



Information Services

Providers of information and assistance in finding the correct agency or service.

Community Services

Seniors Serving Seniors 250-382-4331

109-1022 Pandora Avenue
Victoria, BC V8V 3P5

The “go to” organization for seniors’ information in the Capital Region. Operates Senior Link - an Information Telephone Line for seniors and their families. Assists individuals to connect with community services and programs, such as recreation, housing options, home help, legal resources, transportation and more. Produces and distributes 25,000 copies of the Seniors’ Services Directory every two years. Operates volunteer programs to support seniors in transition including: Senior Peer Counselling, Return to Health - social support for live-alone seniors prior to and following hospitalization, and Seniors’ in Stitches - a seniors knitting group.

www.seniorsservingseniors.bc.ca

Government - Federal

Service Canada

1-800-O-CANADA 1-800-622-6232

Information & Referral to Federal Programs and Services. Go to the website to find information on programs, services and benefits for seniors.

www.seniors.gc.ca

Government - Provincial

HealthLink BC

811

Provides BC residents with 24/7 non-emergency health information and advice via phone. Dial 8-1-1 to connect with a registered nurse, pharmacist or dietitian for non-emergency health information and advice. Go online to learn about the health resources and print materials available to you. Hearing or speech impaired dial 711.

www.healthlinkbc.ca

Island Health (South)

General Enquiry Line 250-388-2273

or 1-888-533-2273

Corporate Office 250-370-8699

Individuals living at home in the Victoria area and the southern Gulf Islands who require health care services in their home are initially assessed by a nurse from the Central Intake program. Anyone in the community can refer to Central Intake by calling the General Enquiries Line. Call to find out what is available, who is eligible, and how to access home and community care services.

www.viha.ca

Office of the

Seniors’ Advocate 1-877-952-3181

The Seniors’ Advocate mandate is to monitor and analyze systemic issues affecting seniors in five key areas: healthcare, personal care, housing, transportation and income support. The office also provides information and referral to seniors and their caregivers during business hours. Translation services are available. The Office will mail a copy of the BC Senior’s Guide on request.

www.seniorsadvocatebc.ca

Service BC **250-387-6121**
General information and toll free transfers to BC Government Services. Go to the website to find information on healthy aging, health & safety, housing, home & community care, transportation, financial & legal matters, caring for seniors and about Senior BC.
www.gov.bc.ca

Seniors Support and Referral Services

Beacon Community Services Volunteer Services **250-656-5537**
SHOAL Centre
10030 Resthaven Drive
Sidney, BC V8L 3G4
Information and referral services for seniors, their caregivers, and others in the community. Volunteer programs include: medical drives, visiting, reassurance phone calls, income tax preparation, senior peer counselling, and more.
www.beaconcs.ca

Family Caregivers of BC Caregiver Support Line **250-384-0408** **1-877-520-3267**
6-3318 Oak Street
Victoria, BC V8X 1R1
Our mission is to improve the quality of life for individuals in BC who are caregivers of adult family members or friends through support, information and education. Services include: Caregiver Support Line, help navigating the health care system, caregiver support groups, education for family caregivers and health professionals through our newsletter, website, webinars, workshops, blog and community outreach.
www.familycaregiversbc.ca

Metchosin Seniors' Information & Resource Centre (SIRC) **250-478-5150**
4495 Happy Valley Road
Victoria, BC V9C 3Z3
Provides information on local services for seniors in the Metchosin area. See their website for details of the services provided.
www.metchosinseniors.ca

Salt Spring Community Services **250-537-4607**
129 Hereford Avenue
Salt Spring Island, BC V8K 2T3
Senior Peer Counsellors, friendly visitors, friendly voices phone visits, and friendly readers. The Senior Wellness program offers workshops, wellness events, information, resources and referrals.
www.saltspringcommunityservices.ca

Sooke Crisis & Referral Centre **250-642-0215**
2043 Church Road
Sooke, BC V9Z 0W7
Information and referrals and emergency needs.

TIP!

Information Services are a great place to start. These agencies can direct you to services that you need.

A GOOD FIRST CALL!!

Multicultural Services

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

930 Balmoral Road
Victoria, BC V8T 1A8

Offers services for newcomers such as English classes, support groups, information and referral, and many types of workshops. Also offers outreach and education in the community.

www.icavictoria.org

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

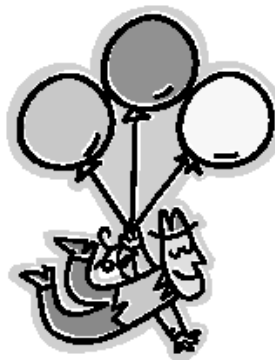
637 Bay Street, 3rd Floor
Victoria, BC V8T 5L2

Provides orientation for newcomers including: a resettlement and adaptation program, English as a Second Language classes, and support with housing, employment, legal issues and daycare.

www.vircs.bc.ca

TIP!

Provincial representatives will send anniversary (25 years and up) and birthday (age 75 and up) greetings. Contact the Office of Protocol at 250-387-1616 or www.protocol.gov.bc.ca.



Activity & Recreation Centres

The Active Living Guide published twice a year in Spring/Summer and Fall/Winter lists numerous opportunities for recreation and socialization and may be picked up at a community centre in your area. The following is a listing by geographical area of centres that provide indoor and outdoor programs and services for adults 50 years and better.

Activity and Recreation Centres

CITY OF VICTORIA

**Burnside Gorge Community
Association** 250-388-5251

471 Cecelia Road
Victoria, BC V8T 4T4
www.burnsidegorge.ca

**Cook Street Village
Activity Centre** 250-384-6542

1 - 380 Cook Street
Victoria, BC V8V 3X7
www.cookstreetvillageactivitycentre.ca

**Downtown Community
Centre** 250-383-0076

755 Pandora Avenue
Victoria, BC V8W 1N9
www.coolaid.org