

# 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)

## Elder Abuse

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

Island Health is a designated agency for accepting reports of elder abuse and neglect. Anonymous calls are accepted. Report concerns of physical, sexual, financial, or emotional abuse or neglect of a person over 19 years of age. Concerns will be directed to a delegated health care provider for investigation if required.

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

## Fire

Fire departments can provide education and assistance to seniors through public lectures or one-on-one consultations. To learn more about fire prevention and safety services contact the fire department in your municipality.

## Medical Alarm/Alert Systems

**Canadian Medic-Alert Foundation**

**1-800-668-1507**

Application forms for ID bracelets available at most pharmacies or at the number above.

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

**CareLink Advantage 778-247-0356**  
**1-866-876-7401**

CareLink Advantage helps you keep your loved one living safely and independently at home. Customized to the home, wireless devices are placed in the home which alert caregivers 24 hours a day, in case of falls, wandering, and/or missed medications. Systems are rented and there is no long-term contract or cancellation fees. This service is covered by some care plans through Island Health.

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

**Philips Lifeline**

**250-475-6415**

**1-888-832-6073**

Get access to help 24 hours a day, 365 days a year either at home or on the go. With a simple push of your Lifeline help button, you're connected to our Response Centre who will send the help you need fast. With our advanced services, you have the option to include fall detection or locating technology.

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

*See advertisement on page 59.*

**Price's Alarms**

**250-384-4104**

100-4243 Glanford Avenue

Victoria, BC V8Z 4B9

Provides dispatch monitoring station located in Victoria with local customer service. By pushing the emergency button, you will be in voice to voice communication with our staff who will summon assistance. Fall detection, location technology, security systems and fire monitoring are also available.

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

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

**TELUS Living Well**

**Companion**

**1-888-505-8008**

A personal medical alert service providing 24/7 support through the push of a button or an optional fall detection feature.

[www.telus.com/livingwellcompanion](http://www.telus.com/livingwellcompanion)

## Poison Control

**Poison Control Centre 1-800-567-8911**

Provides information on poisons and treatment of poisoning.

## 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)