

Safety & Security



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

CRIME PREVENTION

Canadian Anti-Fraud Centre

1-888-495-8501

www.antifraudcentre.ca

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.

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.

NOTE: Ability411 cannot be contacted by phone, please submit a message online at: www.Ability411.ca

DISASTERS

Provincial Emergency Program Information

1-800-663-7867

www.emergencyinfbc.gov.bc.ca

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.

Victoria Ready

250-360-3000

www.prepareyourself.ca

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.

ELDER ABUSE SUPPORT

Island Health (South) Community Access Line

250-388-2273

1-888-533-2273

www.islandhealth.ca

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.

Community Response Network (CRN)

www.bccrns.ca

Local networks facilitate prevention and education activities with local stakeholders. They support coordinated responses to abuse, neglect, and self-neglect of vulnerable adults in BC.

Victoria

250-896-8577

Saanich Peninsula

778-677-4880

Westshore

250-858-5373

Cridge Transition House for Women

250-479-3963

www.cridge.org

A temporary shelter for women with or without children who are experiencing abuse in their intimate relationships.

Seniors Abuse and Information Line (SAIL)

1-866-437-1940

TTY 1-855-306-1443

www.seniorsfirstbc.ca

A safe place for older adults and those who care about them to talk to someone about situations of abuse and mistreatment.

Operated by Seniors First BC, a charitable, non-profit, provincial society which helps and supports older adults and third parties assisting older adults, who are dealing with abuse or mistreatment as well as assistance to navigate systems that impact older adults. Services are provided through a helpline, victim services, legal advocates, and an elder law clinic.

Information and training on abuse prevention is also provided through educational and outreach programs.

Sooke Transition House Society

250-642-2591

www.sooketransitionhousesociety.com

PO Box 527, Sooke, BC V9Z 1H5

Emergency shelter for women and their children who are in crisis resulting from family violence. Provides advocacy, counselling, education, and prevention.

Vancouver Island Crisis Line: 24 hour

1-888-494-3888

www.vicrisis.ca

24/7 confidential phone support provided by trained Crisis Line workers plus online emotional support via crisis chat services daily from 6 pm – 10 pm

The Crisis Text Program

TEXT 250-800-3806

www.vicrisis.ca

Daily from 6 pm – 10 pm. If you have unlimited coverage for SMS text messages with your mobile service provider, the texting service will be free of charge.

Victoria Women's Transition House

24 Hour Crisis Line: 250-385-6611

Community Office: 250-592-2927

www.transitionhouse.net

100-3060 Cedar Hill Road, Victoria, BC V8T 3J5

Support group and one to one counselling for women over 50 who are experiencing or have experienced abuse by a partner or adult children.

Safety & Security listings are continued on page 64 and 65

Among many other things they do, our volunteers provide phone consultations, referrals to other agencies, resources for many senior situations and they assist seniors following a hospitalization.



Thank you!

*to our wonderful
volunteers*



Angela	Janice
Brenda	Jean
Carol	Ken
Charlotte	Kirk
David	Lisa
Di	Raymonde
Dianne	Rick
Don	Rosa
Hamid	Sandy
Irene	Sue
Jan	Suzanne

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 ALERT SYSTEMS

Canadian Medic-Alert Foundation

1-800-668-1507
www.medicalert.ca

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

CareLink Advantage

778-247-0356
1-866-876-7401
www.carelinkadvantage.ca

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.

Philips Lifeline

250-475-6415
1-866-410-1442
www.lifeline.ca

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.

Telus Custom Security Systems

250-384-4104
www.pricesarms.ca
www.pricemedicalalert.com

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.

Telus Living Well Companion

1-888-209-2919
www.telus.com/livingwellcompanion

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

POISON CONTROL

Poison Control Centre

1-800-567-8911

www.dpic.org

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 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

www.gvpvs.org

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.

VictimLink BC

1-800-563-0808

www.victimlinkbc.ca

A 24/7 toll-free, confidential, multi lingual telephone service available across BC and the Yukon that provides 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.

