



Local Community Contact List

Name of CRN/Community: **West Shore**

Date Submitted/Updated: **07/24/2022**

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Where there are no local services, list the closest community that has services available under "NOTES". Add rows or use the back of the page if needed to create a complete list for your community.

EMERGENCY NUMBERS

SERVICE	CONTACT NUMBER	NOTES
Police, Fire and Ambulance	911	Numbers to call if no 911 service
Crisis Line	1-888-494-3888, 1-800-SUICIDE, 250-642-0215	24/7
Poison Control	1-800-567-8911	
Lifeline (or similar service)	1-866-832-5426	
Safe Seniors, Safe Communities	211	Linking seniors to community services

ADULT ABUSE SERVICES

SERVICE	CONTACT NUMBER	NOTES
Health Authority contact(s) - for reporting abuse	Island Health Authority 250-388-2273 or 1-888-533-2273	See regional resources list for each CRN
Police-based Victim Services	VictimLink BC 1-800-563-0808	
Community- based Victim Services	Family and Sexual Violence crimes 1-866-660-3888	
Community Living BC	604-664-0101 1-877-660-2522	Local Vancouver Toll free
Transition House (s)	Vic. Women's Transition House 250-385-6611 Cridge Transition House 250-479-3963	
Emergency Shelter (s)	Rock Bay Landing- Men/Women 250-383-1951 Next Steps - Men and Women 250-381-2159	
BCCEAS - SAIL (Seniors Abuse and Information Line) - for information about abuse and for emotional support	604-437-1940 1-866-437-1940	Toll free
Victim Link	1-800-563-0808	
bc211	211	Lower Mainland only
LGBTQ Contact	604-684-5307 1-800-566-1170	Toll free
Seniors First BC - SAIL (Seniors Abuse and Information Line) - for information about abuse and for emotional support	1-866-437-1940	8am-8pm daily Language Interpretation available M-F 9am-4pm

INFORMATION AND REFERRAL

(Local services - often grouped in one multi-service agency - listed below)

SERVICE	CONTACT NUMBER	NOTES
Seniors Outreach	Community Health Services, Island Health 250-388-2273	
Community Services	Seniors Serving Seniors 250-382-4331	
Geriatric and Other programs for Seniors	Metchosin Seniors Centre 250-478-5150	
Problem Gambling Helpline	1-888-795-6111	24/7
Alcohol and Drug Referral	1-800-663-1441	
Veterans Affairs Canada	1-866-522-2122	
Pensions/Seniors	1-800-277-9914	

HEALTH/MENTAL HEALTH

SERVICE	CONTACT NUMBER	NOTES
Mental Health/Geriatric Outreach	250-519-3566	
Mental Health and Addiction Services	250-519-3544	
Home and Community Health	250-388-2273 or 1-888-533-2273	General Enquiry Line - first step to access all Community Health Services for seniors (case management services, home care, nurse care,
Adult Day programs	250-388-2273	Island Health (South) General Enquiry Line
Hospital	250-727-4212 Victoria General Hospital 250-370-8000 Royal Jubilee Hospital	
MSP and PharmaCare	604-683-7151 1-800-663-7100	Vancouver Toll Free
BC Nurse/Pharmacist Line	811	
Assisted Living Registry	1-866-714-3378	
Online Medical Support - Medeo	1-888-297-2973	

HOUSING

SERVICE	CONTACT NUMBER	NOTES
BC Housing	604-433-1711 1-866-465-6873	Vancouver Toll Free
Home Adaptations - Canada Mortgage & Housing	1-800-668-2642	
Advocacy and Appeals re Housing	250-387-1602 Residential Tenancy Branch	1800-665-1185 Tenant Resource and Advisory Centre 250-361-3521 Together Against Poverty Society 250 356-7012 Victoria Justice Access Centre

Capital Region Housing Corporation -Service of the CRD (Capital Region District)	250-388-6422	For inquiries re subsidized seniors housing

HOME SUPPORT

SERVICE	CONTACT NUMBER	NOTES
Better at Home	1-866-478-8357	Providing meal delivery, grocery shopping, light housekeeping, and check-in calls
Grocery Shopping	2-1-1 BC Seniors Info Line / 1-866-478-8357 Better@Home Westshore	
Home repairs and Maintenance		Only agencies that provide volunteers who have undergone a criminal record check.
Peer Counselling	250-382-4331	
Friendly Visiting	Mental Health/Geriatric Outreach 250-519-3566	

TRANSPORTATION

SERVICE	CONTACT NUMBER	NOTES
Handy Dart/Taxi Saver/Handy Card	250-727-7811, 250-995-5618	Registration, information & booking line Taxi Saver Program
Health Connections - bus service	250-382-6161	Transit information
Bus Pass Program	1-866-866-0800	
Taxi (s)	Handy Dart/Taxi Saver/Handy Card	250-727-7811 250-995-5618
Parking Permit (disabled)	250-595-0400	Victoria Disability Resource Centre
Translink Trip Planner	604-953-3333	Lower Mainland
BC Transit	250-384-7723	Community Travel Training Program- Free teaching sessions to assist seniors, mobility aid users and people with disabilities

LEGAL

SERVICE	CONTACT NUMBER	NOTES
BC CEAS (SAIL)	604-437-1940 1-866-437-1940	Legal Advocacy Program and Elder Law Clinic
Legal Aid	1-866-577-2525	
Family Justice Clinic	250-356-7012	Victoria Justice Access Centre
Crown Counsel	250-387-4481	
NIDUS - Representation Agreements	1-604-408-7414	BC's source for legal information - Representation Agreements, Powers of Attorney, Advance Care Planning etc.
Public Guardian and Trustee	1-604-660-4444	250-356-8160 Local Office
Peoples Law Schoo	604-331-5400	
Lawyer Referral Services	1-800-663-1919	
Access Pro Bono Legal Services - in person only	1-877-762-6664	

Community Advocacy Services	1-800-565-5297 Dial-A-Law	250-385-1221 Law Centre Clinical Law Program
Legal Services Society	250-388-4516	

SUPPORT GROUPS

SERVICE	CONTACT NUMBER	NOTES
Dementia Help Line	604-681-8651	First Link Dementia Help Line 1-800-936-6033
AA	250-383-0415, 24-hour helpline, 250-383-7744 Local AA	
NA	250-383-3553	
Al-Anon	250-383-4020	
Nar-Anon	250-705-2801	
Alzheimer Society of BC	1-800-667-3742 Education, support, support groups, 250-382-2052 Phone check-in program	
Caregiver support groups	1-877-520-3267 Family Caregivers of BC	
MS Society	250-388-6496, 1-800-268-7582	
Arthritis	1-800-321-1433 Arthritis Information Service	250-519-4000 - Victoria Arthritis Society 250-658-6407 - Beacon Connects
Diabetes	250-382-5454	Canadian Diabetes Association Victoria
Deaf and Hard of Hearing	1-800-855-0511 Telus	1-888-736-7391 Western Institute for the Deaf and Hard of Hearing
Van. Isl. Persons Living with HIV/AIDS Soc.	250-382-7927	

FIRST NATIONS/INDIGENOUS SERVICES

SERVICE	CONTACT NUMBER	NOTES
Friendship Centre	Victoria - 250-384-3211	
Band Office		
Métis Services	Island Métis Services 250-391-9924	
First Nations Health Authority	250-370-8965	
Crisis Line - Aboriginal KUU-US for persons in emotional distress	1-800-588-8717	
BC Aboriginal Network on Disability	250-381-7343	

IMMIGRANT SERVICES

SERVICE	CONTACT NUMBER	NOTES
Health and Seniors Information Line	211	Lower Mainland
Local Immigrant Services	Local Immigrant Services - ICA 250-388-4728	
Settlement Services	250-388-4728 ext 0	

Translation Services	250-388-4728 ext 104	
Victoria Immigrant Refugee Centre Society (VIRCS)	250-361-9433, 250-382-9441	

MUNICIPAL SERVICES

SERVICE	CONTACT NUMBER	NOTES
Parks and Recreation - facilities	250-478-8384	Westshore Parks and Recreation: Includes Juan de Fuca Rec Centre And Centennial Centre
Parks and Recreation - programs	250-478-8384	
Library(s)	250-490-4875 (General Enquiries)	Juan de Fuca branch in Langford, 250-479-2723

INCOME AND BENEFITS

SERVICE	CONTACT NUMBER	NOTES
CPP, OAS, GAIN	1-800-622-6232	Service Canada
Employment and Income Assistance	250-387-6121	Service BC
Community Volunteer Income Tax Prep.		250-386-3035 James Bay New Horizons 250-388-4268 Silver Threads Victoria 250-361-3521 Together Against Poverty 250-595-1034 Oak Bay Volunteer Services 250-744-2020 Saanich Baptist Church 250-595-8008 Saanich Volunteer Services
CRA - Canada Revenue Agency	1-800-267-6999	
Info on Gov. of Canada Services General Inquiry & Info Line	1-800-622-6232	

DEATH, DYING AND GRIEF SERVICES

SERVICE	CONTACT NUMBER	NOTES
Hospice	250-370-8715	
Grief Counselling	250-656-0134 Beacon Community Services	1-877-779-2223 VC Bereavement helpline 250-478-9270 Compassionate Friends Victoria
Palliative Care Clinic	250-208-5223	

FOOD PROGRAMS

SERVICE	CONTACT NUMBER	NOTES
Food Bank	Food bank - Goldstream 250-474-4443	
Grocery Delivery		
Meal Delivery		

GOVERNMENT REPRESENTATIVES

SERVICE	CONTACT NUMBER	NOTES
MLA- Langford/Juan de Fuca - 250-391-2801	MLA - Esquimalt/Metchosin 250-952-5885	MLA
MP - Alistair MacGregor NDP	1-866-609-9998	MP
Services Canada	1-800-622-6332	

Please contact info@bccrns.ca with any questions regarding this form.

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