

# Information Services



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

## COMMUNITY SERVICES

### Seniors Serving Seniors (SSS)

**250-413-3211**

[sl@sssbc.org](mailto:sl@sssbc.org)

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

602-620 View Street, Victoria BC V8W 1J6

A not-for-profit organization that provides referral services and information for such things as recreation, housing, home help, legal resources, and transportation.

Besides publishing this directory, Seniors Serving Seniors runs volunteer programs including **Return to Health** (a social support program for live-alone seniors following hospitalization), and **Seniors in Stitches** (a seniors knitting group), and operates **Senior Link\*** (an information telephone line).

\***Senior Link:** voice messages will be returned by volunteers Monday to Friday, 9:00 am – 4:00 pm.

### Eldercare Foundation

**250-370-5664**

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

1450 Hillside Avenue, Victoria, BC V8T 2B7

Provide resources, education and support to promote healthy aging for seniors.

### Esquimalt Seniors Community Center

[dgbowen@shaw.ca](mailto:dgbowen@shaw.ca)

1379 Esquimalt Road, Victoria, BC V9A 3R4

Seniors programs & daily activities.

### James Bay New Horizons Society

**250-386-3035**

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

230 Menzies St, Victoria, BC V8V 2G7

Members enjoy accessible programs, services and volunteer opportunities to help people maintain, improve and develop new skills, interests and social opportunities.

### Silver Threads Service for Seniors

**250-382-3151**

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

286 Hampton Road, Victoria BC V8Z 1H1

111 Quadra Street, Victoria BC V8T 4X1

Recreation and fitness programs are offered that support health and wellness. Outreach workers are available to connect seniors to services to help them remain independent.

### SHOAL Community Centre

**250-656-5537**

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

10030 Resthaven Drive, Sidney, BC V8L 3G4

This Beacon Community Services centre offers information and referral services for seniors living on the Saanich Peninsula. Volunteer programs include

medical drives, visiting, seniors peer support, reassurance phone calls, income tax preparation, a Senior Advocacy Program, computer support, house-keeping, handyman services, grocery shopping, a meal program and dementia caregiver support groups.

### **Salt Spring Island Community Services**

**250-537-9971**

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

129 Hereford Ave, Salt Spring Island, BC V8K2T3

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

### **Metchosin Seniors Resource Centre**

**250-478-5150**

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

1047-4495 Happy Valley Road,  
Victoria, BC V9C 3Z3

The centre provides information and Better at Home services to seniors living in Metchosin.

### **Pacific Centre Family Services Association**

**250-478-8357**

**1-866-478-8357**

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

200-324 Goldstream Ave., Victoria, BC V9B 2W3

The centre provides information and Better at Home services to local seniors.

## **GOVERNMENT SERVICES**

### **HealthLink BC**

**811**

**TTY 711**

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

This telephone service provides BC residents with 24/7 non-emergency health information and advice via the 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. Those with hearing or speech impairments can dial 711.

### **Island Health**

#### **Community Access Lines**

[www.islandhealth.ca/our-services/home-care-services/accessing-community-health-services](http://www.islandhealth.ca/our-services/home-care-services/accessing-community-health-services)

Call the regional access line to find out which in-home services are available, who is eligible, and how to access them. Anyone in the community can refer themselves or others for these services. Have your Care Card number on hand.

South Island

**250-388-2273**

**1-888-533-2273**

Serves residents south of Mill Bay, including Greater Victoria, the Southern Gulf Islands, and west to Port Renfrew.

Centre Island

**250-739-5749**

**1-877-734-4101**

Serves residents from Mill Bay to Deep Bay, including Gabriola Island.

North Island  
**250-331-8570**  
**1-866-928-4988**

Serves residents north of Deep Bay, including the North Vancouver Island Regional District and adjacent Gulf Islands, Port Alberni and Tofino.

### **Office of the Seniors Advocate British Columbia**

**1-877-952-3181**  
[www.seniorsadvocatebc.ca](http://www.seniorsadvocatebc.ca)

1405 Douglas Street, 6th Floor  
Victoria, BC V8W 2G2

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.

**Service BC**  
**250-387-6121**  
[www.gov.bc.ca](http://www.gov.bc.ca)

Service BC provides general information and toll-free transfers to BC Government Services. The website includes information on healthy aging, health and safety, housing, home and community care, transportation, financial and legal matters, caring for seniors, and about **SeniorsBC.ca**, an online source of information for seniors, their families and caregivers.

**Service Canada 1-800-O-CANADA**  
**1-800-622-6232**  
[www.canada.ca/en/employment-social-development/campaigns/seniors](http://www.canada.ca/en/employment-social-development/campaigns/seniors)

This toll free number provides information and referral to Federal Programs and Services. The website includes information on programs, services and benefits (pensions, OAS, CPP) for seniors.

## **NON-PROFIT SERVICES**

**BC211**  
**211**  
[www.bc.211.ca](http://www.bc.211.ca)

BC211 is a Vancouver-based non-profit organization that operates 24 hours a day, seven days a week, providing confidential, multilingual telephone and texting service, as well as information and referral to community, social, and government services in BC.

**Family Caregivers of BC**  
**250-384-0408**  
**1-877-520-3267 Caregiver Support Line**  
[www.familycaregiversbc.ca](http://www.familycaregiversbc.ca)

6-3318 Oak Street, Victoria, BC V8X 1R1

The mission of Family Caregivers BC is to improve the quality of life for family caregivers through support, information, and education. Services include a Caregiver Support Line, assistance navigating the health care system and caregiver support groups. Education for family caregivers and health professionals is available through a newsletter, website, webinars, workshops, virtual support, blog, and community outreach.

## MULTICULTURAL SERVICES

### Inter-Cultural Association of Greater Victoria

250-388-4728

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

808 Douglas Street, Suite #102  
Victoria, BC V8W 2B6

This association offers services for newcomers, including English classes, support groups, information and referrals. Many types of workshops, and community-based outreach and education are also offered.

### Victoria Immigrant and Refugee Centre Society

250-361-9433

[www.vircs.bc.ca](http://www.vircs.bc.ca)

1004 North Park Street, Victoria, BC V8T 1C6

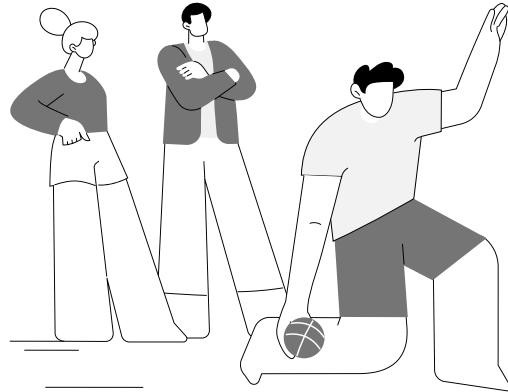
This Society provides orientations for newcomers including a resettlement and adaptation program, English as a Second Language classes, and support with housing, employment, legal issues, and daycare.

#### TIP

If you are looking for a Guide to Government Services, consider the Benefits Wayfinder Program: [www.benefitswayfinder.org](http://www.benefitswayfinder.org)

A guide to accessing government benefits for housing, disabilities and more that can help put more money in your pocket.

## Activity & Recreation



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

## PRIVATE ACTIVITY CENTRES

### Choose to Move

1-604-875-4111 ext 21787

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

Choose to Move is free, flexible and provides motivation and support to those wanting to become more active. The program aims to integrate activity into daily routine, facilitate new friendships and make positive changes. Choose to Move is targeted to anyone age 65 and older that wants to become active, regardless of ability.