

Federal Programs

Service Canada 1-800-277-9914

PO Box 1177

Victoria, BC V8W 2V2

Service Canada is responsible for administering the federal benefits listed in the next column. Call the number above to book an appointment. If you have a hearing or speech impairment and you use a TDD/TTY device, call 1-800-255-4786.

www.servicecanada.gc.ca

Canada Pension Plan (CPP) provides retirement pension and other benefits for those people who have contributed to the Plan through paid employment in Canada. The amount of CPP benefit is determined by the contribution you made during the time you were employed. Canada Pension Plan retirement benefits may begin as early as age 60. Applications for Canada Pension Plan benefits are available from any Service Canada office.

Old Age Security Pension (OAS) is 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.

Guaranteed Income Supplement (GIS) may be available to you depending on your income and your marital status. To receive GIS, you must apply by providing an application, which can be obtained from Service Canada. GIS is based on your annual income, or the combined income of you and your spouse.

Allowance for the Survivor may be available for the spouse of someone receiving OAS and GIS. You must be between 60 and 65 years of age and meet residence requirements. You may receive an Allowance for the Survivor until you reach age 65 depending on your income.



Health
Services

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

Aboriginal Health Services

Island Health (South)

Aboriginal Health 250-370-8914

Services include Aboriginal Liaison Nurse, Diabetes Nurse Educator, and a Community Nutritionist.

www.viha.ca

Saanich First Nations Adult

Care Society 250-544-1627

Offers home care nursing, home support, and medical transportation for First Nations on the Saanich Peninsula.

Victoria Native Friendship Centre

250-384-3211

231 Regina Avenue

Victoria, BC V8Z 1J6

Services include Mental Health Liaison, Outreach workers and a Health Clinic.

www.vnfc.ca

Acute Care Hospitals Island Health (South)

Lady Minto Hospital **250-538-4840**
135 Crofton Road
Salt Spring Island, BC V8K 1T1

Royal Jubilee Hospital **250-370-8000**
1900 Fort Street
Victoria, BC V8R 1J8

**Saanich Peninsula
Hospital** **250-544-7676**
2166 Mt. Newton Cross Road
Saanichton, BC V8M 2B2

**Victoria General
Hospital** **250-727-4212**
1 Hospital Way
Victoria, BC V8Z 6R5

Clinics

Island Hand Therapy Clinic
Physiotherapy and Occupational Therapy. Treating conditions and injuries from fingertips to upper arms. Self referral or referral by doctor.

- Langford****250-474-1128**
- Sidney** **250-656-8839**
- Victoria** **250-598-8814**

STI Clinic **250-388-2225**
1947 Cook Street
Victoria, BC V8T 3P7
Confidential free clinic for counselling and sexually transmitted infections testing. By appointment only.

Dental Care

BC Dental Association **1-888-396-9888**
Assists seniors in finding dentists in their area. Some will offer seniors' discount.
www.bcdental.org

Camosun College Dental Clinic
Booking line **250-370-3184**
3100 Foul Bay Road
Victoria, BC V8P 5J2
Provides oral health checkup, treatments that protect tooth enamel from decay, and preventing and treating gum disease. Dental hygiene students provide personalized treatment at a cost of \$60.
www.camosun.ca/smile

Health Centres

Arthritis Centre **250-598-2277**
2680 Richmond Road
Victoria, BC V8R 4S9
Treatment available on referral from a doctor. Treatment includes physical therapy, occupational therapy, nursing, and social work counselling. The Centre offers various programs including osteoporosis rehabilitation, fibromyalgia self management, pain and stress management, and a variety of education classes.
www.arthritis.ca

TIP!

Phone Seniors Serving Seniors at **250-382-4331** or go to **www.bcphysio.org** and look under 'find a physio' for the names of individuals who provide home-based physiotherapy.

Hillside Seniors Health Centre

1454 Hillside Avenue

Victoria, BC V8T 2B7

Hillside Seniors Health Centre Programs are listed below:

Health Point Care Centre

250-370-5637

Provides primary health care services to clients who are 55 years of age and older, who live within a defined geographic area, and who do not have a family physician. The Centre is an interdisciplinary primary health care team with physicians, nurses and nurse practitioners.

www.viha.ca/health_point_care_centre

Piercy Respite Hotel

250-370-5641

Press 1

Offers spacious, private rooms for overnight respite. Care receivers can reside at the hotel for 1 to 35 days, while their family caregivers plan a scheduled break from caregiving responsibilities. The program serves those 55 and over who are medically stable. An Island Health (South) Home and Community Care assessment is necessary to determine eligibility.

Yakimovich Wellness Centre

250-370-5641

Press 2

Offers a variety of health education programs open to adults who want to learn about health and community resources focusing on healthy aging. A program schedule comes out once every two months. All sessions are free and advance registration is required. The monthly schedule of events is posted at:

www.viha.ca/hshc/yakimovich_wellness_centre.htm

Health Education

Self-Management British Columbia

University of Victoria 1-866-902-3767

Institute on Aging & Lifelong Health

Free self-management six-session workshops including all course textbooks for Chronic Disease (including online workshops), Chronic Pain, Diabetes & Cancer.

www.selfmanagementbc.ca

Yakimovich Wellness Centre

250-370-5641

Press 2

1454 Hillside Avenue

Victoria, BC V8T 2B7

For information on programs and registration, phone in advance. The monthly schedule of events is posted at:

www.viha.ca/hshc/yakimovich_wellness_centre.htm

Home and Community Care

Island Health (South)

250-388-2273

General Enquiry Line

1-888-533-2273

Home and Community Care Program provides community-based health services intended to support persons with acute or chronic illnesses or physical disabilities to remain at home as independently as possible. Services are offered by interdisciplinary Health Teams which consist of the following services:

Community Nursing

Services include assessment, treatment teaching health promotion, coordination of services and end of life care in collaboration with the Victoria Hospice Program.

Health Services

Case Management

Services include 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 service, caregiver relief (Respite) available in facility or home, and adult day programs. Facility placement and admission to Assisted Living are also arranged when required.

Nutrition

Provides a continuum of clinical nutritional services for homebound persons in order to maintain optimum client health.

Quick Response Team

Services include urgent assessment, treatment and consultation through an interdisciplinary team including physiotherapy, occupational therapy, respiratory therapy, social work, nursing, pharmacy and home support services.

Rehabilitation

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

Respite

An Island Health Home and Community Care assessment is necessary for subsidized respite care at Island Health facilities.

Social Work

Support of Home and Community Care 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.

Home and Community Care Teams

Esquimalt/Westshore/

Sooke 250-519-3492

Oak Bay/Saanich/Victoria 250-388-2395

or 250-388-2396

Outer Gulf Islands 250-539-3099

Peninsula 250-544-2500

Royal Oak/Gordon Head 250-519-5200

Salt Spring Island 250-538-4820

Physicians' Services

Victoria Medical Society 250-598-6021

Eric Martin Pavilion

2334 Trent Street

Victoria, BC V8R 4Z3

Provides information for physicians in the Greater Victoria and surrounding areas. Phone for a listing of physicians who are accepting new patients. If you are unable to find a family doctor go the website for a listing of walk-in clinics and maps to get there.

www.victoriamedicalsociety.org

Public Health Units Island Health (South)

Flu Vaccine

Each Fall, flu vaccine is provided free of charge to anyone 65 years of age and older. Clinics begin in mid October. All Flu Clinics are drop-in. For Flu Clinic Schedules phone Health Link BC at 811 or visit the website below.

www.viha.ca/flu

Pneumococcal Vaccine

This vaccine is provided free of charge to anyone 65 years of age and older. Needed once in a lifetime only, and is available all year, don't wait until Fall. Call the numbers listed below for more information.

Esquimalt 250-519-5311
530 Fraser Street

Peninsula 250-544-2400
2170 Mt. Newton X Road

Saanich 250-519-5100
3995 Quadra Street

Salt Spring Island 250-538-4880
1-137 Crofton Road

Sooke 250-642-5464
104-6672 Wadams Way

Victoria 250-388-2200
1947 Cook Street

Westshore..... 250-519-3490
345 Wale Road

Seniors' Services

Island Health (South)

Referrals to Seniors' Services need to be made by a physician. The Seniors program provides interdisciplinary services to frail seniors with complex medical needs. Outpatient Clinics at the Memorial Pavilion, Royal Jubilee Hospital, and the Peninsula Health Unit offer comprehensive assessments and short term treatment programs.

Victoria Hospice 250-370-8715
3rd Floor, Richmond Pavilion
1952 Bay Street
Victoria, BC V8R 1J8
Provides end-of-life care focused on palliative treatment.
www.victoriahospice.org



Home Help

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

Better at Home

The Better at Home program is funded by the Government of British Columbia and managed by the United Way of the Lower Mainland. It offers specific non-medical services to seniors 65 + who are living independently. Fees may be charged on a sliding scale based on household income.

- Esquimalt** 250-385-2635 ext. 201
- Langford, Colwood** 778-677-3540
- Metchosin**250-478-5150
- Saanich** 250-595-8008
- Saanich Peninsula** 250-656-5537
- Salt Spring Island** 250-537-4607
- Victoria & Oak Bay** .. 250-388-7844 ext. 334

Companion Services

Companion Services 250-477-7755
www.companionservices.ca
See advertisement on page 56.

Wendy's Support Services 250-216-6927
www.wendysupportservice.ca