



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

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

Disasters (Community)

Provincial Emergency Program Information **1-800-663-7867**

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

Victoria Ready **250-360-3000**

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

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

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

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

Safety & Security

Philips Lifeline **250-475-6415** **1-866-410-1442**

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

Telus Custom Security Systems **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

www.PricesMedicalAlert.com

TELUS Living Well Companion **1-888-209-2919**

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

Poison Control

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

Provides information on poisons and treatment of poisoning.

www.dpic.org

Police Services

Crime Prevention, and Community Policing

Municipal police and the Royal Canadian Mounted Police (RCMP) coordinate several 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 help with Crime Victim Assistance applications and Victim Impact Statements.

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