



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.islandhealth.ca

Saanich First Nations Adult Care Society 250-544-1627
Offers home care nursing and home support services for First Nations on the Saanich Peninsula. Phone for an intake assessment.

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 – Specialized

**Mary Pack Arthritis Program
Victoria Arthritis Centre** 250-598-2277
2680 Richmond Road
Victoria, BC V8R 4S9
Provides services to people with inflammatory arthritis, systemic autoimmune rheumatic disease, and complex osteoarthritis. Treatment available with referral from a doctor. Services include physical therapy, occupational therapy, nursing, social work counselling, and specialised medical clinics. Education classes are offered on a variety of arthritis related topics. Education classes are free and do not require a referral.
www.mpap.vch.ca

STI Clinic 250-388-2220
1947 Cook Street
Victoria, BC V8T 3P7
Confidential free clinic for counselling and sexually transmitted infections testing. By appointment only.
www.islandsexualhealth.org

Community-Based Health Services

Island Health (South) Community Access Line **250-388-2273**
1-888-533-2273

Community Health Services 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:

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.

Community Nursing

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

Remote health monitoring service is a free service to support people living with chronic disease: heart failure, diabetes, and COPD. We help manage health from the comfort of their home and provide education and self-management support to eligible clients, families, and caregivers. The monitoring program is approximately 12 weeks. By participating in this service, clients will improve their knowledge of chronic disease and ability to manage their own health. Discuss this program with your Physician or contact Island Health (South) Community Health Services, Community Access Line above to ask about eligibility.

Home Support Services

Individuals with home-based needs for personal care such as bathing, dressing, toileting, and medication administration may be eligible for subsidized home support.

Nutrition

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

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.

Social Work

Support of community health services 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.

TIP!

For information on medical cannabis go to www.healthlinkbc.ca/health-feature/cannabis or phone HealthLinkBC at 811.

Phone Seniors Serving Seniors at **250-413-3211** for information on a government dispensary in your area.

Community-Based Health Services Teams

Downtown/Vic West.....	250-388-2396
Esquimalt/Westshore/ Sooke	250-519-3492
Gordon Head/ Oak Bay.....	250-519-6945
James Bay/Oaklands	250-388-2395
Outer Gulf Islands	250-539-3099
Peninsula	250-544-2500
Saanich	250-519-5200
Salt Spring Island	250-538-4820

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. New clients are taken in from September to March. Continuing care clients whom have been seen previously for care are seen until April. Dental hygiene students provide personalized treatment at a cost of \$60.

www.camosun.ca/smile

TIP!

See advertisement for **Earth's Options** on page 59.

Funeral Planning

BC Funeral Association 250-592-3213

211-2187 Oak Bay Avenue 1-800-665-3899
Victoria, BC V8R 1G1

The BCFA assists the funeral profession attain the highest possible standards of ethics, service and proficiency. Provides a province wide toll-free line for information and referral. A major source of information for the public on death and bereavement.

www.bcfunerals.com

Memorial Society of BC 1-888-816-5902

205-640 West Broadway,
Vancouver, BC V5Z 1G4

Formed in 1956 to provide education and information regarding the planning of funeral services and to assist in preparing well in advance for end of life as it pertains to funeral / cremation plans. Membership gives you both peace of mind and the assurance that your final wishes will be fulfilled. Importantly, membership helps reduce stress for your family at their time of need.

www.memorialsocietybc.org

Health Education

Self-Management

British Columbia 1-866-902-3767

University of Victoria's Institute on Aging & Lifelong Health offers 4 free Self-Management programs: Health Coach Program, Tool Kit for Active Living (self-directed), Tool Kit + Telephone Call (small group conference to replace face-to-face workshops) & Better Choices, Better Health (online self-paced program) and includes course textbook, CDS, summary booklet and training manual. Learn to LOVE your life again while managing your chronic conditions and pain!

www.selfmanagementbc.ca

See advertisement on page 58.

Yakimovich Wellness Centre **250-370-5641**
Press 2

Offers a variety of free health education programs open to adults who want to learn about health, wellness and community resources. Sessions will be offered online, program schedule will be posted on the website and registration will be required. With programs being offered online this means that the sessions are available to people anywhere on the island and be seen from the comforts of your own home. There will be limited in-person sessions, registrations, and attendance.

www.islandhealth.ca/our-locations/seniors-locations/yakimovich-wellness-centre

Hospice

Hospice provides end-of-life care focused on symptom management and comfort care. For a referral for Hospice care call the Community Access Line at **250-388-2273** or **1-888-533-2273**.

Salt Spring Island Hospice Society**250-537-2770**
www.saltspringhospice.org

Sooke Hospice Society**250-642-4345**
www.sookehospice.com

Victoria Hospice**250-370-8868**
www.victoriahospice.org

Medical Assistance in Dying

MAiD **250-727-4382**
Medical Assistance in Dying is a process whereby a doctor or nurse practitioner helps a patient who wants to voluntarily, intentionally end their suffering. This procedure is only available to eligible patients.

www.islandhealth.ca/maid

Medical Information Services

Doctors of BC Society **1-800-665-2262**

Mailing Address

115-1665 W. Broadway

Vancouver, BC V6J 5A4

A voluntary association of 14,000 physicians, residents and medical students in British Columbia. Promotes a social, economic, and political climate in which members can provide the citizens of BC with the highest standard of health care, while achieving maximum professional satisfaction and fair economic reward. A Virtual Care Guide for Patients is at www.doctorsofbc.ca/news/virtual-care-guides-patients.

www.doctorsofbc.ca

Victoria Medical Society **250-598-6021**

Eric Martin Pavilion

190-2334 Trent Street

Victoria, BC V8R 4Z3

Provides information for physicians in the Greater Victoria and surrounding areas. Listing of physicians who are accepting new patients - when available. The website provides a listing of walk-in clinics and maps to show you how to get there.

www.victoriamedicalsociety.org

TIP!

Phone Seniors Serving Seniors at **250-413-3211** or go to www.bcphysio.org for information about home-based physio-therapy.

Mental Health

Geriatric Speciality Services Mental Health and Substance Use

Island Health provides outreach services, assessment, and treatment for seniors with complex mental health issues (including dementia) and/or addiction issues. The team is also involved in investigations of abuse and neglect. For further information and to determine eligibility call Seniors Health Intake at **250-388-2273**.

Public Health Units Island Health (South)

Flu Vaccine 250-544-7676 ext. 27545

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. See phone numbers for Public Health Clinics below:

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 250-519-3487
104-6672 Wadams Way

Victoria 250-388-2200
1947 Cook Street

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

Respite Care

Respite Care program serves those 55 and over who are medically stable. **The Piercy Respite Hotel** offers spacious, private rooms for 24-hour respite. Care receivers can reside at the hotel for 1 to 35 days, while their family caregivers plan a scheduled break from caregiving responsibilities. An Island Health (South) community health assessment is necessary to determine eligibility. For more information on how to access these programs please contact:

www.islandhealth.ca

Island Health (South) 250-388-2273
Community Access Line 1-888-533-2273

Urgent and Primary Care Centres

A UPCC provides team-based care for non-emergency health concerns. Offers same-day care for concerns such as minor injuries, sprains and strains, infections, less serious child illness and injury, high fever, asthma attacks, and cuts, wounds, or skin conditions. Patients who require medical attention within 12 - 24 hours but are not emergent. Physician referral, self-scheduled appointments and walk-in accepted. For life-threatening illnesses or injuries call 9-1-1 or go to the emergency department to be assessed and treated immediately.

www.islandhealth.ca

James Bay 250-519-3770
547 Michigan Street
Victoria, BC V8V 1S5

Westshore..... 250-519-6919
582 Goldstream Avenue
Victoria, BC V9W 2W7