

## Police Services

### Crime Prevention, and Community Policing

Municipal police and the Royal Canadian Mounted Police (RCMP) coordinate a number of programs such as Block Watch, Personal Safety, Fraud Prevention, and Residential and/or Apartment Security Audits that help seniors protect themselves and their homes. For more information on the programs in your community please contact the non-emergency number at the police department or RCMP office in your municipality.

## 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](http://www.gvpvs.org)

### VictimLink BC 1-800-563-0808

A 24/7 toll-free, confidential, multilingual telephone service available across BC and the Yukon that provides providing information and referrals to all victims of crime, and immediate 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](http://www.victimlinkbc.ca)



## Support Groups & Related Organizations

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

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## 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. or by appointment.

[www.beacons.ca](http://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](http://www.islandhealth.ca)

# Support Groups & Related Organizations

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## **Seniors Entitlement Service**

**250-388-7696**

Quadra Village Community Centre  
901 Kings Road  
Victoria, BC V9A 7L9

Provides trained volunteer advocates to serve Greater Victoria area seniors (55+); problem-solving, system navigation (financial, housing, health care, legal), information and referrals, support to address elder abuse and/or unexpected hardships. Advocates provide both in-person and online services. Drop in for information and/or contact us to book an appointment.

**[www.quadravillagecc.com/seniors-entitlement-services](http://www.quadravillagecc.com/seniors-entitlement-services)**.

## **Together Against Poverty Society**

**250-361-3521**

828 View Street  
Victoria, BC V8W 1K2

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](http://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](http://www.vihrc.org)**

## **Victoria Lesbian Seniors Care Society**

We support lesbians health and social needs as we age. Contact [secretary@vlscs.ca](mailto:secretary@vlscs.ca)  
**[www.vlscs.ca](http://www.vlscs.ca)**

## **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](http://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](http://www.alzheimerbc.org)**

## Support Groups & Related Organizations

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### **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 8 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](http://www.silverthreads.ca)

### **Voices in Motion Choirs 250-208-0362**

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 a multigenerational appreciation of others. No one is turned away.

[www.voiceinmotionchoirs.org](http://www.voiceinmotionchoirs.org)

## **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](http://www.alsbc.ca)

## **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](http://www.patspets.ca)

## **Arthritis**

### **Arthritis Society Information Line 1-800-321-1433**

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

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

## **Brain Injury**

### **Victoria Brain Injury Society 250-598-9339**

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

Individual case management, support groups and education.

[www.vbis.ca](http://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](http://www.bccancer.bc.ca)

# Support Groups & Related Organizations

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**Canadian Cancer Society  
Cancer Information 250-592-2244  
Support Line 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](http://www.cancer.ca)

**InspireHealth Supportive Cancer Care  
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). Programs and appointments are also available by telephone and videoconference.

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

**Island Prostate Centre 250-388-0214**

100-1121 Yates Street  
Victoria, BC V8N 3N1

Pre and post treatment counselling for prostate cancer treatment.

[www.islandprostatecentre.com](http://www.islandprostatecentre.com)

**YWCA Encore**

A breast cancer support group that helps survivors regain some strength, flexibility, movement after breast cancer treatments. Eight-week, free program offered at the YM-YWCA.

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

**Victoria ..... 250-386-7511**

851 Broughton Street  
Victoria, BC V8W 1E5

**Langford ..... 250-386-7511**

1319 Westhills Drive  
Langford, BC V9B 0S2

## 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](http://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](http://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

# Support Groups & Related Organizations

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## 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, education, and engagement. 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, virtual support, blog, and community outreach.

[www.familycaregiversbc.ca](http://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 diabetic foot care, insulin administration, 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](http://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](http://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](http://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](http://www.garthhomer.com)

### **Tetra Society 1-877-688-8762**

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

[www.tetrasociety.org](http://www.tetrasociety.org)

### **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](http://www.drcvictoria.com)

## Elder Abuse Support

### **Island Health (South) Community Access 250-388-2273 Line 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](http://www.islandhealth.ca)

# Support Groups & Related Organizations

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## **Community Response Network (CRN)**

Victoria ..... 778-677-4880

Saanich Peninsula ..... 778-677-4880

Westshore ..... 250-532-5732

Provides free education on bullying, abuse, neglect and self neglect of seniors and vulnerable adults. Taking a collaborative approach with community members and businesses to improve the community response to these issues.

[www.bccrns.ca](http://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](http://www.cridge.org)

## **Seniors Abuse and Information Line (SAIL)** 1-866-437-1940 TTY 1-855-306-1443

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 charitable, non-profit, provincial society which provides assistance and support to older adults and third parties assisting older adults, who are dealing with abuse or mistreatment as well as assistance to navigate systems that impact older adults. Services are provided through a helpline, victim services, legal advocates, and an elder law clinic. Information and training on abuse prevention is also provided through educational and outreach programs.

[www.seniorsfirstbc.ca](http://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](http://www.sooketransitionhousesociety.com)

## **Vancouver Island Crisis Line** 1-888-494-3888

24/7 confidential phone support provided by trained Crisis Line workers plus 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. For more information see Crisis Intervention on page 13.

[www.viccrisis.ca](http://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](http://www.transitionhouse.net)

## **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](http://www.badgut.org)

# Support Groups & Related Organizations

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## Grandparents

### Parent Support Services

**Society of BC** 250-384-8042

Free, province-wide, confidential support circles for grandparents raising grandchildren and other kinship caregivers. Childcare subsidies available on request. If you are raising the child of a relative and need advocacy support, including legal information and referrals, call the Grandparents Raising Grandchildren Support Line at 1-855-474-9777.

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

## Hearing

**Island Deaf & Hard of Hearing Centre** 250-592-8144  
TTY 250-592-8147

130-1555 McKenzie Avenue  
Victoria, BC V8N 1A4

Non-profit agency that provides no cost hearing assessment and FREE refurbished hearing aids for low-income individuals through the Sound of Change program. Unbiased hearing information given and assistive devices available to reduce barriers for individuals with hearing loss at home or work. Provides aural rehabilitation and individual and/or family support to better understand and cope with hearing loss; full audiology clinic available for all your hearing loss needs; speech-reading classes available throughout the year. If you have hearing aids that are no longer being used, donations are gladly accepted for the Sounds of Change Program.

[www.idhhc.ca](http://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](http://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](http://www.islandhearttoheart.ca)

## Hepatitis

### AVI Health &

**Community Services** 250-384-2366

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

Formerly AIDS Vancouver Island. Provides Hepatitis C education and support.

[www.avi.org](http://www.avi.org)

### Hepatitis C Education & Prevention

**Society (HepCBC)** 250-595-3892

Peer-support via phone, email, or Zoom video conference, and community education about preventing or living with serious liver disease. Focused on hepatitis C and hepatitis B, we offer multiple services and publications for both recently-diagnosed and long term patients and caregivers.

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





# Support Groups & Related Organizations

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## 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 instrumentals. Newsletter with a calendar of activities is posted on our website. Use the Fort Street entrance.

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

**Mental Health Recovery**  
**Partners South Island** 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.mhrp.ca](http://www.mhrp.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](http://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](http://www.osteoporosis.ca)

## Ostomy

**Victoria Ostomy** 778-426-4576

Peer Support Group meetings assist in the rehabilitation of persons having an ostomy. Meets once a month except for the summer.

## 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 are available to all clients.

[www.headwayvictoria.com](http://www.headwayvictoria.com)

## Scoliosis

**Canadian Scoliosis** 250-652-2698

A registered charity providing information and support for Canadians suffering scoliosis. Online with Facebook only.

## Stroke Recovery

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

106-1001 Cloverdale Avenue  
Victoria, BC V8X 4C9

Offers health information and referral services and community-based program, virtually and in-person. 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.ca](http://www.heartandstroke.ca)

**Stroke Recovery Association  
Saanich Peninsula** 250-652-3016

9300 Willingdon Road  
Sidney, BC V8L 5V6

Programs include supervised exercise therapy, speech/conversation group guided by a registered speech language pathologist, a caregiver support group, entertainment, and social support. We meet Mondays, except in August and on holidays from 10:30 a.m. until 1:00 p.m.

[www.spstrokerecovery.org](http://www.spstrokerecovery.org)

**Stroke Recovery  
Association Victoria** 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](http://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](http://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](http://www.blindcanadians.ca)

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

102-1675 Douglas Street  
Victoria, BC V8N 2G5

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](http://www.cnib.ca)

# Support Groups & Related Organizations

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## **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](http://www.pacifictrainingcentre.ca)

## **White Cane Club SHOAL Community Centre 250-656-5537**

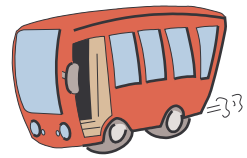
10030 Resthaven Drive

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

# Transportation



*Transportation options  
and related services.*

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## **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](http://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](http://www.buspass.gov.bc.ca)