



## Information Services

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

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### Community Services

#### CAPITAL REGION

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

209-1027 Pandora Avenue

Victoria, BC V8V 3P6

SSS is the “go to” organization for seniors’ information. SSS publishes the Seniors’ Services Directory and operates Senior Link - an Information Telephone Line for seniors. Assists individuals to connect with community services, such as recreation, housing options, home help, legal resources, transportation and more. Operates volunteer programs including: Senior Peer Counselling, Return to Health - social support for live-alone seniors following hospitalization, and Seniors’ in Stitches - a seniors knitting group.

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

#### GREATER VICTORIA

##### **Senior Community Outreach**

Outreach Workers are available to assist in connecting seniors to services to help them remain independent.

**James Bay New**

**Horizons..... 250-386-3035**

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

**Silver Threads Service .....250-382-3151**

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

#### SAANICH PENINSULA

##### **Beacon Community Services**

**Volunteer Services 250-656-5537**

SHOAL Community Centre

10030 Resthaven Drive

Sidney, BC V8L 3G4

Information and referral services for seniors.

Volunteer programs include: medical drives, visiting, reassurance phone calls, income tax preparation, senior peer counselling, Senior Advocacy Program and computer support.

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

#### SALT SPRING ISLAND

##### **Salt Spring Community Services**

**250-537-4607**

129 Hereford Avenue

Salt Spring Island, BC V8K 2T3

Senior Peer Counsellors, friendly visitors, phone visits, and friendly readers. The Senior Wellness program offers workshops, wellness events, information, resources and referrals.

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

#### SOOKE

##### **Sooke Crisis & Referral Centre**

**250-642-0215**

2043 Church Road

Sooke, BC V9Z 0W7

Information and referrals and emergency needs.

Open Monday to Friday from 10 a.m. to 1 p.m.

#### WESTSHORE

##### **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.

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

## Government Services 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](http://www.seniors.gc.ca)

## Government Services 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](http://www.healthlinkbc.ca)

**Island Health (South)  
Community Access  
Line**      **250-388-2273**  
   **1-888-533-2273**  
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 Community Access program. Anyone in the community can refer to Community Access by calling the Community Access Line. Call to find out what is available, who is eligible, and how to access community health services.  
[www.islandhealth.ca](http://www.islandhealth.ca)

**Office of the Seniors'  
Advocate BC**      **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](http://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](http://www.gov.bc.ca)

## Non-Profit Provincial Services

**BC211**      **211**  
A Vancouver-based non-profit organization that operates twenty-four hours a day, seven days a week and provides confidential, multilingual telephone and texting service. BC211 provides information and referral to a full range of community, social, and government services in BC.  
[www.bc211.ca](http://www.bc211.ca)

### TIP!

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

**A GOOD FIRST CALL!!**