

Victim Services

Greater Victoria Police Victim Services

250-995-7351

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

www.gvpvs.org

Victim Link **1-800-563-0808**

A 24/7 confidential telephone service providing information and referrals to all victims of crime, and crisis support to victims of family and sexual violence. Also provides you with information and access to BC's Crime Victim Assistance Program.

www.victimlinkbc.ca

TIP!

Volunteers provide a reassurance phone call each day at a specified time to ensure that you are fine and free from medical problems.

Westshore residents contact:

RCMP at **250-474-8791**.

Greater Victoria area residents contact:

James Bay New Horizons at **250-386-4432**.



Support Groups & Related Organizations

Wide range of support groups and related organizations listed by topic.

AIDS

AIDS Vancouver Island 250-384-2366

3rd Floor, 713 Johnson Street
Victoria, BC V8W 1M8

Intake assessment and referral, support groups, counselling, educational workshops, harm reduction services, safer sex supplies, helpline, recruiting and training of volunteers.

www.avi.org

Vancouver Island Persons

Living With HIV/AIDS Society 250-382-7927 1-877-382-7927

101 - 1139 Yates Street
Victoria, BC V8V 3N2

Peer-based support programs and services to HIV/AIDS members, their families and friends. Medical information, alternative treatments and therapies.

www.vpwas.org

Support Groups & Related Organizations

Advocacy

Beacon Community Services

Volunteer Services **250-656-5537**

SHOAL Community Centre

10030 Resthaven Drive

Sidney, BC V8L 3G4

Volunteers provide guidance, information, and assistance navigating government and community resources in order to support seniors on the Saanich Peninsula as they seek solutions to basic housing, financial and health related situations. Appointments are available Monday & Thursday 1 p.m. to 4 p.m.

www.beacons.ca

Island Health (South) **250-370-8323**

Patient Care Quality Office

Mailing Address:

Patient Care Quality Office

RJH Memorial Pavilion

Watson Wing Room 315

1952 Bay Street

Victoria, BC V8R 1J8

Registers and resolves public enquiries and complaints about patient care services provided by the Island Health (South).

www.islandhealth.ca

Seniors Entitlement Service **250-388-7696 ext. 223**

Quadra Village Community Centre

901 Kings Road

Victoria, BC V9A 7L9

Volunteer trained Advocates serve the Greater Victoria area seniors (55+) and provide guidance, information and assistance. Monday, Wednesday & Thursday from 9 a.m. to 3 p.m. Drop in for information or phone for an appointment.

Together Against Poverty Society

250-361-3521

302-895 Fort Street

Victoria, BC V8W 1H7

Provides free face-to-face legal advocacy for people with income assistance, provincial and federal disability benefits, employment standards and tenancy issues. Provides income tax preparation on Thursdays. Community Public Legal Education sessions available upon request.

www.tapsbc.ca

Vancouver Island Human

Rights Coalition

250-382-3012

418-620 View Street

Victoria, BC V8W 1J6

A non-profit advocacy coalition which 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.

www.vihrc.org

Victoria Lesbian Seniors Care Society

PO Box 39022

James Bay Outlet

Victoria, BC V8V 4X8

We support lesbians' health and social needs as we age by ensuring safe, accessible, welcoming spaces for social interactions to build a sense of community through public education and social action. We host regular movie, games and social nights, weekly coffee talks, and women's dances for members and friends, as well as special events like concerts and variety shows, usually open to everyone. Contact secretary@vlscs.ca

www.vlscs.ca

Support Groups & Related Organizations

Aging Research and Information

University of Victoria 250-721-6369
Institute on Aging & Lifelong Health (IALH)

R Hut, Room 103
PO Box 1700 STN CSC
Victoria, BC V8W 3P5

IALH undertakes and supports health and aging-related research. Our aim is to increase innovation, impact, and productivity influencing aging and health outcomes. The Institute distributes information in many ways including workshops, lectures and seminars.

www.uvic.ca/aging

Alzheimer Disease and Related Dementias

Alzheimer Resource Centre
Alzheimer Society of BC 250-382-2052

202-306 Burnside Road West
Victoria, BC V8Z 1M1

Through the First Link referral and outreach service, people with Alzheimer's disease or other dementia, their families and caregivers are connected to informational resources, support groups, one-to-one support and education programs that 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.

www.alzheimerbc.org

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 general public. Monday to Friday from 9 a.m. to 4 p.m.

Silver Threads Service
Memory PLUS 250-382-3151

Memory PLUS (Practice, Laughter, Useful Strategies) is a weekly program designed for individuals to learn tools and specific strategies to proactively improve memory. Various locations. Call for schedule.

www.silverthreads.ca

We Rage We Weep Alzheimer Foundation 250-920-9573

Supports caregivers of those with Alzheimer's disease or related dementia by establishing, funding, administering and marketing programs/services such as: Dementia Devices, a service to educate and assist in selecting the best, most appropriate technologies (GPS) for persons with dementia, their caregivers and families. Arts & Alzheimer's, an art and music participation program for persons with dementia living at home with their caregivers.

www.weragewewep.com

Amyotrophic Lateral Sclerosis

Amyotrophic Lateral Sclerosis (ALS) Society of BC 1-800-708-3228

Support group, information and programs for people living with ALS and their families.

www.alsbc.ca

TIP! Memory – when to talk to a doctor:

- Memory loss for recent events
- Finding the right words
- Change in mood or personality
- Apathy or listlessness
- Difficulty completing everyday tasks
- Difficulty following a story-line
- Difficulty with sense of direction
- Repetitiveness
- Difficulty learning a new task

Animal Therapy Visiting Pets

Pacific Animal Therapy Society 250-590-9082

550-2950 Douglas Street
Victoria, BC V8T 4N4

Volunteers visit with pets at facilities where residents benefit from interaction with pets. Home visits can be arranged.

www.patspets.ca

Arthritis

Arthritis Telephone Information Service 1-800-321-1433

For general information about arthritis, local programs and services, community resources. Support and guidance to the health care system.

Arthritis Society 250-519-4000

2680 Richmond Road, 2nd Floor
Victoria, BC V8R 4S9

Provides leadership and funding for research, advocacy and solutions to improve the quality of life for Canadians affected by arthritis. Education programs free to the public and resources for all 100 different types of Arthritis.

www.arthritis.ca/bc

Brain Injury

Victoria Brain Injury Society 250-598-9339

D & E 830 Pembroke Street
Victoria, BC V8T 1H9

Individual counselling, support groups and education.

www.vbis.ca

Cancer

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

2410 Lee Avenue
Victoria, BC V8R 6V5

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

www.bccancer.bc.ca

Canadian Cancer Society Cancer Information Support Line 250-592-2244 1-888-939-3333

101-1537 Hillside Avenue
Victoria, BC V8T 2C1

Organization of volunteers whose mission is to eradicate cancer and enhance the quality of life for people living with cancer. Invests in cancer research, provides information on all cancers, delivers community-based programs and leads cancer prevention initiatives.

www.cancer.ca

InspireHealth Victoria Centre 250-595-7125

212 - 2187 Oak Bay Avenue
Victoria, BC V8R 1G1

A non-profit supportive cancer care organization partially funded and approved by the B.C. Ministry of Health. Services are offered at no cost and without referral to anyone with a current or past diagnosis of cancer. Our cancer rehabilitation services support and educate people during and after cancer treatment, by offering individualized exercise therapy, stress management, nutrition, and counselling services. Services are free for anyone who has or has had cancer, as well as their support (friends and family).

www.inspirehealth.ca

Support Groups & Related Organizations

Island Prostate Centre 250-388-0214
100-1900 Richmond Avenue
Victoria, BC V8R 4R2
Pre and post treatment counselling for prostate cancer treatment.
www.islandprostatecentre.com

Cancer Screening

Colon Cancer Screening 1-877-702-6566
Visit your health care provider to get a lab order for a free at home test kit. Ages 50 to 74.
www.screeningbc.ca/colon

Mammography Screening

Self-referral clinics - routine screening for women 40 years of age and older for the early detection of breast cancer. No cost. Residents of the Gulf Islands should call 1-800-663-9203.
www.screeningbc.ca/breast

Victoria 250-952-4232
305-1990 Fort Street, Victoria, BC V8R 6V4

Victoria General Hospital.. 250-727-4338
1 Hospital Way, Victoria, BC V8Z 6R5

Caregivers

Family Caregivers of BC 250-384-0408
Caregiver Support Line 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

Diabetes

Diabetes Education & Supply Centre 250-477-1881
Heart Pharmacy IDA
3643 Shelbourne Street
Victoria, BC V8P4H1
Provides care and education to Diabetes patients in the community with two Certified Diabetes Educators (no need for a doctor's referral). Includes, heart health, and medication optimization, a selection of diabetes supplies, pump supplies, strips, compression stockings, specialized socks, slippers, and wound care supplies.
www.heartpharmacy.com

Disability

Action Committee for People with Disabilities 250-383-4105
948 View Street
Victoria, BC V8V 3L5
General information, referral, advocacy and housing information.
www.actioncommittee.ca

Disability Alliance BC Society 1-800-663-1278
A provincial and cross-disability organization that supports people with all disabilities to live with dignity, independence and as equal and full participants in society.
www.disabilityalliancebc.org

Garth Homer Society 250-475-2270
813 Darwin Avenue
Victoria, BC V8X 2X7
Provides adults with developmental disabilities opportunities to increase their independence and involvement in the community.
www.garthhomer.com

Support Groups & Related Organizations

Recreation Integration

Victoria

250-477-6314

4135 Lambrick Way
Victoria, BC V8N 5R3

Facilitates active lifestyles for people with disabilities while also promoting socialization and access to community-based leisure and recreation opportunities. Services Include: Leisure Assistance Volunteer Program, Leisure Assistant's Pass, Adapted Equipment Rental and more.

www.rivonline.org

Tetra Society

250-889-1590

Tetra is a B.C. non-profit founded in 1987, dedicated to assisting people with disabilities achieve an independent and fulfilling life, one assistive device at a time.

www.tetrasocieorg

Victoria Disability Resource Centre

250-595-0044

817A Fort Street
Victoria, BC V8W 1H6

Assists people with all types of disabilities to achieve and maintain independence. Provides parking permits for people with disabilities, peer support, information and referral, skills development, and more.

www.drcvictoria.com

Elder Abuse Support

Island Health (South)

Community Access Line

250-388-2273
1-888-533-2273

Island Health is a **designated agency** for accepting reports of adult and elder abuse and neglect. Anonymous calls are accepted. See page 41 for more details.

www.islandhealth.ca

Community Response Network (CRN)

Victoria 250-532-5732

Saanich Peninsula 250-656-5537

Westshore.....250-478-5150

Provides education on abuse of seniors and vulnerable adults. Promotes collaboration among community members to improve our community's response.

www.bccrns.ca

Cridge Transition House For Women

250-479-3963

A temporary shelter for women with or without children who are experiencing abuse in their intimate relationships.

www.cridge.org

Seniors Abuse and Information Line (SAIL) TTY

1-866-437-1940
1-855-306-1443

SAIL is a safe place for older adults, and those who care about them, to talk to someone about situations where they feel they are being abused or mistreated, or to receive information about elder abuse prevention. Operates an elder law clinic and offers a legal advocate. The SAIL intake worker makes a referral to the lawyer or the legal advocate for a legal consultation over the phone. SAIL provides legal consultations to older adults or third parties who have a concern about an older adult across BC, Canada and internationally.

www.seniorsfirstbc.ca

Sooke Transition House Society

250-642-2591

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.

www.sooketransitionhousesociety.com

Support Groups & Related Organizations

Vancouver Island Crisis Line

1-888-494-3888

24/7 confidential phone support provided by trained Crisis Line workers: provides non-judgmental emotional support, crisis intervention, and suicide prevention and assessment, public access for mental health crisis response teams, information on community resources, online emotional support via crisis chat services daily from 6 p.m. to 10 p.m. The Crisis Text Program is available daily from 6 p.m. to 10 p.m. by texting **250-800-3806**. If you have unlimited coverage for SMS text messages with your mobile service provider, the texting service will be free of charge. www.viccrisis.ca

Victoria Women's Transition House

24 Hour Crisis Line: 250-385-6611

Community Office: 250-592-2927

100-3060 Cedar Hill Road

Victoria, BC V8T 3J5

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

www.transitionhouse.net

Epilepsy/Seizures

HeadWay Victoria Epilepsy

& Parkinson's Centre 250-475-6677

202-1640 Oak Bay Ave

Victoria, BC V8R 1B2

Provides individual and family consultations, a wide variety of support groups, workshops, conferences and educational in-service presentations about epilepsy and seizure first aid available to all interested schools and community groups. Newsletter and a resource library is available to all clients.

www.headwayvictoria.com

Gastrointestinal

Gastrointestinal Society 1-866-600-4875

231-3665 Kingsway

Vancouver, BC V5R 5W2

Provides general information about gastrointestinal diseases and disorders.

www.badgut.org

Grandparents

Parent Support Services

Society of BC

250-384-8042

Grandparents raising grandchildren support circle. Cost is free. Child care subsidies available on request. Phone Grandparents Raising Grandchildren/Kinship Care Support Line at 1-855-474-9777 for more information.

www.parentsupportbc.ca

Hearing

Island Deaf & Hard of 250-592-8144

Hearing Centre TTY: 250-592-8147

130-1555 McKenzie Avenue

Victoria, BC V8N 1A4

Services include hearing health services, community services, public education, oral and sign language interpreting, captioning, employment and vocational counseling, ASL instruction to families with children with hearing loss, and volunteer services.

www.idhhc.ca

Heart

First Open Heart Society of BC 250-595-2123

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. To book a room at Victoria Heart House phone 250-595-1931.

www.fohs.ca

Island Heart to Heart 778-678-8423

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.

www.islandhearttoheart.ca

Hepatitis

AIDS Vancouver Island 250-384-2366

3rd Floor, 713 Johnson Street
Victoria, BC V8W 1M8

Provides Hepatitis C education and support.

www.avi.org

Hepatitis C Education & Prevention Society (HepCBC) 250-595-3892

20 - 1139 Yates St.
Victoria, BC V8V 3N2

Peer-support groups and community education about preventing, and living with, this serious liver disease. Multiple services and publications for both recently-diagnosed and long term Hepatitis C patients and caregivers.

www.hepcbc.ca

Incontinence

Canadian Continence Foundation 1-800-265-9575

Information and newsletter on incontinence.

www.canadiancontinence.ca

Kidney

Kidney Foundation of Canada BC & Yukon Branch 1-800-567-8112

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.

www.kidney.bc.ca

Vancouver Island Kidney Patients Association 250-595-3650

PO Box 5145 STN B
Victoria, BC V8R 6N4

Dialysis, pre-dialysis, transplant and post-transplant assistance provided by volunteers.

www.vikpa.org

TIP!

Phone the **Physiotherapy Association of BC** at **1-888-330-3999** to find a physiotherapist who provides service for women's health, incontinence and pelvic floor rehab.

Talk to your doctor about a referral to a Seniors' Nurse Continence Advisor.

Support Groups & Related Organizations

Lung

BC Lung Association

Better Breathers Group 1-800-665-5864

A monthly education and support group for people living with chronic obstructive pulmonary disease (COPD), asthma, emphysema, chronic bronchitis and other lung health conditions. Various topics and speakers every month. Call for more information regarding meeting dates.

www.bc.lung.ca

Lupus

Lupus Society of BC 1-866-585-8787

Contact the society for support and information in your area.

www.bclupus.org

Mental Health

FOM Music Society

Friends Of Music 250-592-5114

Eric Martin Theatre

2328 Trent Street

Victoria, BC V8R 4Z3

An inclusive organization that welcomes all music lovers as we create 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. Newsletter with a calendar of activities is posted on our website. Weekdays enter through Victoria Mental Health. On evenings and weekends use the Fort Street entrance.

www.friendsofmusic.ca

Multiple Sclerosis

Multiple Sclerosis Society of Canada

Vancouver Island 250-388-6496

306-3301 Douglas Street

Victoria, BC V8Z 3L2

Free services include: equipment provision, information and support, advocacy, education, self help groups, newsletters, wellness programs, referrals, and more.

www.mssociety.ca

Osteoporosis

Osteoporosis Canada 1-800-463-6842

Educates, empowers and supports individuals in the risk-reduction and treatment of osteoporosis.

www.osteoporosis.ca

Ostomy

Victoria Ostomy 778-440-0744

Peer Support Group meetings assist in the rehabilitation of persons having an ostomy. Meets every second month.

Parkinson's

HeadWay Victoria Epilepsy

& Parkinson's Centre 250-475-6677

202-1640 Oak Bay Ave

Victoria, BC V8R 1B2

Offers individual and family consultations with an experienced medical professional, various support groups, both peer led and professionally facilitated that serve Victoria, Sidney and the West Shore areas, exercise programs, educational workshops and conferences. In-service presentations reach out to local senior living residences, nursing homes and other interested community groups. A newsletter and a resource library is available to all clients.

www.headwayvictoria.com

Schizophrenia

BC Schizophrenia Society Victoria Branch 250-384-4225

941 Kings Road

Victoria, BC V8T 1W7

Support for family members and people with serious and persistent mental illness, with or without addictions.

www.bcsvgvictoria.ca

Scoliosis

Scoliosis Association of BC 250-652-2698

A registered charity providing information and support.

www.scoliosiscanada.org

Stroke Recovery

Heart and Stroke Foundation 250-410-8091 1-888-473-4636

106-1001 Cloverdale Avenue

Victoria, BC V8X 4C9

Offers health information and referral services and community based programs such as the Living with Stroke Program, a free interactive program of 7-8 weekly 2 hour sessions offered in a small group setting for stroke survivors and their care partner. Sessions are geared to explore the challenges of stroke recovery, concepts of self-management and peer-support in order to take back control of their health and healthy habits. Programs are offered on Vancouver Island by trained volunteers and stroke survivors.

www.heartandstroke.bc.ca

Saanich Peninsula Stroke Recovery Branch 250-652-3016

Re-socialization programs including physical exercise, speech maintenance, spousal support groups, and stroke survivor support program. Meetings every Monday, except August and holidays, 10:30 a.m. to 1:30 p.m. at Seventh Day Adventist Church, 9300 Willingdon Road, Sidney.

Victoria Stroke Recovery Association 250-383-2623

2964 Richmond Road

Victoria, BC V8R 4V1

A registered society offering re-socialization programs including speech, physical, and music therapies. Spousal support groups, caregiver counselling and entertainment for all. Meets every Friday 10:30 a.m. to 1:30 p.m. except July, August and holidays.

www.victoriastrokerecovery.org

Tourette Syndrome

Tourette Syndrome Foundation of Canada 1-800-361-3120

Victoria Chapter

3511 Blanshard Street

Victoria, BC V8Z 7H6

Education, meetings and help for families and patients.

www.tourette.ca

Vision

Alliance for Equality of Blind Canadians 1-800-561-4774

A consumer group of blind, partially sighted, and deaf-blind adults, parents of the aforementioned and other interested individuals, with a common goal to preserve and enhance the rights of such persons through public education, advocacy, and other initiatives.

www.blindcanadians.ca

Support Groups & Related Organizations

Canadian National Institute for the Blind (CNIB) 250-595-1100

2340 Richmond Road
Victoria, BC V8R 4R9

Services free-of-charge to all Canadians with vision loss; vision rehabilitation and low vision services, adaptive technology resources and training, digital library services, daily living skills, safe travel skills, adjustment to vision loss courses, and volunteer services. Provides Bus Identification Cards for legally blind people.

www.cnib.ca

Pacific Training Centre for the Blind (PTCB) 250-580-4910

817A Fort Street
Victoria, BC V8W 1H6

A charitable society (located at the Victoria Disability Resource Centre) which offers blindness skills training in tactile skills: including Braille; orientation and travel training with the long white cane; daily living skills such as cooking; and technology such as computer and iPhone use without sight. Free of charge, to anyone experiencing vision loss. No medical referral is required. The instructors are blind, have a wealth of lived experience to share 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 student's goals and abilities.

www.pacifictrainingcentre.ca

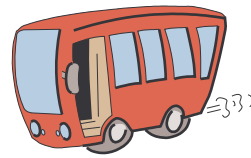
White Cane Club SHOAL Community Centre 250-656-5537

10030 Resthaven Drive
Sidney, BC V8L 3G4

For those with vision impairment, this support group meets the first Thursday of the month, September - June, 1:30 p.m. to 3 p.m.

www.beaconcs.ca

Transportation



*Transportation options
and related services.*

BC Transit Information

BC Transit 250-382-6161

BC Transit offers a discounted monthly pass for passengers 65 years of age or older. The passes are \$45 and are available from bus pass vendors located throughout Greater Victoria.

www.bctransit.com

BC Transit Community Travel Training Victoria 250-384-7723

This free program is an individual teaching session to assist seniors, mobility aid users, and anyone with a disability or special need to use the bus in Victoria. HandyDART clients are welcome. Group information workshops are available to organizations serving seniors.

Greater Victoria & Area BC Bus Pass Program 1-866-866-0800

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. These passes may be used on all conventional transit services but are not valid on handyDART.

www.buspass.gov.bc.ca