Serves only individuals residing on the Saanich Peninsula north of Royal Oak Drive. Independent and not affiliated with the Canadian Red Cross.

Pender Islands Health Centre

250-629-3233
www.penderislandhealth.org
5715 Canal Road, Pender Island, BC V0N 2M1

Beds, walkers, crutches, wheelchairs, bedpans, and other equipment are available for short- and long-term loan.

Coordinated through the Medical Clinic in conjunction with he Volunteer Program.

Sooke CONTACT Loan Cupboard

250-389-4607
2037 Shields Road, Sooke, BC V9Z 1H5

Run by the CONTACT Community Assistance Society, the loan cupboard provides low-cost home medical equipment and medical appointment transportation in Sooke, BC.

Basic mobility aids, bathroom and bed assists, bathing and daily living aids.

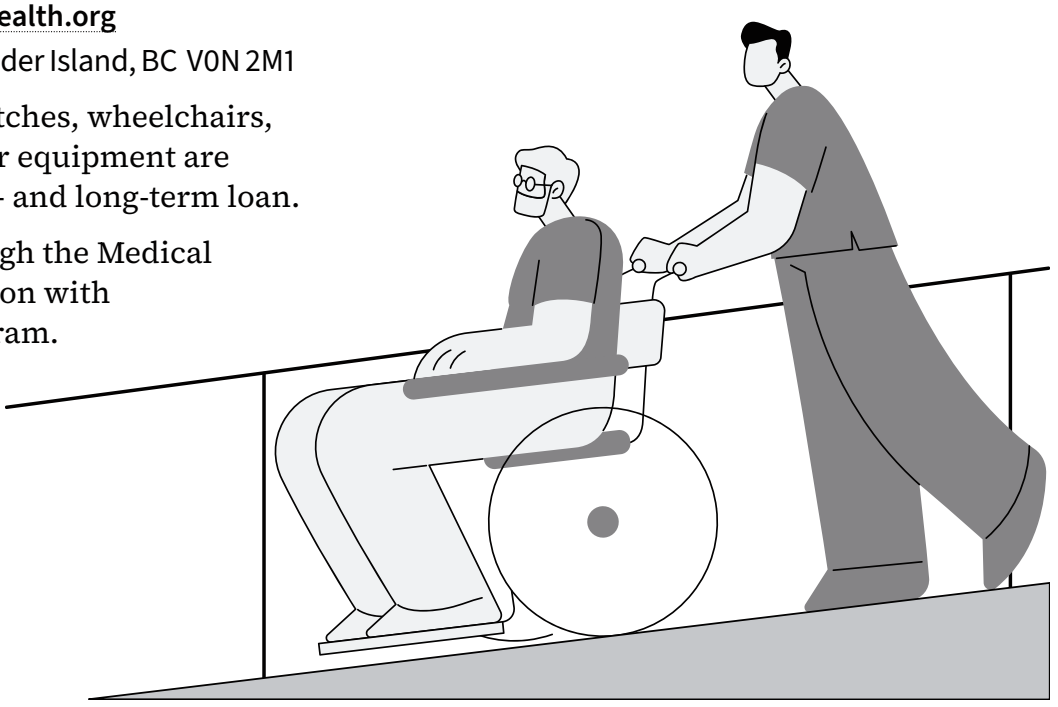
By appointment only. Leave a message and a volunteer will call you back. Nominal fee.

Enter off Shields Road from the parking lot.

Wescom Medi-Lend Society at Priory Hospital

250-478-5373
567 Goldstream Avenue, Victoria, BC V9B 2W4

Medical equipment loaned for up to 3 months to residents of the Western Communities. Operates Monday to Friday, 10 am – 1 pm.



MOBILITY AIDS & SUPPORTS

Canada Scooters

250-383-7383
www.canadascooters.com
#115–777 Goldstream Avenue,
Langford, BC V9B 2X4

A family-owned business that is a specialized dealer of electric mobility scooters for seniors.

City Wide Scooter & Wheelchair Sales & Service

250-478-2978
www.citywidescooters.ca
725 Goldstream Avenue, Langford, BC V9B 2X4

Scooters, wheelchairs, power wheelchairs, bathroom safety, accessories, cushions, and walkers.

Handyguyz Handyman Services

250-744-6858 CALL OR TEXT
www.handyguyz.ca

Serves Victoria, Langford, Saanich and the Greater Victoria area with a wide range of handyman services including installing grab bars, safety bars, carpentry, plumbing, electrical work, drywall, and more.

HME Mobility & Accessibility

250-386-0075
www.hmebc.com
101–2657 Wilfert Road, Victoria, BC V9B 5Z3

Manual, tilt, and power wheelchairs, walkers and other mobility aids, daily living aids, bathroom safety, home medical beds, lift chairs, ramps, stairlifts, plus patient and vertical platform lifts.

Sales, rental, and service.

Island Mediquip Ltd.

250-391-0388
www.islandmediquip.com
750 Enterprise Crescent, Victoria, BC V8Z 6R4

Wheelchairs (tilt and manual), mobility scooters, power wheelchairs, lift and recline chairs, walkers, patient lifts, homecare beds, ramps, stairlifts, overhead lifts, and home elevators.

Motion Victoria

250-384-8000
www.motioncares.ca/location/victoria/
1856 Quadra Street, Victoria, BC V8T 4B9

Lift and recline chairs, beds, seating, patient lifts, bathroom safety equipment, stair and porch lifts, aids for daily living, wheelchairs, scooters, and walkers.

Rentals of walkers and lift chairs.

Rexall Home Health Care

250-384-7196
www.rexall.ca
3098 Nanaimo Street, Victoria, BC V8T 5A6

Wide selection of grab bars, wound care, lift chair options, ostomy supplies, foot care, bracing (custom and off-the-shelf), power mobility, and aids for daily living for all budgets.

Experts on staff.

See ad on page 79.

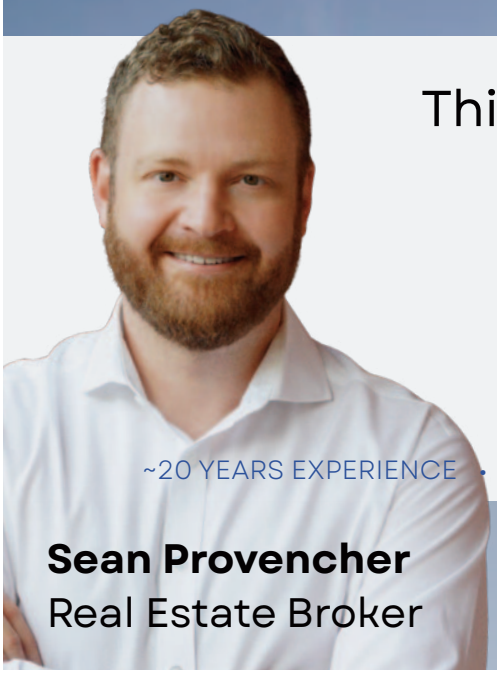
Stay At Home Elevating

250-391-8166
www.stayathome-elevating.com
1127A Lippincott Road, Victoria, BC V9C 2Z6

Sales, rentals, installation and service for ramps, stairlifts, platform lifts and home elevators, serving Victoria, Vancouver Island and the Gulf Islands.

Victoria's Downsizing Concierge

Are you thinking about downsizing? You don't have to do it alone.



Things I can offer to help:

- Free Downsizing Guide for Seniors
- Free downsize planning consultation
- Home evaluation and strategy planning
- Property staging and repair management
- Sorting and downsizing belongings
- Movers who understand seniors transitions

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Sean Provencher
Real Estate Broker

Call or Text
250-589-4166

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LONG-TERM CARE | MEMORY CARE



Vibrant Senior Living in Victoria

A fully personalized experience is waiting for you at Sunrise of Victoria. In addition to exceptional care and a focus on your wellness, you'll find fun social events, programs that reflect your passions, and fresh cuisine tailored to your tastes.

Scan to learn more about our community, or call us at **250-383-1366**.

SUNRISE SENIOR LIVING

VICTORIA

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Vancouver Island Medical Supply Ltd.

250-384-4060
www.vimedi.ca
3534 Quadra Street, Victoria, BC V8X 1H2

New and pre-owned mobility and home health care equipment.

Service and repairs, pick-up, delivery, and in-home trials.

Wellwise

250-370-2984
www.wellwise.ca
1561 Hillside Avenue, Victoria, BC V8T 2C1

Wide selection of mobility, sleep, home and personal care products: walkers, rollators, scooters, canes, and walking poles; CPAP masks, machines and accessories, pillows, gravity blankets, sound and aromatherapy; ostomy, incontinence, personal hygiene; lift chairs, hospital beds; compression, supports & braces, fitness/physio, pain relief aids; health monitors, household, travel and leisure products.

Sales, service and rentals.

TIP

Ability411 is operated by CanAssist at the University of Victoria and provides information on a wide range of devices that assist seniors in areas such as eating, mobility, dressing, memory, and recreation.

NOTE: Ability411 cannot be contacted by phone. Please submit a message online at: **www.Ability411.ca**

SPECIALIZED CLOTHING

Just You Boutique

250-384-1791
www.justyouboutique.com
#210–2250 Oak Bay Avenue, Victoria, BC V8R 1G5

Specializing in mastectomy fittings, plus specialty and regular bras. By appointment only.

Silvert's Adaptive Clothing & Footwear

1-800-387-7088
www.silverts.com

Specially adapted clothing solutions. Phone for a free catalogue.

Safety & Security



Contacts for crime prevention, disaster preparedness, elder abuse support, medical alert systems, and victim services.

CRIME PREVENTION

Canadian Anti-Fraud Centre

1-888-495-8501
www.antifraudcentre.ca

Provides a central place to report fraud and scams in Canada. Call to report a complaint and visit the website to read reports of scam types and fraud warnings.

Coast Light Home Services

778-350-0040
www.coastlight.ca/living-in-place
850 Cecil Blogg Drive, Victoria, BC V9C 3H7

Living-in-Place recommendations to improve safety and accessibility now, and home modifications for the future. Helps seniors live safely at home longer.

DISASTERS

Emergency Management and Climate Readiness, Ministry of (EMCR)

250-952-5848 VANCOUVER ISLAND
1-800-663-3456 REPORT A PROVINCIAL EMERGENCY
1-800-387-4258 EMERGENCY SUPPORT
www2.gov.bc.ca/gov/content/safety/emergency-management
www.emergencyinfobc.gov.bc.ca

Provides information on emergency planning in advance of a disaster.

During a community disaster such as a blizzard, flood, or earthquake, telephone services may be disrupted. Be prepared by making emergency plans with your family, friends, and neighbours.

Prepare Yourself

www.prepareyourself.ca

This website is a collaboration of the Emergency Programs from all 13 municipalities and three electoral areas in the Capital Regional District (CRD).

ELDER ABUSE SUPPORT

Community Response Network (CRN)

1-866-437-1940 SENIORS ABUSE & INFORMATION LINE (SAIL)
www.bccrns.ca

Local networks run prevention and education activities in their communities. They support coordinated responses to abuse, neglect, and self-neglect of vulnerable adults in BC.

See page 66 for SAIL.

Cridge Transition House for Women

250-479-3963
www.cridge.org

A safe place for women with or without children fleeing violence or abuse in their homes.

Island Health: Adult Abuse & Neglect

250-388-2273

1-888-533-2273 COMMUNITY ACCESS LINE
www.islandhealth.ca/learn-about-health/adult-abuse-neglect

Island Health is a designated agency for accepting reports of elder abuse and neglect.

Anonymous calls are accepted. Report concerns of physical, sexual, financial, or emotional abuse or neglect of a person 19 years of age or older. Concerns will be directed to a delegated health care provider for investigation if required.

Seniors Abuse and Information Line (SAIL)

1-866-437-1940

1-855-306-1443 TTY
www.seniorsfirstbc.ca

A safe place for older adults and those who care about them to talk to someone about situations of abuse and mistreatment.

Operated by **Seniors First BC**, a non-profit provincial charity. It supports older adults, and people helping them, who are dealing with abuse or mistreatment, and helps older adults navigate the systems that affect them.

Services are provided through a helpline, victim services, legal advocates, and an elder law clinic.

Information and training on abuse prevention are also provided through educational and outreach programs.

Sooke Transition House Society

778-403-7847

250-642-2591 24-HOUR CRISIS LINE
www.sooketransitionhousesociety.com
PO Box 527, Sooke, BC V9Z 1H5

Emergency shelter for women and their children who are in crisis resulting from family violence.

Provides advocacy, counselling, education, and prevention.

Vancouver Island Crisis Line: 24-Hour

1-888-494-3888

988 CALL OR TEXT 24/7
www.vicrisis.ca

Confidential phone support provided by trained Crisis Line workers.

Victoria Women's Transition House

250-592-2927 COMMUNITY OFFICE

250-385-6611 24-HOUR CRISIS LINE
www.transitionhouse.net
#100–3060 Cedar Hill Road, Victoria, BC V8T 3J5

Support group and one-to-one counselling for women over 50 who are experiencing or have experienced abuse by a partner or adult child.

FIRE

Fire departments can provide education and assistance to seniors through public lectures or one-to-one consultations.

To learn more about fire prevention and safety services, contact the fire department in your municipality.

MEDICAL ALERT SYSTEMS

Canadian MedicAlert Foundation

1-800-668-1507
www.medicalert.ca

Application forms for ID bracelets are available online or at the number above.

CareLink Advantage

778-247-0356

1-866-876-7401
www.carelinkadvantage.ca

Helps keep loved ones living safely and independently at home.

Wireless devices, customized to each home, alert caregivers 24/7 in case of falls, wandering, or missed medications. Systems are rented, with no long-term contract or cancellation fees.

This service is covered by some care plans through Island Health.

Lifeline Canada

250-475-6415

1-888-533-6604
www.lifeline.ca

Get access to help 24/7 either at home or on the go. One push of the help button connects you to a response centre that sends help quickly. Fall detection and location tracking are available as options.

Previously **Philips Lifeline.**

TELUS Health Medical Alert

1-888-505-8008
www.telus.com/en/personal-health/medical-alert-systems

A personal medical alert service providing 24/7 support through the push of a button or an optional fall detection feature.

POISON CONTROL

Poison Control Centre

1-800-567-8911
www.dpic.org

Provides information on poisons and treatment of poisoning.

VICTIM SERVICES

Greater Victoria Police Victim Services

250-995-7351
www.gvpvs.org

Provides short-term emotional and practical support to victims of crime and/or sudden trauma. Also provides court support, safety planning, and help with Crime Victim Assistance applications and Victim Impact Statements.

VictimLink BC

1-800-563-0808 24/7
www.victimlinkbc.ca

A confidential, multilingual phone service in BC and the Yukon.

Provides information and referrals to victims of crime, and immediate crisis support to victims of family and sexual violence.

Also provides information and access to BC's Crime Victim Assistance Program.

Support Groups & Organizations



A wide range of support groups and related organizations, listed by topic.

2SLGBTQIA+

OnMyPlanet

250-884-9281
www.onmyplanet.ca

A queer and trans-positive website.

Home of **The Queer Story Archive** — an ever-expanding collection of life experience stories.

Produces free, accessible, educational materials that promote inclusion and allyship. Resource lists for Victoria and Vancouver, including a growing list of 2SLGBTQIA+ friendly service providers for seniors in Victoria.

ADVOCACY GROUPS

Beacon Community Services: Volunteer Services

250-656-5537
www.beaconcs.ca
SHOAL Community Centre
10030 Resthaven Drive, Sidney, BC V8L 3G4

Volunteers provide information, guidance and assistance navigating government and community resources to support seniors on the Saanich Peninsula as they seek solutions to basic housing, financial, and health-related situations.

Call to book an advocacy appointment.

CARP Vancouver Island

vancouverisland@carp.ca
www.carp.ca/community/vancouver-island

CARP (Canadian Association of Retired Persons) is a national organization whose mission is to enhance quality of life for aging Canadians by championing social change, accessible health care, and financial security.

Island Health: Patient Care Quality Office

250-370-8323
1-877-977-5797
www.islandhealth.ca
Royal Jubilee Hospital, Memorial Pavilion, Watson Wing, Room 315, 1952 Bay Street, Victoria, BC V8R 1J8

Receives and resolves public enquiries and complaints about patient care services provided by Island Health.

Islanders Working Against Violence (IWAV)

1-250-537-1867 SSI GENERAL OFFICE

1-888-537-0717 WOMEN'S OUTREACH

1-877-435-7544 24/7 HELPLINE

www.iwav.org

Provides anti-violence services across the Southern Gulf Islands, including 24/7 crisis support, transition housing, counselling, affordable housing, and outreach — which provides trauma-informed support to clients through counselling, advocacy, risk management, education, and assistance navigating the criminal and family court systems.

Our Place Society: 55+ Club

250-388-7112

www.ourplacesociety.com

919 Pandora Avenue, Victoria, BC V8V 3P4

Meeting people where they are, with compassion, patience, and practical support. Small beginnings: a hot meal, a warm greeting, a moment of calm. Serves more than 1,400 meals daily, and offers access to housing, health care, recovery, and community programs.

Seniors' Entitlement Service

250-388-7696

www.qvcc.ca

Quadra Village Community Centre: 901 Kings Road, Victoria, BC V8T 1W5

Provides trained volunteer advocates to serve local seniors (55+) with problem-solving, system navigation (financial, housing, health care, legal), information, referrals, and support to address elder abuse and/or unexpected hardships.

Advocates provide in-person and online services. Drop in or call to book an appointment: Monday, Wednesday and Thursday, 9 am – 3 pm.

Together Against Poverty Society

250-361-3521

www.tapsbc.ca

828 View Street, Victoria, BC V8W 1K2

Provides free legal advocacy for people with income assistance, provincial disability benefits, and tenancy issues.

Also provides help with income tax preparation on a drop-in basis.

Community Public Legal Education sessions are available upon request.

Vancouver Island Human Rights Coalition

250-382-3012

www.vihrc.com

#418–620 View Street, Victoria, BC V8W 1J6

A non-profit advocacy coalition that assists individuals who have experienced discrimination and wish to file a complaint under the **BC Human Rights Code**.

Also provides information to the public on human rights issues and referrals to other organizations.

Victoria Lesbian Seniors Care Society

secretary@vlscs.ca

www.vlscs.ca

Supports the health and social needs of lesbians as they age.

AGING RESEARCH & INFO

University of Victoria Institute on Aging & Lifelong Health (IALH)

250-721-6369
www.uvic.ca/aging
R Hut, Room 103,
PO Box 1700 STN CSC, Victoria, BC V8W 3P5

Brings researchers from many fields together to improve health, well-being, and quality of life as people age.

Members of the public are welcome to take part in its research.

ALZHEIMER DISEASE & RELATED DEMENTIAS

Alzheimer Resource Centre – Alzheimer Society of BC and Yukon

250-382-2052
www.alzheimerbc.org
#202–4420 Chatterton Way,
Victoria, BC V8X 5J2

The **First Link** referral and outreach service connects people with Alzheimer's disease or other dementias, and their families and caregivers, to information, support groups, one-to-one support, and education programs. Programs 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.

Dementia Helpline

1-800-936-6033

A province-wide support and information service for anyone with questions about dementia, including people with dementia, their caregivers, family and friends, professionals, and the public.

Monday to Friday, 9 am – 8 pm.

Voices in Motion Choirs

info@voicesinmotionchoirs.org
www.voicesinmotionchoirs.org

A non-profit society providing an un-auditioned community choir for people with memory loss, their caregivers, friends, family, and students. People sing, socialize, develop their vocal skills, and perform in concert. These life-giving moments of music foster increased socialization, cognitive function, meaningfulness, and an appreciation of others.

No one is turned away.

AMYOTROPHIC LATERAL SCLEROSIS

Amyotrophic Lateral Sclerosis (ALS) Society of BC

1-800-708-3228
www.alsbc.ca

Support group, information and programs for people living with ALS and their families. There is also an equipment loan program, designed to help people cope with the daily challenges of decreasing mobility and independence.

ARTHRITIS

Arthritis Society Information Line

1-800-321-1433
www.arthritis.ca/bc

A free telephone and email information and support service for people affected by arthritis. Staff and volunteers are available to answer your questions about arthritis, how to manage the disease and where to access arthritis-related resources and support.

BRAIN INJURY

Victoria Brain Injury Society

www.vbis.ca

Offers individual case management, support groups and education.

VICTORIA

250-598-9339

Unit C100–633 Courtney Street,
Victoria, BC V8W 1B9

WESTSHORE

250-598-9339

#204–2780 Veterans Memorial Parkway
Langford, BC V9B 3S6

CANCER

BC Cancer Screening: Colon

1-877-702-6566
www.screeningbc.ca/colon

Colon Cancer Screening. Contact your health care provider to get a lab order for a free at-home test kit: ages 50–74. Age 75 and older by doctor's order.

BC Cancer Screening: Breast

1-800-663-9203 CENTRAL BOOKING
www.screeningbc.ca/breast

Mammography Screening. Self-referral clinics: routine screening for women 40+ for the early detection of breast cancer. Covered by MSP.

Mobile visits to some Gulf Islands.

WEST COAST MEDICAL IMAGING

#305–1990 Fort Street, Victoria, BC V8R 6V4

VICTORIA GENERAL HOSPITAL

1 Hospital Way, Victoria, BC V8Z 6R5

BC Cancer – Victoria

250-519-5500

1-800-670-3322
www.bccancer.bc.ca

2410 Lee Avenue, Victoria, BC V8R 6V5

Provides diagnosis, treatment and supportive care. Appointments by referral from a physician.

Canadian Cancer Society

1-888-939-3333 CANCER INFO/HELPLINE
www.cancer.ca

2202 Richmond Road, Victoria, BC V8R 4R5

The focus: increasing cancer survival, stopping cancer before it starts and improving the lives of people affected by cancer. Funds cancer research to improve cancer outcomes. Provides cancer information and support services to all people facing cancer.

Helpline: Monday to Friday, 6 am – 4 pm

Vancouver Island Lodge provides accommodation during treatment.
To book, call the Lodge:

250-592-2662

1-800-335-6029

InspireHealth Supportive Cancer Care

VICTORIA CENTRE

250-595-7125
www.inspirehealth.ca
#219–2187 Oak Bay Avenue, Victoria, BC V8R 1G1

A non-profit organization that supports and educates people, during and after cancer treatment, with individualized exercise therapy, stress management, nutrition, and counselling services.

Services are offered at no cost and without referral to anyone with a current or past diagnosis of cancer.

Programs and appointments are also available by phone and videoconference.

Island Prostate Centre

250-388-0214
#203–1121 Yates Street, Victoria, BC V8V 3N1

Pre- and post-treatment counselling for men with prostate cancer.

CAREGIVERS

Family Caregivers of BC

250-384-0408
1-877-520-3267 CAREGIVER SUPPORT LINE
www.familycaregiversbc.ca
#6–3318 Oak Street, Victoria, BC V8X 1R1

Aims to improve the quality of life for family caregivers through support, information, and education. Services include a Caregiver Support Line, assistance navigating the health care system, and support groups.

Education is available through a newsletter, website, webinars, workshops, virtual support, blog, and community outreach.

Island Health Community Virtual Care: Caregiver Support

1-888-533-2273
www.islandhealth.ca/cvc

Supports family caregivers to set goals and build a personal plan that focuses on emotional well-being and coping skills.

The program includes three services: brief one-to-one counselling, peer-to-peer counselling, and skill-building groups.

COPD

Island Health Community Virtual Care: COPD

1-888-533-2273
www.islandhealth.ca/cvc

Supports people with chronic obstructive pulmonary disease (COPD).

DIABETES

Diabetes Education & Supply Centre

250-477-1881
www.heartpharmacy.com
Heart Pharmacy IDA
3643 Shelbourne Street, Victoria, BC V8P 4H1

Provides care and education to diabetes patients in the community with two **Certified Diabetes Educators** (no need for a doctor's referral). Includes diabetic foot care, insulin administration, heart health, and medication optimization.

Carries a selection of diabetes-related products: pump supplies, test strips, compression stockings, specialized socks, slippers, and wound care supplies.

Island Health Community Virtual Care: Diabetes

1-888-533-2273
www.islandhealth.ca/cvc

A free Island Health program that uses remote patient monitoring, virtual visits, and the telephone to support clients living with diabetes.

From the comfort of their home, clients receive one-to-one support from a Registered Nurse who provides education and self-management coaching to help them manage the condition.

Support from a Diabetes Nurse Educator or dietitian is also available as a series of virtual classes: appropriate for clients who have prediabetes or type 2 diabetes.

DISABILITY

Action Committee for People with Disabilities

250-383-4105
www.actioncommittee.ca
948 View Street, Victoria, BC V8V 3L5

General information, referral, advocacy, and housing information.

Disability Alliance BC Society

1-800-663-1278
www.disabilityalliancebc.org

A provincial and cross-disability organization that supports people with all disabilities to live with dignity and independence, as equal and full participants in society.

Garth Homer Society

250-475-2270
www.garthhomersociety.org
SJ Willis High School
923 Topaz Avenue, Victoria, BC V8T 5B9

Provides adults with developmental disabilities opportunities to increase their independence and involvement in the community.

Tetra Society of North America

1-877-688-8762
www.tetrasociety.org

Tetra is a BC non-profit organization founded in 1987, dedicated to helping people with disabilities achieve an independent and fulfilling life, one assistive device at a time.

Victoria Disability Resource Centre

250-595-0044
www.drcvictoria.com
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.



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Our boutique-style Long-Term Care community provides compassionate, personalized support so your loved one can safely thrive in comfort and connection every day.

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to book a tour



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Personalized senior living surrounded by care, connection, and beautiful surroundings.

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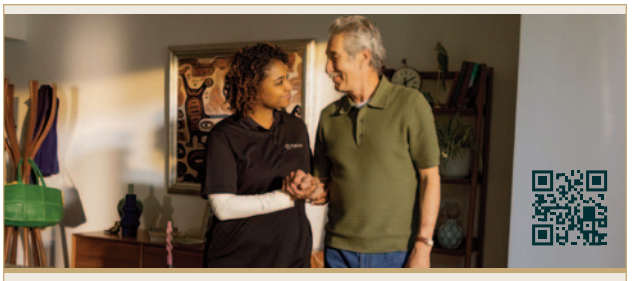


5950 York Road, Duncan • thehamletsatduncan.ca
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Creating Community Wellness Society

Supporting seniors to stay connected, engaged, and active in their community through meaningful programs and partnerships.

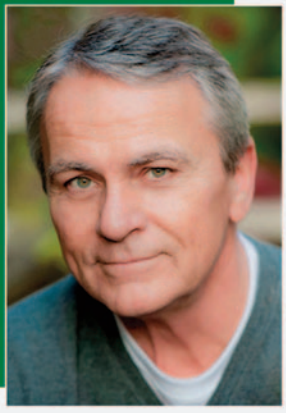
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Call / Text 250-213-6836

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250-655-0849

VICTORIA

AMICA DOUGLAS HOUSE
250-383-6258

AMICA JUBILEE HOUSE
250-592-1200

AMICA ON THE GORGE
250-220-8000

AMICA SOMERSET HOUSE
250-380-9121

AMICA.CA

GASTROINTESTINAL

Gastrointestinal Society

1-866-600-4875
www.badgut.org
#231–3665 Kingsway, Vancouver, BC V5R 5W2

Provides general information about gastrointestinal diseases and disorders.

GRANDPARENTS

Parent Support Services Society of BC

1-855-474-9777 KINSHIP CARE HELP LINE
www.parentsupportbc.ca

Free, confidential support for grandparents and other relatives raising children. Provides help finding services, emotional support, and information on caregiving, child protection and family law matters, and government services.

Also offers online and in-person Parenting Support Groups, one-to-one Parenting Support, and online educational workshops across BC.

HEARING

See also Age-Related Hearing Loss on page 32.

Provincial Deaf and Hard of Hearing Services (PDHHS)

pdhhs@gov.bc.ca
www2.gov.bc.ca/gov/content/family-social-supports/youth-and-family-services/deaf-hard-of-hearing

Serves families with deaf and hard of hearing children.

HEART

First Open Heart Society of BC

250-595-1931
www.fohs.ca
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.

Island Health Community Virtual Care: Heart

1-888-533-2273
www.islandhealth.ca/cvc

A free Island Health program that uses remote patient monitoring, virtual visits, and the telephone to support clients living with heart conditions.

From the comfort of their home, clients receive one-to-one support from a Registered Nurse who provides self-management coaching and education to help them better manage their condition.

This program also assists people to manage their problems with high blood pressure.

Island Heart to Heart

778-678-8423
www.islandhearttoheart.ca

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.

HEPATITIS, HIV & AIDS

AVI Health & Community Services

250-384-2366
www.avi.org
3rd Floor, 713 Johnson Street
Victoria, BC V8W 1M8

AVI serves the needs of people infected and affected by HIV and hepatitis C.

Intake assessment and referral, support groups, counselling, educational workshops, harm reduction services, safer sex supplies, helpline, recruiting and training of volunteers are offered.

BC Hepatitis Network

www.bchep.org

A registered charity working to prevent new viral hepatitis infections while providing education and support to all affected by hepatitis in BC.

Provides hepatitis education, peer-to-peer support, peer mentorship and training, hepatitis C screening, connection to services, and advocacy. For people living with hepatitis and others affected.

Legacy website (archive):
www.hepcbc.ca

Ribbon Community

236-638-3852 VICTORIA
1-604-893-2201 VANCOUVER
www.ribboncommunity.org/programs-services/vancouver-island
1101 Seymour Street, 4th Floor
Vancouver, BC V6B 0R1

Formerly AIDS Vancouver, which joined with the Vancouver Island Persons Living with HIV/AIDS Society (VPWAS). Peer-based support programs, education and services for people living with HIV/AIDS, their families, and friends.

INCONTINENCE

Canadian Continence Foundation

1-855-415-3917
www.canadiancontinence.ca

Offers information and a newsletter on incontinence.

KIDNEY

Island Health Community Virtual Care: Kidney

1-888-533-2273
www.islandhealth.ca/cvc

Supports people with kidney disease.

Kidney Foundation of Canada BC & Yukon Branch

1-604-736-9775
1-800-567-8112
info.bcy@kidney.ca
www.kidney.ca
#200–4940 Canada Way, Burnaby, BC V5G 4K6

Services for kidney patients and their families. Educational materials, kids' camp, kidney suites, living organ donor reimbursement and financial assistance for kidney patients who qualify.

Staff for the BC Branch work remotely and are available by phone or email to respond to inquiries.

Vancouver Island Kidney Patients Association

250-661-8380
www.vikpa.org
PO Box 5145 STN B, Victoria, BC V8R 6N4

Dialysis, pre-dialysis, transplant and post-transplant assistance and support provided by volunteers.

You're unique. So is your family.



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- Overnight Care
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- Errands & Appointments
- Personal Care
- Medical Reminders
- Post-Hospitalization Recovery
- Alzheimer's & Dementia Care
- Cancer & Chronic Disease Care
- 24/7 Care

Have questions? Connect with us: 250-888-8211

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justlikefamily.ca
office@justlikefamily.ca

No contract or minimums required. Screened and certified care provided. Licensed, insured, ICBC approved vendor. Locally recommended.

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- Care for fungal nails
- Diabetic foot care



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250-885-8482 (VIVA)

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Patient Lifts
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Walkers & Scooters
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3098 Nanaimo Street, Victoria BC
tel 250-384-7196 **fax** 250-384-6313

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- **Social outings**
- **Respite care**
- **Accompanied transport for errands and appointments**

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helpinghandspss@icloud.com
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LITERACY

Victoria Literacy Connection

250-385-0014
www.victorialiteracyconnection.ca

Promotes literacy abilities, including reading, writing, English language, and digital, financial and media skills.

Programs include a **PenPal Club** to build connections through letter writing and an in-school **Reading Partners Program** where volunteers read with children.

LUNG

BC Lung Foundation

1-604-731-5864

1-800-665-5864
www.bclung.ca
2675 Oak Street, Vancouver, BC V6H 2K2

Supports lung patients and their caregivers, and educates people on how to safeguard lung health. Advocates for policies that protect air quality, which affects everyone.

Canadian Lung Association

1-888-566-5864
www.lung.ca

Lung Patient Support Communities allow lung patients and their caregivers to interact directly with other people facing similar health challenges.

The **Better Breathers** support groups are for people living with chronic lung conditions like COPD, asthma, and chronic bronchitis.

The **Pulmonary Fibrosis** support groups are available for people living with Interstitial Lung Disease (ILD) including, but not limited to, pulmonary fibrosis.

Island Health Community Virtual Care: Lung

See listing under COPD

LUPUS

Lupus Society of BC

1-236-428-3911

1-866-969-1743
www.bclupus.org
#332–720 Sixth Street,
New Westminster, BC V3L 3C5

Contact the society for support and information in your area.

MENTAL HEALTH

Friends of Music Society

250-592-5114
www.friendsofmusic.ca
Eric Martin Theatre
2328 Trent Street, Victoria, BC V8R 4Z3

An inclusive organization that welcomes all music lovers and offers musical opportunities for people recovering from mental illness or addictions. Choose from concerts, open mic, performance groups, jazz improv, fundamentals and beginner lessons in guitar, ukulele, or band instruments.

A newsletter with a calendar of activities is posted online. Use the Fort Street entrance when visiting in person.

Mental Health Recovery Partners (MHRP)

250-384-4225
www.mhrp.ca/programs-and-services
941 Kings Road, Victoria, BC V8T 1W7

Support for family members and people with serious and persistent mental illness, with or without addictions.

MULTIPLE SCLEROSIS

MS Canada

250-388-6496

1-844-859-6789

www.mscanada.ca

#306–3301 Douglas Street, Victoria, BC V8Z 3L2

The **Quality of Life Program** provides assistance to access equipment and technology that promotes independence.

Multiple Sclerosis Wellness Centre of Vancouver Island

info@mswellnesscentre.ca

www.mswellnesscentre.ca

#205–240 Douglas Street, Victoria, BC V8V 2P3

A registered charity that provides support to people living with MS. Membership and programs are free.

OSTEOPOROSIS

Osteoporosis Canada

1-800-463-6842

www.osteoporosis.ca

Educates, empowers, and supports individuals in the risk-reduction and treatment of osteoporosis.

OSTOMY

Ostomy Canada Society

250-413-7765 VICTORIA GROUP

www.ostomycanada.ca/blog/chapters/victoria-ostomy-peer-support-group/

Peer Support Group meetings assist in the rehabilitation of persons having an ostomy.

Meets once a month except for the summer.

PARKINSON'S

Parkinson Wellness Projects (PWP)

250-360-6800

www.parkinsonwellness.ca

#202–2680 Blanshard Street, Victoria, BC V8T 5E1

Offers in-person and virtual exercise classes, support groups, counselling, and education to those living with Parkinson's disease, and their partners.

PWP focuses on slowing the progression of the disease and managing symptoms through challenging but fun exercise.

PET SUPPORT

Elder Dog Canada

1-855-336-4226

www.elderdog.ca

A national, registered charitable organization dedicated to aging people, aging dogs, and the important connection they enjoy. Assists and supports older adults in the care and well-being of their canine companions.

STROKE RECOVERY

Heart and Stroke Foundation of Canada

1-888-473-4636

www.heartandstroke.ca

#1200–2300 Yonge Street, Toronto, ON M4P 1E4

Offers health information, system navigation support and referral to community-based and virtual programs, as well as opportunities to participate in research, engagement groups, fundraising campaigns, advocacy efforts, and public awareness initiatives.

Stroke Recovery Association

Supports stroke survivors and their care partners to improve their quality of life, allowing for independent living and ongoing recovery.

Programs may include social activities, speech, physical and music therapies, spousal support groups, and caregiver counselling.

SAANICH PENINSULA

250-656-6221
www.spstrokerecovery.org
9300 Willingdon Road, Sidney, BC V8L 5V6

VICTORIA

778-350-8772 LEAVE MESSAGE
www.victoriastrokerecovery.org
2964 Richmond Road, Victoria, BC V8R 4V1
(Knox Presbyterian Church)

TOURETTE SYNDROME

Tourette Canada

1-800-361-3120
www.tourette.ca

Care, navigation, and support.

VISION

Alliance for Equality of Blind Canadians

1-800-561-4774
www.blindcanadians.ca

A national group of people who are blind, partially sighted or deaf-blind, and their families and supporters.

Works to protect and advance their rights through public education, advocacy, and other initiatives.

Canadian National Institute for the Blind (CNIB)

250-595-1100
www.cnib.ca
#102–1675 Douglas Street, Victoria, BC V8W 2G5

Services, including **White Cane Access Program**, are free to all Canadians with vision loss: vision rehabilitation and low vision services, adaptive technology resources and training, adjustment to vision loss courses, and volunteer services. Provides bus identification cards for legally blind people.

Pacific Training Centre for the Blind

250-580-4910
www.pacifictrainingcentre.ca
817A Fort Street, Victoria, BC V8W 1H6

Offers blindness skills training such as Braille; orientation and travel with white cane; daily living skills such as cooking; and technology (computer and iPhone). The instructors are blind, have a wealth of lived experience and promote a positive approach to blindness. Training is held in a class setting, enabling students to chat with their peers and discuss concerns with others who know what they are dealing with. Students are assessed and training is individualized according to each person's goals and abilities.

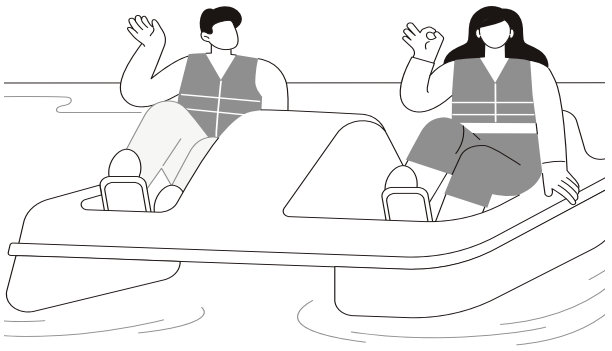
Free to anyone experiencing vision loss. No medical referral required.

White Cane Club SHOAL Community Centre

250-656-5537
www.beaconcs.ca/shoal
10030 Resthaven Drive, Sidney, BC V8L 3G4

A vision impairment support group meets on the second Thursday of the month, 2 – 3:30 pm.

Transportation



Transportation options and related services.

BC TRANSIT INFO

BC Bus Pass Program

1-866-866-0800
www.gov.bc.ca/buspassprogram

MINISTRY OF SOCIAL DEVELOPMENT AND POVERTY REDUCTION

PO Box 9985 STN PROV GOVT,
Victoria, BC V8W 9R6

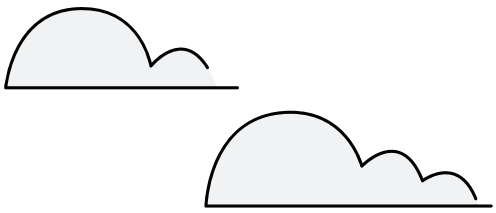
The **Bus Pass Program** enables all qualified low-income senior citizens and persons who are disabled to buy a yearly bus pass at an affordable price ($45). These passes may be used on all conventional transit services but are not valid on handyDART.

BC Transit

250-382-6161
www.bctransit.com

BC Transit offers a discounted **Concession 30 Day Pass** for passengers 65 years of age or older.

The pass is $45 and is available in the Umo app, online, or from BC Transit retail vendors throughout Greater Victoria.



handyDART

250-727-7811
www.bctransit.com

HandyDART is a BC Transit service for people with permanent or temporary disabilities that prevent them from using fixed-route transit without assistance from another person.

This custom transit service uses specially equipped vehicles and provides door-to-door service.

Taxi Saver Program

250-995-5618
www.bctransit.com

A person must be permanently registered with HandyDART before being allowed to purchase Taxi Saver program coupons.

The coupons are to be used only when HandyDART service is not available and individuals are to contact the taxi company directly to book their taxi ride.

TIP

If you want help planning your bus route, phone the **bus line at 250-382-6161** and a BC Transit agent will assist you.

Go to **www.bctransit.com/victoria** for information on accessible transit.

DRIVER SAFETY

Driver Medical Fitness

250-387-7747

1-855-387-7747

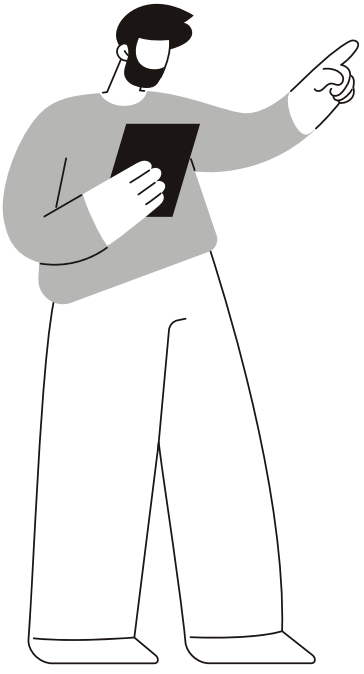
www.gov.bc.ca/roadsafetybc

At age 80, 85 and every two years after that, BC drivers must have their doctor or nurse practitioner complete a Driver's Medical Examination Report (DMER), which is then submitted to **RoadSafetyBC**.

As your birthday approaches, you will receive the DMER to take to your doctor or nurse practitioner for completion.

Drivers are responsible for the cost of having this DMER completed, and the fees vary by doctor. Depending on the medical information provided on the DMER, you may be required to submit additional medical information, or you may be referred to complete an Enhanced Road Assessment (ERA) to help determine your ability to drive safely.

There is no fee charged to the driver for the ERA.



DRIVING SERVICES

FEE-BASED

Accompaniment and assistance for seniors and those with disabilities.

Driving Miss Daisy

VICTORIA, SAANICH and SIDNEY

250-588-4638

WESTSHORE and SOOKE

250-813-0440

www.drivingmissdaisy.ca

VOLUNTEER

For medical appointments and other activities, as drivers are available.

Beacon Community Services

SIDNEY

250-656-5537

778-426-8770 MEDICAL DRIVE

www.beaconcs.ca

Cancer Drive Line Society

778-265-0906

cancerdrivelinedispatcher@gmail.com

www.cancerdriveline.ca

For patients undergoing cancer treatment in Greater Victoria (Sooke to Sidney).

Capital City Volunteers (Victoria)

250-388-7844 EXT 310

www.capitalcityvolunteers.org

Esquimalt Better at Home

250-385-2635 EXT 201

www.enh.bc.ca

Volunteer drivers for medical appointments and shopping.

James Bay Community Project

250-388-7844 EXT 0

www.jbcp.bc.ca

Metchosin Seniors Resource Centre

250-478-5150
www.metchosinseniors.ca

Metchosin Better at Home program. Metchosin residents only.

Oak Bay Volunteer Services

250-595-1034
www.oakbayvolunteers.org

Pender Islands Health Centre: Community Support Program

250-629-3346
www.penderislandhealth.org
5715 Canal Road, Pender Island, BC V0N 2M1

Saanich Volunteer Services Society

250-595-8008
www.saanichvolunteers.org

Salt Spring Seniors Services Society

250-537-4635

1-844-940-6617 24/7 BOOKING LINE
www.saltspringseniorscentre.ca

Call more than two days in advance for rides to medical appointments to ensure a ride is found.

Sooke CONTACT Community Assistance Society

250-389-4661 PAGER

sookecontact@gmail.com

For Sooke residents. Medical appointments only, by donation.

Westshore Better at Home

778-677-3540

Langford and Colwood residents only.

FERRY TRAVEL

BC Ferries

1-888-223-3779
www.bcferries.com

BC Seniors (age 65 or greater) travel free Monday through Thursday (except holidays) on presentation of a BC Services Card, a BC Gold Care Card, a BC Driver's Licence, a BC Identification Card, or a Birth Certificate.

If you are presenting a Birth Certificate, proof of residency in BC is required. The BC Seniors discount applies only to the passenger fare.

Note: the free fare does not apply on all routes. However, a special discount on BC seniors' passenger fares may apply on those routes.

Persons with special needs may contact customer service to request assistance with boarding and disembarking.

MEDICAL TRANSFERS

Medi-Van Canada Inc.

250-389-0948
www.medivancanada.com

Non-emergency stretcher and wheelchair service. Operates locally and provides services anywhere in North America.

PARKING PERMITS

Beacon Community Services

250-656-5537
www.beaconcs.ca

SHOAL Community Centre
10030 Resthaven Drive, Sidney, BC V8L 3G4

Satellite office for Victoria Disability Resource Centre.

Permanent, temporary, organizational and visitor parking permits for people with disabilities are available.

Physician's signed order required. Payment by cash, debit, cheque or credit card.

Victoria Disability Resource Centre

250-595-0044
www.drcvictoria.com

817A Fort Street, Victoria, BC V8W 1H6

Permanent, temporary, organizational, and visitor parking permits for persons who have disabilities that limit their mobility.

Application form available at doctors' offices, in person at the centre, on its website, or by fax or email. Must be filled out by a physician (signed and stamped).

A processing fee applies: $31 in person or $33 by mail.

Wescom Medi-Lend Society at Priory Hospital

250-478-5373

567 Goldstream Avenue, Victoria, BC V9B 2W4

Satellite office for Disability Resource Centre. Parking permits for persons with disabilities.

TRAVEL SUBSIDIES

Health Insurance BC Travel Assistance Program (TAP)

1-800-663-7100

1-800-661-2668 APPLICATION SERVICE

A subsidy that can alleviate some of the transportation costs for eligible BC residents who must travel within the province for non-emergency medical specialist services that are not available in their own community.

Coordinated by the Ministry of Health.

Application forms can be obtained from your physician or specialty clinic. Transportation partners reduce or waive fees for approved trips.

The TAP line is open 24/7.

Call 24 hours before travel to receive a confirmation number.

Search online by entering:
Travel Assistance Program BC

Veterans Services



Services for Veterans and their families.

Remembrance Day Committee: Victoria Poppy Fund

250-386-2533
www.victoriapoppyfund.org
411 Gorge Road East, Victoria, BC V8T 2W1

Emergency assistance with shelter, food, fuel, clothing, prescriptions, and transportation for ex-service members and dependents in need.

Veterans Affairs Canada (VAC)

1-866-522-2122
www.veterans.gc.ca

For those eligible, the following are offered: **Veterans Independence Program**; **War Veterans Allowance**; **Pension for Life**; funeral and burial grants; long-term care subsidy; widows, widowers, orphans and civilian war allowances; and different types of medical devices such as walkers and bathing equipment.

VAC Assistance Service

1-800-268-7708
www.veterans.gc.ca

Free, confidential mental health support 24/7 for Canadian Armed Forces Veterans, former RCMP members, and their families and caregivers.

Assessment and treatments are provided by a range of mental health professionals.

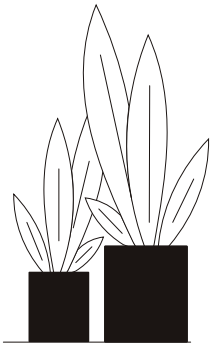
Veteran Health Centre

250-658-3270
www.broadmeadcare.com
Veterans Memorial Lodge
4579 Chatterton Way, Victoria, BC V8X 4Y7

Provides health and leisure services for eligible Veterans living at home.

Services include activities, bathing, day programs, exercise programs, care partners' education and support groups, health promotion programs, information on community resources, nutritious meals and snacks, and an overnight respite program.

Veterans Affairs Canada determines eligibility to attend the programs.



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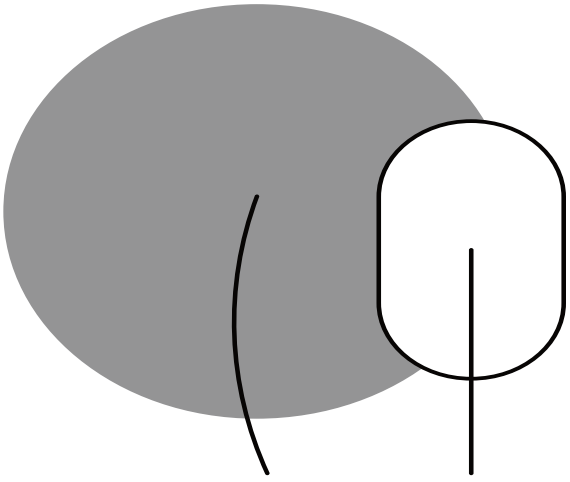
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