

Information Services



Information Services

Providers of information and assistance in finding the correct agency or service.

Community Services

CAPITAL REGION

Seniors Serving Seniors 250-413-3211

SSS is the “go to” organization for seniors’ information. SSS publishes the Seniors Services Directory and operates Senior Link - an Information Telephone Line for seniors. Assists individuals to connect with community services, such as recreation, housing options, home help, legal resources, transportation and more. Operates volunteer programs including Return to Health – social support for live-alone seniors following hospitalization, and Seniors in Stitches – a seniors knitting group.

www.sssbc.org

TIP!

If you are looking for services not listed in this Directory, such as, computer support, individual housecleaners, or in-home services for eye care, bathing, hair care, massage, and physiotherapy phone us at **Seniors Serving Seniors at 250-413-3211**.

GREATER VICTORIA

Senior Community Outreach

Outreach Workers are available to assist in connecting seniors to services to help them remain independent.

James Bay New Horizons250-386-3035

www.jamesbaynewhorizons.ca

Silver Threads Service..... 250-382-3151

www.silverthreads.ca

SAANICH PENINSULA

Beacon Community Services

250-656-5537

SHOAL Community Centre

10030 Resthaven Drive

Sidney, BC V8L 3G4

Information and referral services for seniors. Volunteer programs include medical drives, visiting, seniors peer support, reassurance phone calls, income tax preparation, Senior Advocacy Program, computer support, grocery shopping, meal program and dementia caregiver support groups.

www.beaconcs.ca

SALT SPRING ISLAND

Salt Spring Community Services

Seniors Wellness

250-537-9971

129 Hereford Avenue

Salt Spring Island, BC V8K 2T3

Provides Better at Home services, senior peer counsellors, friendly visitors, phone visits, and friendly readers. The Senior Wellness program offers workshops, wellness events, information, resources, and referrals.

www.saltspringcommunityservices.ca

WESTSHORE

Metchosin Seniors Resource Centre **250-478-5150**

1047-4495 Happy Valley Road
Victoria, BC V9C 3Z3
Provides information and Better at Home services to seniors living in Metchosin.
www.metchosinseniors.ca

Pacific Centre Family Services **250-478-8357** **1-866-478-8357**

324 Goldstream Ave,
Victoria, BC V9B 2W3
Provides information and Better at Home services to local seniors.
www.pacificcentrefamilyservices.org

Government Services Federal

Service Canada **1-800-O-CANADA** **1-800-622-6232**

Information & Referral to Federal Programs and Services. Go to the website to find information on programs, services, and benefits (pensions, OAS, CPP) for seniors.
www.canada.ca/en/employment-social-development/campaigns/seniors

Government Services Provincial

HealthLink BC **811**

Provides BC residents with 24/7 non-emergency health information and advice via phone. Dial 811 to connect with a registered nurse, pharmacist or dietitian for non-emergency health information and advice. Go online to learn about the health resources and print materials available to you. Hearing or speech impaired dial 711.
www.healthlinkbc.ca

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

Individuals living at home in the Victoria area and the southern Gulf Islands who require health care services in their home are initially assessed by a nurse from the Community Access program. Anyone in the community can refer themselves to Community Access. Call to find out what is available, who is eligible, and how to access community health services.
www.islandhealth.ca

Duncan Centre Island Cowichan North Island **1-877-734-4141** **250-746-4433** **250-331-8570**

Office of the Seniors Advocate BC **1-877-952-3181**

The Seniors Advocate mandate is to monitor and analyze systemic issues affecting seniors in five key areas: healthcare, personal care, housing, transportation, and income support. The Office also provides information and referral to seniors and their caregivers during business hours. Translation services are available. The Office will mail a copy of the BC Seniors Guide on request.
www.seniorsadvocatebc.ca

Service BC **250-387-6121**

General information and toll-free transfers to BC Government Services. Go to the website to find information on healthy aging, health & safety, housing, home & community care, transportation, financial & legal matters, caring for seniors and about Senior BC.
www.gov.bc.ca

Information Services

Non-Profit Provincial Services

BC211 211

A Vancouver-based non-profit organization that operates twenty-four hours a day, seven days a week and provides confidential, multilingual telephone and texting service. BC211 provides information and referral to a full range of community, social, and government services in BC.

www.bc211.ca

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

Multicultural Services

Inter-Cultural Association of Greater Victoria 250-388-4728

930 Balmoral Road

Victoria, BC V8T 1A8

Offers services for newcomers such as English classes, support groups, information and referral, and many types of workshops. Also offers outreach and education in the community.

www.icavictoria.org

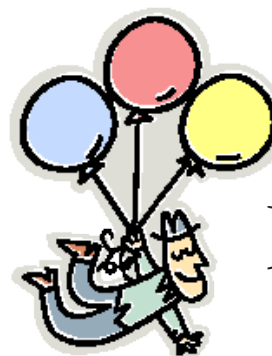
Victoria Immigrant and Refugee Centre Society 250-361-9433

1004 North Park Street

Victoria, BC V8T 1C6

Provides orientation for newcomers including: a resettlement and adaptation program, English as a Second Language classes, and support with housing, employment, legal issues, and daycare.

www.vircs.bc.ca



Activity & Recreation Centres

The following is a listing by geographical area of centres that provide indoor and outdoor programs and services for adults 50 years and better.

Activity and Recreation Centres

MOVE Adapted Fitness and Rehabilitation

Society of BC 778-433-6559

100-775 Topaz Avenue

Victoria, BC V8T 4Z7

A non-profit organization serving those with chronic conditions and mobility issues. We have volunteers to assist members with their exercises and rehabilitation programs. First-time clients must book an intake assessment prior to starting with MOVE, once that is completed, they are able to come as much and as often as they would like for a fee.

www.moveadaptedfitness.ca