

## Tenant/Landlord Dispute Resolution

**Residential Tenancy Branch** 250-387-1602

Provides information to tenants and landlords about their responsibilities and rights. This BC Government branch also helps to resolve disputes.  
[www.gov.bc.ca/landlordtenant](http://www.gov.bc.ca/landlordtenant)

**Tenant Resource and Advisory Centre (TRAC)** 1-800-665-1185

The Tenants Rights Action Coalition provides an information line and free legal education workshops to tenants and advocates across BC.  
[www.tenants.bc.ca](http://www.tenants.bc.ca)

**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 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)



## Medical Equipment and Supplies

*Businesses offering a variety of equipment and supplies.*

## Medical Equipment – Loans

*For a small fee or donation, or in some instances free, people can borrow, for a short term, medical equipment such as hospital beds, walkers, crutches, and wheelchairs.*

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

1228-133511 Commerce Parkway  
Richmond, BC V6V 3A1  
Equipment available for registered ALS patients living in British Columbia includes: beds, chairs, toilet risers, and wheelchairs.  
[www.alsbc.ca](http://www.alsbc.ca)

### Tip!

**Ability411** is operated by CanAssist at the University of Victoria and provides information on a wide range of devices that assist seniors in areas such as eating, mobility, dressing, memory, and recreation.

Please note that **Ability411** cannot be contacted by phone. To contact them please submit a message online at [www.Ability411.ca](http://www.Ability411.ca)

# Medical Equipment and Supplies

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## Canadian Red Cross Society

Basic health equipment loans are provided for short term use, by referral from an occupational or physiotherapist, a nurse, or a physician. Private health care professionals may use the Red Cross referral on our website. All Island Health staff are required to use MEPP (Medical Equipment Provision Program) referral forms. Advanced medical equipment loans are also available for short term use and require a MEPP referral from a physio or occupational therapist. Items not requiring installation may be picked up at the depot. Please note that Red Cross no longer provides a delivery or pick up service for basic medical equipment. Additionally, extension forms are now required in order to extend the length of time that clients may borrow equipment for. MEPP extensions are required for all VIHA equipment loans. For questions or concerns, clients are encouraged to phone the Island Health Community Access Centre at 1-888-533-2273. Donations are gratefully accepted.

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

## Canadian Red Cross Society

### Salt Spring Island.....250-538-4834

Lady Minto Hospital  
135 Crofton Road  
Salt Spring Island, BC V8K 1T1  
Open Monday, Wednesday, and Friday from 10 a.m. to 2 p.m.

### Victoria.....250-382-2043

909 Fairfield Road  
Victoria, BC V8V 3A3  
Open weekdays from 9:30 a.m. to 4:30 p.m.

## Galiano Health Care Centre

**250-539-3230**

908 Burrill Road  
Galiano Island, BC V0N 1P0  
Loans of wheelchairs, canes, walkers, bathroom, and bathing equipment for up to three months.

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

## Mayne Island Health Centre

**250-539-2312**

526 Felix Jack Road  
Mayne Island, BC V0N 2J2  
Free short-term loan of equipment to Mayne Island residents.

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

## Mount Newton Centre Society

**250-652-2112**

2158 Mount Newton X Road  
Saanichton, BC V8M 2B2  
Operates Monday to Friday, 9 a.m. to 4 p.m. Short term loan (3 months). By donation. Long term lease agreement at nominal charge. Individual arrangements for beds. Special consideration for palliative care clients. Serves only individuals residing on the Saanich Peninsula north of Royal Oak Drive. Independent. Not affiliated with the Canadian Red Cross.

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

## Pender Island Health Centre

**250-629-3242**

R.R. #1, 5715 Canal Road  
Pender Island, BC V0N 2M1  
Beds, walkers, crutches, wheelchairs, bedpans, etc. are available for short- and long-term loan. Co-ordinated through the Community Nursing Program in conjunction with the Volunteer Program.

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

## Sooke Loan Cupboard Community

**Assistance Society (CONTACT) 250-389-4607**

2037 Shields Road  
Sooke, BC V9Z 1H5  
Basic mobility aids, bathroom and bathing aids, bed assists and Active Daily Living assists. By appointment only. Nominal fee. Enter off Eustace Road, through the dining room of the Community Hall.

**Wescom Medi-Lend Society** 250-478-5373  
567 Goldstream Avenue  
Victoria, BC V9B 2W4  
Medical equipment loaned for up to 3 months to residents of the Western Communities. Operates Monday to Friday, 10 a.m. to 3 p.m.

## Mobility Aids & Supports

**Arcadia Elevator Services Ltd** 250-391-1647  
3865 Cactus Place  
Victoria, BC V9C 4A7  
Provides sales, installation, service and maintenance of home mobility products and improvements such as wheelchair ramps, grab bars, stairlifts, platform lifts and elevators for residential and commercial uses. Our service area covers all of Vancouver Island and our head office is located in Victoria.  
[www.arcadiaelevatorservices.com](http://www.arcadiaelevatorservices.com)

**Canada Scooters** 250-383-7383  
2005 Cook Street  
Victoria, BC V8T 3P9  
[www.canadascooters.com](http://www.canadascooters.com)

**City Wide Scooter & Wheelchair Sales & Service** 250-478-2978  
725 Goldstream Avenue  
Victoria, BC V9B 2X4  
Scooters, wheelchairs, chair lifts, bathroom safety, scooter lifts, hand controls, walkers.  
[www.citywidescooters.ca](http://www.citywidescooters.ca)

**HME Mobility & Accessibility** 250-386-0075  
101 - 2657 Wilfert Road  
Victoria, BC V9B 5Z3  
Manual, tilt, and power wheelchairs, walkers and other mobility aids, bathroom safety, daily living aids, home medical beds, patient lifts, lift chairs, ramps, stairlifts, and vertical platform lifts. Sales, Rental and Service.  
[www.hmebc.com](http://www.hmebc.com)

**Island Mediquip Ltd.** 250-391-0388  
750 Enterprise Crescent  
Victoria, BC V8Z 6R4  
Wheelchairs (Tilt and Manual), mobility scooters, power wheelchairs, lift and recline chairs, walkers, patient lifts, homecare beds, ramps, stairlifts, overhead lifts, home elevators, accessible vehicle sales, vehicle adaptations and automotive lifts.  
[www.islandmediquip.com](http://www.islandmediquip.com)

## Motion Specialties

Lift and recline chairs, beds, seating, van lifts, patient lifts, stair and porch lifts, bathroom safety equipment, aids for daily living, wheelchairs, scooters, and walkers. Sales, service, and rentals.  
[www.motioncares.ca](http://www.motioncares.ca)

**Sidney**.....250-656-6228  
4-9764 Fifth Street  
Sidney, BC V8L 2X2

**Victoria**.....250-384-8000  
1856 Quadra Street  
Victoria, BC V8T 4B9

**Rexall Home Health Care** 250-384-7196  
3098 Nanaimo Street  
Victoria, BC V8T 5A6  
[www.rexall.ca](http://www.rexall.ca)

# Medical Equipment and Supplies

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**Vancouver Island Medical Supply Ltd.** 250-384-4060  
3534 Quadra Street  
Victoria, BC V8X 1H2  
[www.vimedi.ca](http://www.vimedi.ca)

**Wellwise by Shoppers Drug Mart** 250-370-2984  
1561 Hillside Avenue  
Victoria, BC V8T 2C1  
Mobility Products: Walkers/Rollators, Scooters, Canes, Walking Poles. CPAP & Sleep: CPAP Masks, Machines & Accessories, Pillows and Gravity Blankets, Sound and Aromatherapy. Personal Care: Incontinence, Ostomy, Personal Hygiene. Home Comfort: Bathroom Safety, Lift Chairs, Hospital Beds. Active Living: Compression, Supports & Braces, Fitness/Physio, Pain Relief Aids. Tools & Gadgets: Daily Living Aids, Health Monitors, Household items, Travel & Leisure Products. Sales, Service and Rentals.  
[www.wellwise.ca](http://www.wellwise.ca)

## Specialized Clothing

**Just You Boutique** 250-384-1791  
210-2250 Oak Bay Avenue  
Victoria, BC V8R 1G5  
Specializing in mastectomy fittings, specialty and regular bras. By appointment only.  
[www.justyouboutique.com](http://www.justyouboutique.com)

**Silvert's** 1-800-387-7088  
Specially adapted clothing solutions. Phone for a free catalogue.  
[www.silverts.com](http://www.silverts.com)



*Safety & Security*

*Contacts for crime prevention, disaster preparedness, alarm systems and victim services.*

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## Crime Prevention

**Canadian Anti-Fraud Centre** 1-888-495-8501  
Provides a central source for complaints against telemarketing fraud in Canada. Phone the number above to report your complaint or go to their website to view reports of scam types and fraud warnings.  
[www.antifraudcentre.ca](http://www.antifraudcentre.ca)

## Disasters (Community)

**Provincial Emergency Program Information** 1-800-663-3456  
Provides information on Emergency Planning in advance of a disaster. During a community disaster such as a blizzard, flood, or earthquake, telephone services may be disrupted. Be prepared by making emergency plans with your family, friends, or neighbours.  
[www.emergencyinfbc.gov.bc.ca](http://www.emergencyinfbc.gov.bc.ca)

**Victoria Ready** 250-920-3373  
Victoria Ready is the City of Victoria's resource for helping our community prepare for an emergency. Learn how you and your family can be prepared for a minimum of 7 days for a variety of hazards. Offers free workshops, events, and volunteer opportunities throughout the year. For information on other municipalities go to the website below.  
[www.PrepareYourself.ca](http://www.PrepareYourself.ca)