

# BC Elders' Guide



SeniorsBC



First Nations Health Authority  
Health through wellness

First  
Edition

# A Personal Record & Emergency Numbers

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

Postal Code \_\_\_\_\_

Telephone \_\_\_\_\_

BC Services Card Number \_\_\_\_\_

Old Age Security Number \_\_\_\_\_

Name & Telephone Number of closest:

Relative \_\_\_\_\_

Friend \_\_\_\_\_

Spiritual Advisor \_\_\_\_\_

Doctor \_\_\_\_\_

Pharmacy \_\_\_\_\_

Lawyer \_\_\_\_\_

Ambulance \_\_\_\_\_

Fire Department \_\_\_\_\_

Police \_\_\_\_\_

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For information about government programs and services,  
visit [www.SeniorsBC.ca](http://www.SeniorsBC.ca) or call Service BC at 1-800-663-7867.  
Phone (Greater Vancouver): 604-660-2421.  
Phone (Victoria): 250-387-6121.  
For the First Nations Health Authority call 1-866-913-0033.  
For health related information, call HealthLink BC at 8-1-1.

# Message from the First Nations Health Authority and B.C. Government

The First Nations Health Authority and Province of B.C. are pleased to share the 2014 BC Elders' Guide. The purpose of the Guide is to make sure that Elders, their families, and caregivers have access to information about the programs, services, and resources they need.

Elders play a pivotal role in the health and wellness of our communities. Elders are sought out for guidance and advice. Today, it is more important than ever that Elders are supported to live long and healthy lives and to provide guidance and support for the next generation.

We hope you enjoy this 1<sup>st</sup> edition of the BC Elders' Guide!

The BC Elders' Guide was printed in 2014. Content was supplemented with information from the 2012 BC Seniors' Guide. Visit [www.fnha.ca/Eldersguide](http://www.fnha.ca/Eldersguide) or [www.gov.bc.ca/seniorsguide](http://www.gov.bc.ca/seniorsguide) for periodic updates to this guide.

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**Photography:** Melody Charlie and Nadya Kwandibens.

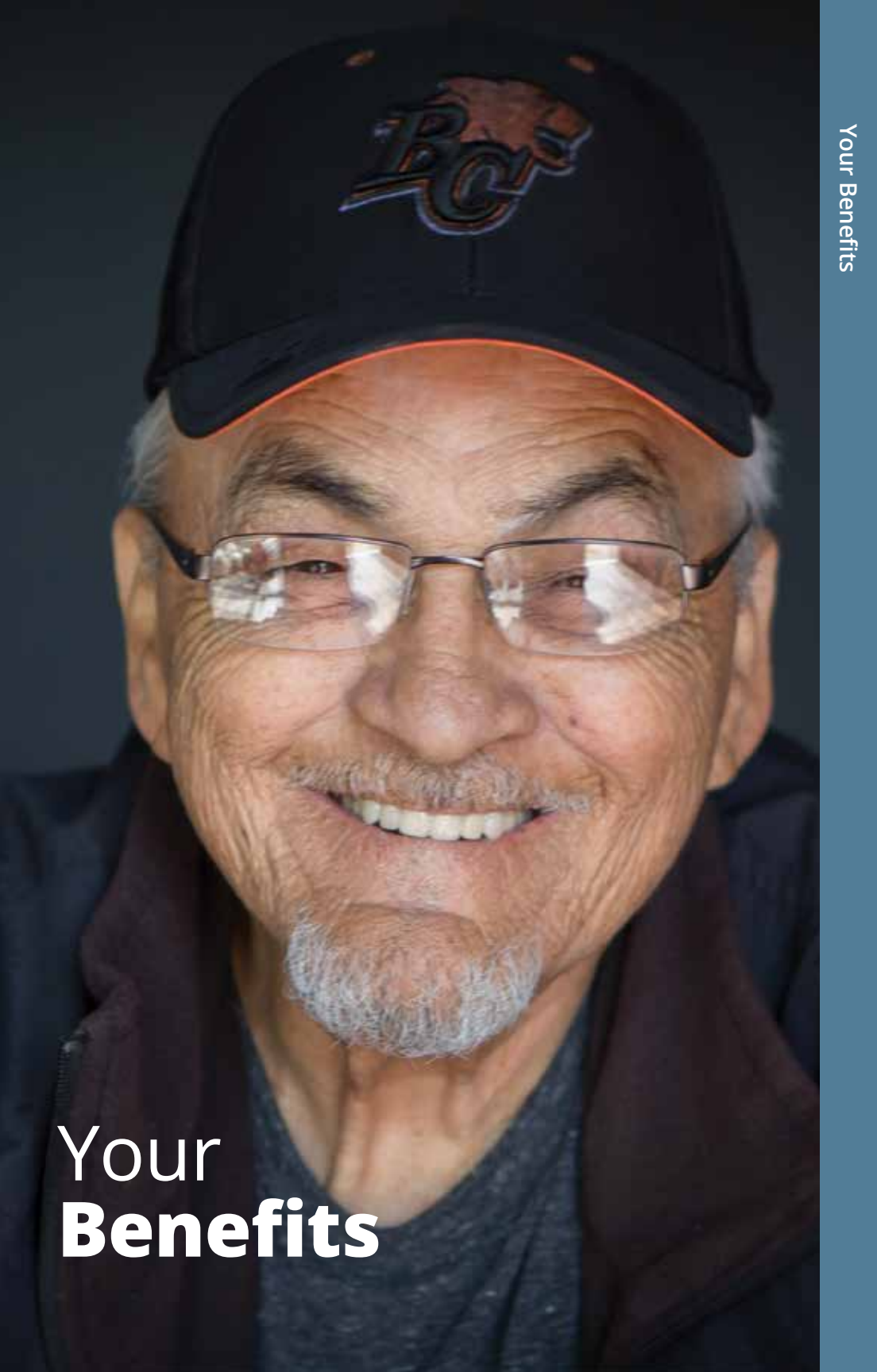
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Your  
**Benefits**





# Your Benefits

This is a checklist of some of the benefits covered in this guide. As you read through the material, check off the benefits for which you may be eligible, or sections you want to refer to later.

You can find information on the following benefits in the *Your Health Services* section of this guide:

- BC Services Card
- Medical Services Plan (MSP) Premium Assistance

You can find information on the following benefits in the *Your Health Benefits* section of this guide:

- Medical Supplies and Equipment
- Dental Benefits
- Vision Benefits
- Pharmaceutical Benefits

You can find information on the following benefits in the *Your Home* section of this guide:

- Cash Back for Energy Efficient Home Improvements
- Home Owner Grant for Seniors
- Home Adaptations for Independence (HAFI) Program
- Shelter Aid for Elderly Renters (SAFER) Program

## Your Benefits

You can find information on the following benefits in the *Getting Around* section of this guide:

- Transit Seniors' Fare Discount
- Bus Pass Program
- Taxi Saver Program
- BC Ferries Discounts
- Seniors' Vehicle Insurance Discounts

You can find information on the following benefits in the *Your Money* section of this guide:

- Old Age Security (OAS) pension
- Guaranteed Income Supplement (GIS)
- Allowance/Allowance for Survivor Benefits
- Canada Pension Plan (CPP)
- B.C. Senior's Supplement
- Income Assistance for Seniors Not Receiving Old Age Security
- Employment Insurance
- Veterans' Benefits



Your Wellness

Your  
**Wellness**

# Your thoughts as you plan for Healthy Aging

*Use this space to record your answers to these questions.*

How do you plan to stay physically active as you get older?

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How will you stay connected with your friends, family and community?

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How do you share your skills, knowledge and culture?

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Have you thought about lifelong learning and what new skills or knowledge you want to gain?

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For information about government programs and services, visit [www.SeniorsBC.ca](http://www.SeniorsBC.ca) or call Service BC at 1-800-663-7867.

Phone (Greater Vancouver): 604-660-2421.

Phone (Victoria): 250-387-6121.

For the First Nations Health Authority call 1-866-913-0033.

For health related information, call HealthLink BC at 8-1-1.

# Your Wellness

## Elders honour our traditional ways of knowing and being

The world we live in is ever-changing and Elders play an important role of teaching balance and sharing, and honouring the wisdom of our ancestors. The First Nations Health Authority (FNHA) wants to support Elders to achieve balance and wellness, and share your gifts.

Our traditional lifestyles include healthy local foods, high levels of physical activity, and connecting to our spiritual well-being. This ensures optimal health and wellness.

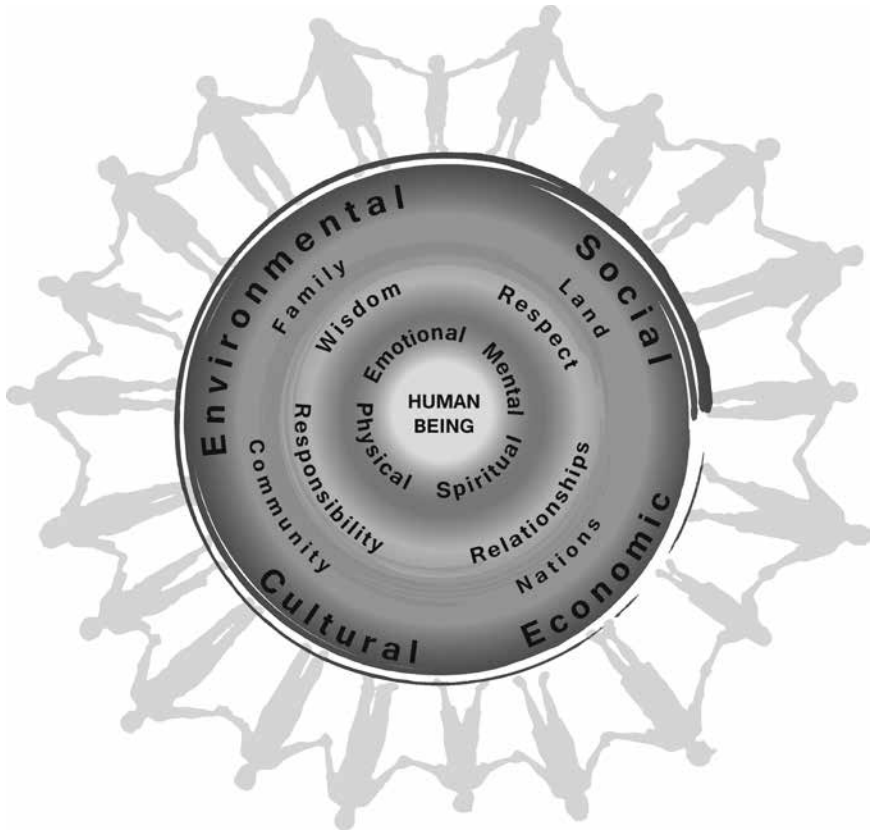
This section will provide you with information about health and wellness, connect you with resources for living healthy, and will help you to make a plan for wellness that is best suited to you.

Please visit [www.fnha.ca/wellness](http://www.fnha.ca/wellness) and [www.gov.bc.ca/healthyaging](http://www.gov.bc.ca/healthyaging) for more information to support your healthy lifestyle choices.

### Questions to consider as you plan for Healthy Aging

- How do you plan to stay physically active as you get older?
- How will you stay connected with your friends, family and community?
- How do you share your skills, knowledge and culture?
- Have you thought about lifelong learning and what new skills or knowledge you want to gain?

# The First Nations Perspective on Wellness



The First Nations Perspective on Wellness is a visual depiction of the way First Nations people achieve health and wellness. It is based on a holistic perspective of health and wellness and the Medicine Wheel. The image shows how all the components of our lives are interconnected.

At the centre of the circle is you; achieving wellness by finding balance in each of these components. The aspects of wellness necessary for a well-balanced life sit in the second circle that immediately surrounds

you - Mental, Spiritual, Emotional, and Physical. These components all need to be nurtured to create a holistic level of well-being, where all four areas are healthy and strong.

The third circle represents the overarching values that support and uphold wellness: Respect, Wisdom, Responsibility, and Relationships. These four values need to be acknowledged when honouring yourself, others and the land.

The fourth circle depicts the people that surround us and the places where we come from: the Land, Community, Family and Nations; which are important supports for a healthy experience as human beings. You, the individual, connect all of these areas and have a responsibility to care for these supports.

The fifth circle depicts the Social, Cultural, Economic and Environmental determinants of our health and well-being. These determinants affect our health and well-being and it is our responsibility as an individual and as a collective to ensure these determinants are available and protected.

The people drawn on the outer circle represent the vision of strong children, families, Elders, and people in communities. The people are holding hands to demonstrate togetherness, respect and relationships, which in the words of a respected B.C. Elder can be stated as “one heart, one mind.” Children are included in the drawing because they are the heart of our communities and they connect us to who we are and to our health.

The colours of the sunset (although not seen here) were chosen specifically to reflect the whole spectrum of sunlight, as well as to depict the daily rotation of sunrise and sunset which governs the cycles of life in B.C. First Nations communities.

# Wellness Streams

To achieve a healthy lifestyle, there are **four key areas** over which you as the individual have the most control.

**Healthy  
Eating**

**Being  
Active**

**Respecting  
Tobacco**

**Nurturing  
Spirit**

## *Healthy Eating*

Healthy eating is the foundation for maintaining good health. Choosing whole foods that are close to nature, traditional foods, and eating a variety of foods in moderation will help you to achieve good health and wellness.

Feeling good starts with what is put into your mouth, so minimizing refined sugars and highly processed foods is a good idea. Being mindful when you eat (sit when you eat, chew your food slowly, eat with your family/friends) will help your digestion and improve your health.

Eating from the land by accessing community gardens, fishing, hunting, trapping, or foraging and picking will help incorporate traditional and whole foods into your diet. These foods are high in nutrients and tasty!



## **Faye Miller, Kitselas Nation**

*“I grew up on cultural foods. Much of our time together as a family was spent on hunting, netting, gathering, and processing food. It was our time to be together, learn from our parents, and contribute to the many needs of our family. If we didn’t get ready for the winter, then we didn’t eat, which never happened, but we knew it would if we didn’t prepare. I love working as much as I did then as I do now because I love my family. As I became a wife and mother, I carried on my family’s culture. I bake my own bread, preserve the fish we net, fruit we buy - food was not a treat, outings like camping or fishing spent together were a treat. The family doing things together is the most important thing.”*

## **Healthy Eating Resources:**

### **First Nations Health Authority – Healthy Eating Website**

This website provides information and links to a variety of resources about healthy eating for health and wellness.

[www.fnha.ca/wellness/wellness-and-the-first-nations-health-authority/wellness-streams/healthy-eating](http://www.fnha.ca/wellness/wellness-and-the-first-nations-health-authority/wellness-streams/healthy-eating)

### **Traditional Food Fact Sheets**

Traditional foods are an important part of our history and culture. This printable resource provides information about the history of use, traditional harvesting and nutrition information for some of B.C.’s traditional foods.

[www.fnha.ca/Documents/Traditional\\_Food\\_Fact\\_Sheets.pdf](http://www.fnha.ca/Documents/Traditional_Food_Fact_Sheets.pdf)

### **Healthy Food Guidelines for First Nations Communities**

Healthy eating happens most when the healthy choice is the easy choice. These guidelines are community targeted resources providing tips and ideas for promoting healthy foods during meals and snacks in a variety of settings including schools, community gatherings, or even at home.

[www.fnha.ca/wellnessContent/Wellness/Healthy\\_Food\\_Guidelines\\_for\\_First\\_Nations\\_Communities.pdf](http://www.fnha.ca/wellnessContent/Wellness/Healthy_Food_Guidelines_for_First_Nations_Communities.pdf)

## **Healthy Eating for Seniors handbook**

The Healthy Eating for Seniors handbook provides information for seniors on what to pay attention to when it comes to food, meals, and supplements. It gives tips on how to eat to prevent or manage common chronic diseases. Healthy Eating for Seniors also provides advice on simple ways to eat with less salt and fat, how to read labels, and how to maintain a healthy body weight. Several delicious recipes are included in portion sizes for one or two people. You can find Healthy Eating for Seniors online, or order a free printed copy by calling HealthLink BC.

**Phone (toll-free):** 8-1-1

**Phone (Deaf/hearing impaired [TTY], toll-free):** 7-1-1

**Website:** [www.gov.bc.ca/seniorshealthyeating](http://www.gov.bc.ca/seniorshealthyeating)

Healthy Eating for Seniors is also offered as an audio book in DAISY and MP3 format. The audio book is available online and in all B.C. public libraries.

For more healthy eating information, see HealthLink BC's online fact sheet on Healthy Eating and Healthy Aging for Adults.

**Website:** [www.healthlinkbc.ca/healthfiles/hfile68j.stm](http://www.healthlinkbc.ca/healthfiles/hfile68j.stm)

For nutrition advice, call HealthLink BC and ask to speak with a registered dietitian, Monday to Thursday 8 a.m.-8 p.m., and Friday 8 a.m.- 5 p.m. (or leave a message after hours). Translation services are available in over 130 languages, upon request.

**Phone (toll-free):** 8-1-1

**Phone (Deaf/hearing impaired [TTY], toll-free):** 7-1-1

To email a registered dietitian, use HealthLink BC's online form.

**Website:** [www.healthlinkbc.ca/healthyeating/emaildietitian.html](http://www.healthlinkbc.ca/healthyeating/emaildietitian.html)

## ***Being Active***

Getting active and staying active benefits more than just our bodies. It helps us stay engaged in life, improves our mood and mental health, increases independence later in life and gives us opportunities to meet new people. It also boosts our confidence and self-esteem – and some studies show that physical activity can improve sleep and reduce the risk of health issues like dementia by keeping our minds in good condition.

Being active doesn't always have to involve going to a gym to lift weights or running. Many of our cultural activities support a healthy and active lifestyle. Berry picking, hunting, canoeing, and dancing are great examples of cultural activities that get us moving. The best activities for you are the ones that you enjoy and bring balance to your life.

The Canadian Physical Activity Guidelines for Older Adults recommend: To achieve health and wellness benefits and improve functional abilities, older adults should accumulate at least 150 minutes of moderate to vigorous intensity aerobic activity every week, in bouts of 10 minutes or more. Add muscle and bone strengthening activities using major muscle groups at least 2 days per week. Perform activities that enhance balance and prevent falls.

### **Being Active Resources:**

#### **First Nations Health Authority – Being Active Wellness Stream**

[www.fnha.ca/wellness/wellness-and-the-first-nations-health-authority/wellness-streams/being-active](http://www.fnha.ca/wellness/wellness-and-the-first-nations-health-authority/wellness-streams/being-active)

#### **Canadian Society for Exercise Physiology**

Canadian Physical Activity Guidelines for Older Adults – [www.csep.ca/CMFiles/Guidelines/CSEP\\_PAGuidelines\\_older-adults\\_en.pdf](http://www.csep.ca/CMFiles/Guidelines/CSEP_PAGuidelines_older-adults_en.pdf)

#### **Aboriginal Sport, Recreation, and Physical Activity Partners Council**

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

## Physical Activity Line

Get practical and trusted physical activity and healthy living information to improve your health through physical activity tailored to your needs and lifestyle.

**Phone (toll-free):** 1-877-725-1149

**Website:** [www.physicalactivityline.com/index.php](http://www.physicalactivityline.com/index.php)

## Move for Life! DVD

*Move for Life!*, a physical activity DVD for older people, was created through a partnership between the B.C. Recreation and Parks Association and the Ministry of Health. It provides physical activity instruction and tips for older people and demonstrates how physical activity can improve their lives. *Move for Life!* can be downloaded from the SeniorsBC website.

**Website:** <http://bit.ly/1usGdaL>

**Phone (toll-free):** 1-877-725-1149

# Nurturing Spirit

## Ray Izony, Tsay Keh Dene

*"Being considerate of others, treat people kindly; seek to know your Creator."*

## Chief George Johnson, Wuikinuxv First Nation

*"I try to stay healthy and remove any negative things in life. I try to motivate the younger generation to be more health conscious, both with foods and spirituality. I choose this direction because I enjoy being a cultural mentor. Many of our Elders are gone now, but within the past five years, I have learnt about our history, and I have taught it in our Big House. The system that our Elders set up in the Big House was about taking care of ourselves and everyone else."*

Nurturing spirit is the aspect in your life that gives you a sense of purpose and meaning - it is about feeling good and connected. Nurturing your spirit supports your mental, emotional and physical aspects of your being. Even though your spirit is fundamental in your wellness it is often overlooked or not supported when discussing your health. A huge component of taking a First Nations perspective on health is taking a holistic view of health including the spiritual and emotional aspects to the physical and mental aspects, which are traditionally looked at in the medical system. This holistic view includes a 'healthy mind, body, and spirit'.

### **Nurturing Spirit Resources:**

#### **First Nations Health Authority – Nurturing Spirit Website**

[www.fnha.ca/wellness/wellness-and-the-first-nations-health-authority/wellness-streams/nurturing-spirit](http://www.fnha.ca/wellness/wellness-and-the-first-nations-health-authority/wellness-streams/nurturing-spirit)

### **Traditional and Spiritual Healing**

Traditional and spiritual healing is a very important part of First Nations health that is often overlooked by the health care system. Traditional and spiritual healing can be used to prevent and treat chronic conditions, and promote health and wellness. It refers to health practices, approaches, knowledge, and beliefs incorporating plant, animal and mineral-based medicines, spiritual therapies, manual techniques and exercises. An integral part of First Nations traditional approaches to health and healing are through the inter-relationships of the physical, mental, emotional, and spiritual aspects of a being. For further reading on traditional medicine please visit: [www.fnha.ca/what-we-do/traditional-medicine](http://www.fnha.ca/what-we-do/traditional-medicine)

# Respecting Tobacco

## **Leonard Ward, Elder of Stelat'en First Nation, Fraser Lake, B.C.**

*“Traditional tobacco has been used by many Aboriginal people in ceremonies, rituals and prayer for thousands of years. Using tobacco in non-traditional ways like smoking cigarettes or chewing tobacco or snuff is abuse of its traditional purpose. For me I had a hard time health wise. I used to be able to run no problem. The challenge I faced was a lot of negative energy that came whenever I smoked. My father was a traditional healer and he said to give up smoking to the creator for the purpose of healing. When I started my fast I put 4 [cigarettes] on the sacred mount in front of the sweat lodge and when I came out I didn't feel like smoking after that.”*

## **Yvonne Galligos, Tla'Amin Nation**

*“I must've quit about 15 years ago now, at that time I was smoking about a pack a day. It got too expensive to keep up, and my kids were bugging me to quit. Also my grandchildren kept me busy chasing them, and I didn't have the breath to keep up. I was able to quit cold turkey just on will power, I don't miss it at all, don't miss having stinky clothes too.”*

Our people have a long history of using tobacco in ceremonies, rituals and prayer. When tobacco is used in a traditional way, it benefits the spirit and strengthens the ties to one's culture. Traditional tobacco use creates positive energy, but non-traditional tobacco use creates negative energy.

Tobacco used in a non-traditional manner, like smoking cigarettes or chewing tobacco/snuff, can increase your risk of premature death and illness such as lung diseases, heart disease, certain types of cancer, and pregnancy risks.

No matter how long you have been using tobacco in a non-traditional way, your health will start to improve when you quit. There are many resources available to help you quit.

## **Respecting Tobacco Resources:**

### **First Nations Health Authority – Respecting Tobacco**

[www.fnha.ca/wellness/wellness-and-the-first-nations-health-authority/wellness-streams/respecting-tobacco](http://www.fnha.ca/wellness/wellness-and-the-first-nations-health-authority/wellness-streams/respecting-tobacco)

### **Quit Now – Part of The Lung Association**

<http://bit.ly/1pMIT4c>

**It's Never Too Late to Quit Smoking** is a brochure featuring Pamela Wray, a B.C. senior who smoked for over 50 years and quit at age 72.  
[www.health.gov.bc.ca/tobacco/pdf/never-too-late-to-quit-smoking.pdf](http://www.health.gov.bc.ca/tobacco/pdf/never-too-late-to-quit-smoking.pdf)

# **Health Benefits to Help You Quit!**

The FNHA Health Benefits Program offers smoking cessation to help you quit smoking:

- 1) nicotine gum
- 2) the nicotine inhaler
- 3) nicotine lozenges
- 4) nicotine patches
- 5) Pharmaceuticals to help you quit such as: varenicline (Champix), bupropion (Zyban), nortriptyline, and clonidine.

Most of these have quantity/frequency limits on them.

Call Health Benefits at 1-800-317-7878 to find out about these limits!

## Your Wellness

### Your Wellness Plan for Healthy Aging

(Use this space to create your own wellness plan)

<b>Wellness Stream</b>	<b>Your goals for living well in this area</b>
<b>Eating Healthy</b>	
<b>Being Active</b>	
<b>Nurturing Spirit</b>	
<b>Respecting Tobacco</b>	
<b>Other Areas of Wellness</b>	



### **Healthy Families BC**

Learn more about healthy eating and physical activity, discover some healthy recipes, and take part in our online blogs. Programs range from new physician-supported lifestyle planning to dietitian and physical activity call services, and more.

**Website:** [www.HealthyFamiliesBC.ca](http://www.HealthyFamiliesBC.ca)

### **Brain Health for Seniors**

Brain health is important for seniors because actively keeping your brain in good shape will help you stay mentally sharp as you age. Research shows there are three areas to consider when you plan to maintain and improve the health of your brain: your mind, your body, and your spirit.

There are many healthy activities that you can easily incorporate into your daily routine and the Alzheimer Society of B.C.'s web page on brain health will give you the information you need to get started.

**Website:** <http://bit.ly/1tOBOg1>

### **Health Promotion Workshops**

The provincial government is supporting the Council of Senior Citizens Organizations of B.C. (COSCO) in delivering province-wide Health and Safety Promotion Workshops intended to improve older people's health through peer-led education workshops. The free workshops are approximately 90 minutes long and topics include falls prevention, preventing elder abuse and neglect, creating an age-friendly community, emergency preparedness for seniors, and care giving. To view the series of workshops and to register, please visit COSCO's website.

**Website:** [www.coscobc.ca/cosco-workshops](http://www.coscobc.ca/cosco-workshops)

### **Alcohol and Aging: Know the Facts**

The Alcohol and Aging: Know the Facts brochure provides safe drinking guidelines for older adults. It explains why older people are more sensitive to the effects of alcohol and highlights how alcohol-related problems in older adults can be mistaken for physical, social or emotional conditions associated with aging, such as depression, insomnia, poor nutrition or frequent falls.

The brochure is also available on the SeniorsBC website, along with further information on how alcohol affects older adults.

**Website:** [www.gov.bc.ca/alcoholandaging](http://www.gov.bc.ca/alcoholandaging)

### **Fall Prevention Information**

Falls are the leading cause of injury for seniors: one in three British Columbians over the age of 65 typically falls once or more each year. Falls are the main reason that older adults lose their independence. Most falls can be prevented, and there are many resources available to help seniors stay fall- and injury-free. In addition to providing resources, the Province supports the prevention of falls by working with health care professionals, injury prevention experts, and the public.

For older adults, their relatives and caregivers, as well as health professionals and care providers, information on prevention, causes, consequences, and treatment of falls among older adults can be found on the websites listed below.

**Website:** [www.gov.bc.ca/fallprevention](http://www.gov.bc.ca/fallprevention)

For key resources and information for health care professionals, injury prevention experts and the public, please visit:

**Ministry of Health - Seniors' Fall Prevention**

**Website:** [www.health.gov.bc.ca/prevention/fallprevention.html](http://www.health.gov.bc.ca/prevention/fallprevention.html)

**BC Injury Research and Prevention Unit**

**Website:** [www.injuryresearch.bc.ca](http://www.injuryresearch.bc.ca)

You can also find information on how to prevent falls by calling your local public health unit. You can find contact information for your local public health unit in your phone book, by calling your regional health authority (you can find health authority contact information in the *Your Health Services* section of this guide) or by using the public health unit finder on the Immunize BC website.

**Website:** [www.immunizebc.ca/finder](http://www.immunizebc.ca/finder)

### **Personal Supports Information Line**

This toll-free Personal Supports Information Line directs callers from British Columbia to provincial government programs that may provide equipment and assistive devices for persons with disabilities. For more information, visit the Personal Supports website.

**Phone (toll-free):** 1-888-818-1211

**Email:** [PersonalSupportsInformation@gov.bc.ca](mailto:PersonalSupportsInformation@gov.bc.ca)

**Website:** [www.personalsupports.bc.ca](http://www.personalsupports.bc.ca)

### **Non-Medical Home Support- Better at Home Program**

Under B.C.'s non-medical home support program, a growing number of seniors 65+ are getting access to services, such as transportation to appointments, housekeeping, yard and home maintenance, friendly visiting and information and referrals, to help them age in place. This program, which is managed by the United Way of the Lower Mainland (UWLM), is introducing non-medical home support services for seniors in many communities throughout the province. For more information, contact the UWLM.

**Phone (Vancouver):** 604-294-8929

**Website:** [www.betterathome.ca](http://www.betterathome.ca)

## Healthy Communities - Healthy Nations

The health of the land reflects the health of our people. Getting out on the land with our family members helps to strengthen our connections to our territory and one another. Beyond exploring our own territories and back yards, there are a number of discounts and sporting opportunities available to Elders in B.C.

### BC Healthy Communities Initiative

BC Healthy Communities (BCHC) is a province-wide initiative intended to promote healthy, inclusive and sustainable communities. As part of the international Healthy Communities/Healthy Cities movement, BCHC takes a collaborative learning approach, enhancing existing community capacity to support optimal health, well-being and human development. To contact their office or a Regional Facilitator in your area, please see the BCHC website.

**Website:** [www.bchealthycommunities.ca](http://www.bchealthycommunities.ca)

### Healthy Families BC Communities

The Province is partnering with employers, schools and communities to create environments that encourage people to make healthy choices in all areas of their lives; this supports improved quality of life for residents and encourages British Columbians to lead healthier lives where they live, work, learn and play.

**Website:** [www.healthyfamiliesbc.ca/your-community](http://www.healthyfamiliesbc.ca/your-community)

## **Campsite Fee Discounts**

B.C. Elders age 65+ receive a discount on campsite fees during the shoulder season (from the day after Labour Day to June 14 of the following year). The discount does not apply to group camping, group picnicking, back-country, or marine fees.

**Website:** [www.env.gov.bc.ca/bcparks/fees/senior.html](http://www.env.gov.bc.ca/bcparks/fees/senior.html)

More information about campsite fees may be obtained at any Service BC Centre (Government Agent) or by calling Service BC at the numbers below.

**Phone (toll-free):** 1-800-663-7867

**Phone (Victoria):** 250-387-6121

**Phone (Greater Vancouver):** 604-660-2421

**Phone (Deaf/hearing impaired, toll-free):** 1-800-661-8773

**Phone (Deaf/hearing impaired, Greater Vancouver):** 604-775-0303

## **BC Seniors Games**

The BC Seniors Games promote active participation in sport and recreation for B.C. Elders 55 years and over. This annual four-day celebration attracts more than 3,500 older adult participants, and volunteers of all ages, from communities across B.C. Participants qualify through regional zone playoffs. Competitors are required to pay a registration fee and must be members of the BC Seniors Games Society. The Province is one of the major funding partners of the BC Seniors Games.

For more information on the BC Seniors Games or zone competitions, contact the BC Seniors Games Society. Regional contact information is available on the “contact” page of the BC Seniors Games Society website.

**Phone (Victoria):** 778-426-2940

**Email:** [bcsogs@shaw.ca](mailto:bcsogs@shaw.ca)

**Website:** [www.bcseniorgames.org](http://www.bcseniorgames.org)

## Education

### Post-Secondary Tuition

Some of British Columbia's public post-secondary institutions offer reduced or free tuition to elders. Contact information for post-secondary institutions is available from the Ministry of Advanced Education website.

**Website:** [www.aved.gov.bc.ca/find\\_an\\_institution/welcome.htm](http://www.aved.gov.bc.ca/find_an_institution/welcome.htm)

## Volunteering

Volunteering is a great way to stay connected, enjoy new experiences, and take part in building the health of your community. Local volunteer centres can provide information about volunteer opportunities in your community. Visit the SeniorsBC website for more information on the benefits of volunteering for older adults.

**Website:** <http://bit.ly/1pfpPbr>

### Volunteer BC

Volunteer BC is a provincial organization that promotes the development and value of volunteerism in B.C. You can find contact information for your local volunteer centre on the Volunteer BC website.

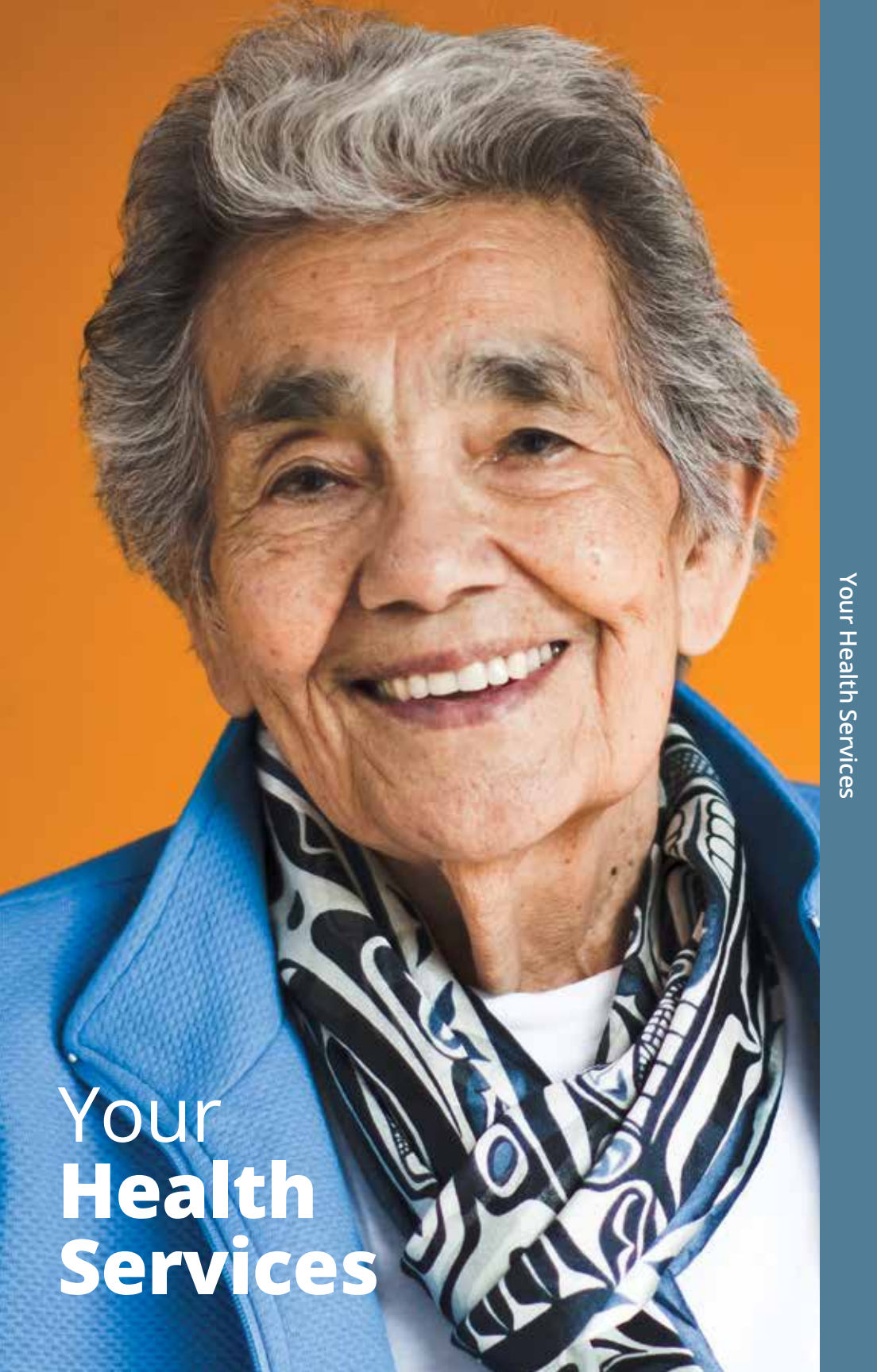
**Email:** [volbc@vcn.bc.ca](mailto:volbc@vcn.bc.ca)

**Website:** [www.volunteerbc.bc.ca](http://www.volunteerbc.bc.ca)

### VolWeb.ca™

VolWeb.ca™ connects volunteers with organizations offering short-term volunteer opportunities at events. No long-term commitments are required, and volunteer times range from one hour to one weekend – you decide. Best of all, VolWeb.ca™ is free and easy to use.

**Website:** [www.volweb.ca](http://www.volweb.ca)



Your  
**Health  
Services**

# Your thoughts as you plan for Healthy Aging

*Use this space to record your answers to these questions.*

Do you schedule regular dental and medical check-ups?

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Do you prepare for your medical appointments (e.g., prepare a list of questions beforehand)?

---

Have you thought about how you would manage if you were diagnosed with a chronic condition?

---

Have you thought about what would happen in a medical crisis if you were not able to make important health care decisions for yourself? Do you know about Advance Care Planning (Advance Directives) and Representation Agreements?

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For information about government programs and services, visit [www.SeniorsBC.ca](http://www.SeniorsBC.ca) or call Service BC at 1-800-663-7867. Phone (Greater Vancouver): 604-660-2421. Phone (Victoria): 250-387-6121. For the First Nations Health Authority call 1-866-913-0033. For health related information, call HealthLink BC at 8-1-1.



# Your Health Services

## Offering You the Best in Both Patient Care and Health Services

B.C.'s health care system supports Elders to stay healthy and independent for as long as possible. The First Nations Health Authority and B.C. Government are committed to making it easier for you to find information about the programs and services you need. Knowing what's available is the first step to enjoying improved health services.

This section of the BC Elders' Guide has information about the provincial healthcare system, assistance for travel within B.C. for medical reasons, health and wellness programs, and focused medical care. If you are looking for information about managing disease or disability, assisted living resources, or planning for the inevitability of the end of life, services listed here can help.

To learn more about useful health information tools and resources, such as HealthLink BC's toll-free 8-1-1 phone services, please visit the *Your Resources* section of this guide.

Also refer to the section on *Your Safety and Security* in this guide to read about planning in advance of incapacity and how to appoint someone to make health and personal care decisions for you in case you're ever unable to make those decisions on your own. Representation agreements and advance care planning can help ensure that any care you receive is given according to your wishes.

### **Questions to consider as you plan for Healthy Aging**

- Do you schedule regular dental and medical check-ups?
- Do you prepare for your medical appointments (e.g., prepare a list of questions beforehand)?
- Have you thought about how you would manage if you were diagnosed with a chronic condition?
- Have you thought about what would happen in a medical crisis if you were not able to make important health care decisions for yourself? Do you know about Advance Care Planning (Advance Directives) and Representation Agreements?

# British Columbia's Health Care System

In British Columbia's regionalized healthcare system, responsibility for the direct delivery and management of most health services rests with the health authority in each region. The Ministry of Health has ultimate responsibility for our publicly administered healthcare system. The ministry ensures that health authorities manage and deliver health services consistent with provincial legislation, regulation, policy, standards, and other requirements set by the Minister of Health.

The Ministry of Health delivers several province-wide programs, including HealthLink BC, the Medical Services Plan, Travel Assistance Program, and PharmaCare.

The First Nations Health Authority (FNHA) was created in 2012 to assume responsibility for federal health services for Status First Nations peoples in B.C. The FNHA delivers direct services on-reserve and works with the Ministry of Health to address access issues and to better integrate First Nations health services.

The FNHA occupies a completely unique place within the health system. In some ways, the FNHA is like the Ministry of Health, in that the FNHA undertakes strategic policy and planning development for the full First Nations health system.

In some ways, the FNHA is like the Provincial Health Services Authority, in that the FNHA delivers some services to the entire First Nations population across the province, and provides certain shared services across B.C. First Nations health centres. In some ways, the FNHA is like Regional Health Authorities in that the FNHA undertakes local and regional health services planning and delivery.

## Your Health Services

HealthLink BC can help you learn about health topics, check your symptoms, and find the health services and resources you need for healthy living. Call toll-free to consult with a nurse, pharmacist or dietitian, or visit the HealthLink BC website for easy access to help you find the health services you need, closest to where you live. Translation services are available in more than 130 languages upon request.

**Phone (toll-free):** 8-1-1

**Phone (Deaf/hearing-impaired [TTY], toll-free):** 7-1-1

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

If you have difficulty finding or contacting local health services, call Service BC for assistance.

**Phone (toll-free):** 1-800-663-7867

**Phone (Victoria):** 250-387-6121

**Phone (Greater Vancouver):** 604-660-2421

**Phone (Deaf/hearing-impaired, toll-free):** 1-800-661-8773

**Phone (Deaf/hearing-impaired, Greater Vancouver):** 604-775-0303

## Health authorities in British Columbia

### Vancouver Coastal Health

11th Floor – 601 West Broadway Vancouver, B.C. V5Z 4C2

**Phone (toll-free):** 1-866-884-0888

**Phone (Greater Vancouver):** 604-736-2033 **Fax:** 604-875-4750

**Website:** [www.vch.ca](http://www.vch.ca)

### Northern Health

Suite 600 – 299 Victoria Street Prince George, B.C. V2L 5B8

**Phone (toll-free):** 1-866-565-2999

**Phone (Prince George):** 250-565-2649 **Fax:** 250-565-2640

**Website:** [www.northernhealth.ca](http://www.northernhealth.ca)

### **Interior Health**

220 – 1815 Kirschner Road Kelowna, B.C. V1Y 4N7

**Phone (Kelowna):** 250-862-4200

**Fax:** 250-862-4201

**Website:** [www.interiorhealth.ca](http://www.interiorhealth.ca)

### **Fraser Health**

Suite 400, Central City Tower 13450-102nd Ave., Surrey, B.C. V3T 0H1

**Phone (toll-free):** 1-877-935-5669

**Phone (Greater Vancouver):** 604-587-4600 **Fax:** 604-587-4666

**Website:** [www.fraserhealth.ca](http://www.fraserhealth.ca)

### **Island Health**

1952 Bay Street Victoria, B.C. V8R 1J8

**Phone (toll-free):** 1-877-370-8699 **Phone (Victoria):** 250-370-8699

**Fax:** 250-370-8750

**Website:** [www.viha.ca](http://www.viha.ca)

### **Provincial Health Services Authority (PHSA)**

700 – 1380 Burrard Street Vancouver, B.C. V6Z 2H3

**Phone (Greater Vancouver):** 604-675-7400 **Fax:** 604-708-2700

**Website:** [www.phsa.ca](http://www.phsa.ca)

### **First Nations Health Authority (FNHA)**

501-100 Park Royal South, West Vancouver, B.C. V7T 1A2

**Phone:** 604-693-6500

**Phone (toll-free):** 1-866-913-0033

**Fax:** 604-913-2081

**Website:** [www.fnha.ca](http://www.fnha.ca)

### **FNHA Indian Residential Schools information line**

**Phone:** 1-877-477-0775

**Website:** [www.fnha.ca/what-we-do/mental-wellness-and-substance-use/residential-schools](http://www.fnha.ca/what-we-do/mental-wellness-and-substance-use/residential-schools)

## Your Health Services

### **Healthy Families BC**

Learn more about healthy eating and physical activity, discover some healthy recipes, and take part in our online blogs. Programs range from new physician-supported lifestyle planning to dietitian and physical activity call services, and more.

**Website:** [www.HealthyFamiliesBC.ca](http://www.HealthyFamiliesBC.ca)

### **HealthLink BC**

Some of British Columbia's most trusted and recognized health information and services are consolidated at HealthLink BC. HealthLink BC brings together existing and reliable services that British Columbians count on for health information – Nursing Services, Dietitian Services, Pharmacist After Hours, HealthLink BC Files, and the BC HealthGuide Handbook – and expanded these with an online and phone service to help B.C. residents find the health resources and facilities they need, closest to where they live.

HealthLink BC is the gateway to access non-emergency health information and services in British Columbia. It is a phone number, and it is a website; it is a collection of print and telephone resources that puts services and health know-how into the hands and homes of B.C. residents. Through HealthLink BC programs and services, you can get the information you need to manage your health concerns or those of your family. For more information, please refer to the *Your Resources* section of this guide.

**Phone (toll-free):** 8-1-1

**Phone (Deaf/hearing-impaired [TTY], toll-free):** 7-1-1

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

### **Is it an emergency?**

Call 9-1-1 (or a local emergency number) in the event of a medical emergency when immediate action is required.

**Phone (toll-free):** 9-1-1

If you are concerned about a possible poisoning or exposure to a toxic substance, call Poison Control for 24-hour toll-free poison information:

**Phone (toll-free):** 1-800-567-8911

**Phone (Greater Vancouver):** 604-682-5050

## Medical Services Plan

The Medical Services Plan of British Columbia (MSP) insures medically required services provided to British Columbians by physicians, including laboratory services and diagnostic procedures. MSP contributes towards supplementary benefits for eligible beneficiaries.

All B.C. residents are required to enroll with MSP and pay a monthly premium, if applicable. **The First Nations Health Authority pays premiums on behalf of Status Indians and Inuit residents in B.C.**

### Regular Premium Assistance

This program offers subsidies ranging from 20 to 100 per cent, based on an individual's net income (or a couple's combined net income) for the preceding tax year, less deductions for age, family size, disability and any reported Universal Child Care Benefit and Registered Disability Savings Plan income, if applicable.

To apply for premium assistance, you must complete and return an application form to Health Insurance BC. Forms are available on the Ministry of Health website, at a Service BC Centre (Government Agent), or by contacting Health Insurance BC.

**Phone (toll-free):** 1-800-663-7100

**Phone (Greater Vancouver):** 604-683-7151

**Website:** [www.health.gov.bc.ca/exforms/msp.html](http://www.health.gov.bc.ca/exforms/msp.html)

### **Temporary Premium Assistance**

This program offers a short-term period of premium waiver to qualifying individuals and families. To be eligible you must meet all the following criteria:

- You are billed directly for your own MSP premiums;
- You (and your spouse, if applicable) have filed the previous year's income tax return with the Canada Revenue Agency;
- You are experiencing unexpected financial hardship for which you could not reasonably have budgeted;
- The essential living cost for your household exceeds the total income of you and your spouse. Essential living cost does not include consumer debt or loan payments.

For eligible applicants, temporary premium assistance can be provided for up to six months from the date the application was received.

For more information or to receive an application package, contact the Temporary Premium Assistance program at the Ministry of Finance. If you write or email, please include your name, BC Services Card number, current address and phone number.

### **Temporary Premium Assistance**

PO BOX 9627 STN PROV GOVT, Victoria, B.C. V8W 9P1

**Phone (toll-free):** 1-800-207-2051 **Phone (Victoria):** 250-356-8285

**Email:** TPA@gov.bc.ca

### **Medical Benefits**

MSP pays for medically required services of physicians and surgeons, diagnostic X-rays and laboratory services (enrolled with MSP). In addition, MSP will cover dental and oral surgery when it is medically required and must be performed in a hospital.



## **Supplementary Benefits**

MSP contributes towards supplementary benefits for eligible beneficiaries. For MSP beneficiaries receiving premium assistance, MSP pays \$23 per visit for a combined annual limit of 10 visits per calendar year for the following services: acupuncture, chiropractic, massage therapy, naturopathy, physical therapy and non-surgical podiatry.

Surgical podiatry is a benefit for all beneficiaries. Routine eye examinations are a benefit for those 18 years of age and under, or 65 years of age and older. Medically required eye examinations are a benefit for all beneficiaries. MSP contributes \$46.17 towards each eye examination provided by an optometrist. All supplementary benefit providers, including optometrists, may charge supplemental fees to their patients, provided the patient is advised in advance.

## **Who is Health Insurance BC (HIBC)?**

Health Insurance BC manages the day-to-day operations of the Medical Services Plan (MSP) and PharmaCare on behalf of the Ministry of Health.

It manages program information and claims, operates a contact centre, and looks after documents and information technology. Health Insurance BC can answer your questions about both of these programs.

For more information, visit the Health Insurance BC website or call the toll-free automated service 24 hours a day, 7 days a week from anywhere in North America. A customer service representative will be available to assist you between the hours of 8:00 a.m. to 4:30 p.m. PST, Monday to Friday.

**Phone (toll-free):** 1-800-663-7100

**Phone (Greater Vancouver):** 604-683-7151

**Website:** [www.hibc.gov.bc.ca](http://www.hibc.gov.bc.ca)

## Your Health Services

General correspondence by mail can be sent to the following address:

Health Insurance BC

PO BOX 9035, STN PROV GOVT, Victoria, B.C. V8W 9E3

When submitting forms by mail, use the specific mailing address on the form. For more information, visit your Service BC Centre (Government Agent).

Check the blue pages of your phone book to see if an office is located in your community, or refer to the Service BC Centre (Government Agent) page in the *Your Resources* section of this guide for a listing of Service BC Centres (Government Agents) in B.C.

### Medical Services Only

Low-income seniors who have left provincial income assistance for federal income support may be eligible to receive coverage for costs associated with the Medical Services Plan, PharmaCare, basic dental, optical, and other approved medical supports.

More information is available on the Ministry of Social Development website.

**Website:** [www.gov.bc.ca/meia/online\\_resource/health\\_supplements\\_and\\_programs/mso](http://www.gov.bc.ca/meia/online_resource/health_supplements_and_programs/mso)

### Travel Assistance Program

The Travel Assistance Program (TAP) offers travel discounts to eligible B.C. residents who must travel within the province for physician-referred non-emergency medical specialist services not available in their own community, and whose travel expenses are not covered by third-party insurance or other government programs. A physician's referral is necessary, and the patient must have the physician's office complete a TAP form. You must contact TAP at the number below prior to travel for a confirmation number in order to receive a travel discount.

**Phone (toll-free):** 1-800-661-2668

TAP is a corporate partnership between the Ministry of Health and private transportation carriers who provide fare discounts to patients presenting an approved TAP confirmation form.

TAP does not provide direct financial assistance to patients for travel costs or make travel arrangements for patients. Meals, accommodation, mileage, fuel and local transportation expenses are not included in TAP and are the responsibility of the patient. There is no reimbursement after travel has taken place.

Once you have obtained a completed TAP form from your physician, call the TAP automated application service, which is available 24 hours a day, 7 days a week.

**Phone (toll-free):** 1-800-661-2668

For general information on TAP, call HealthLink BC 8-1-1 from anywhere in B.C., any time of the day, any day of the week, or visit the TAP BC website.

**Phone (toll-free):** 8-1-1

**Phone (Deaf/hearing-impaired [TTY], toll-free):** 7-1-1

**Website:** [www.health.gov.bc.ca/tapbc](http://www.health.gov.bc.ca/tapbc)

You may also contact your health authority (you can find health authority contact information at the beginning of this section of the guide) to see if you qualify for other travel assistance, including regional Health Connections programs described below.

**Website:** [www.health.gov.bc.ca/tapbc/connections.html](http://www.health.gov.bc.ca/tapbc/connections.html)

## Health Connections

Northern Health and Interior Health have both implemented a program called Health Connections.

This program is a partnership with private providers, BC Transit and regional districts. Within each health authority, the service works with patients to help improve their access to health care by connecting them to medical appointments in a timely, economical and convenient manner.

### Northern Health

Northern Health Connections is a travel service program for patients needing to travel for out-of-town medical appointments in Northern B.C. and in Vancouver, Kamloops and Grande Prairie.

Check the Northern Health Connections bus schedule on their website, and call the toll-free number below to reserve your seat. Please have your BC Services Card number and appointment information ready.

**Phone (toll-free):** 1-800-647-4997

**Website:** [www.northernhealth.ca/YourHealth/NHConnections\(medicaltravelservice\).aspx](http://www.northernhealth.ca/YourHealth/NHConnections(medicaltravelservice).aspx)

### Interior Health

For more information about Health Connections in the Interior please visit the Interior Health website or contact Health Insurance BC at the number below.

**Phone (toll-free):** 1-800-663-7100

**Website:** [www.interiorhealth.ca/YourStay/GettingThere/Pages/default.aspx](http://www.interiorhealth.ca/YourStay/GettingThere/Pages/default.aspx)

## **Acute, Home and Community Care Services**

B.C.'s health authorities provide a variety of acute care and community health services, residential services and special support services to assist people whose ability to function independently is affected by health-related problems. The type of assistance and support required varies from one person to another, and may change over time for each individual.

### **Hospital Care**

If you are registered with the Medical Services Plan, and have a valid BC Services Card, you are insured for most services provided by hospitals. This includes both inpatient care (when you are admitted to the hospital) and outpatient care; outpatient services include those provided in the Emergency Department and scheduled services where you go home the same day.

When you are admitted into an acute care hospital in B.C. for inpatient care, you will automatically receive standard accommodation, meals, nursing services, and other goods and services that are medically required while you are a patient in the hospital. This includes any needed laboratory or diagnostic tests and X-rays, prescription medications, most medical supplies, routine surgical supplies, and rehabilitation services provided in the hospital.

Patients may only be charged for goods and services used in the hospital when they are not medically required. If you request a private or semi-private hospital room, you will be required to pay a room charge determined by the individual hospital; however, some third-party medical plans cover this cost. Patients may also be charged for certain non-standard medical devices, but you must give your consent to purchase these items in advance.

## Your Health Services

Patients are also responsible for paying for medical equipment, medical supplies, prosthetics that are not implanted in the body, and medications, when these are to be used after the patient returns home. Some of these items may be insured under Fair PharmaCare, depending on the circumstances of the patient.

### **Home and Community Care**

Home and community care services provide a range of health care and support services for eligible British Columbians who have acute, chronic, palliative or rehabilitative health care needs. These services are provided by health authorities, either directly or through partnerships with non-profit and for-profit housing and service providers.

Services are meant to complement or supplement, but not replace, the efforts of individuals to care for themselves with the assistance of families, friends, and other community resources. In-home services include community nursing, community rehabilitation and home support. Community-based services include adult day services, assisted living services, and residential care services, which can include hospice care. Case management services and end-of-life care are provided in both the home and the community.

Depending on the type of service required and an individual's income, there may be a cost associated with some services. Contact your health authority for more information (you can find health authority contact information at the beginning of this section of the guide).

### **Home and Community Care Services**

- Support clients to remain independent and in their own homes for as long as possible;
- Provide assisted living and residential care services to clients who can no longer be supported in their own homes;

- Support clients to avoid, reduce, or delay the need for hospital or residential care services; and
- Support clients who are nearing the end of their life and their families with palliative care services at home, in an assisted living residence, or in a residential care facility.

### **Who is Eligible?**

To be eligible for publicly subsidized services such as community nursing or community rehabilitation services (physiotherapy or occupational therapy), clients must:

- Be a Canadian citizen or have permanent resident status (landed immigrant or on a Minister's permit approved by the Ministry of Health Medical Advisory Committee);
- Be a resident of British Columbia; and
- Require care following discharge from a hospital, care at home rather than hospitalization, or end-of-life care for a life-limiting condition.

To be eligible for publicly subsidized services such as home support, assisted living, adult day care, case management, residential care services, and/or end-of-life care services, clients must:

- Be 19 years of age or older;
- Have lived in British Columbia for the required period of time (this depends on the service; contact your local health authority for current information);

## Your Health Services

- Be a Canadian citizen or have permanent resident status (landed immigrant or on a Minister's permit approved by the Ministry of Health Medical Advisory Committee); and
- Be unable to function independently because of chronic, health-related problems, or require end-of-life care for a life-limiting condition.

### **Obtaining Services**

For information about home and community care services, contact your local health authority's home care office (you can find health authority contact information at the beginning of this section of the guide). A relative, friend or professional (physician, nurse, pharmacist or social worker) may also contact the health authority on a client's behalf.

When the call is received, a staff member will ask some preliminary questions, to determine the urgency of the client's situation, and whether a health professional needs to make a home visit to complete a full care assessment.

### **Case Management and Care Coordination**

To complete an assessment, a health professional (often referred to as a case manager), such as a community nurse, physiotherapist or occupational therapist, will visit the client and gather information to help them assess the client's care needs and ability to manage their health conditions with the assistance of family and friends. The health professional may recommend home health, assisted living or residential care services, and other resources available in the community, and may arrange a referral to specific programs. The health professional will stay in touch as needed to help clients with arrangements or to make needed adjustments if their care needs change.



## **Home Support**

Home support services help clients remain in their own homes by providing personal assistance with activities of daily living such as mobilization, nutrition, lifts and transfers, bathing, cueing, grooming and toileting, and may include safety maintenance activities as a supplement to personal assistance when appropriate, as well as specific delegated nursing and rehabilitation tasks.

## **Choice in Supports for Independent Living (CSIL)**

Choice in Supports for Independent Living is an alternative for eligible home support clients. CSIL was developed to give British Columbians with physical disabilities and high-intensity care needs more flexibility in arranging home support services. They receive funds to purchase their own services and they manage, coordinate and are financially responsible for recruiting, hiring, training, scheduling and supervising home support workers.

Family members who provide care and assistance may be eligible to be paid under this program. Seniors and people with disabilities who are unable, or not always able, to direct their own care can obtain CSIL funding through a client support group or through a representative named by the adult in a Representation Agreement.

The health professional coordinating your care can provide more information on how to establish a support group to manage CSIL services on the client's behalf.

## **Community Nursing and Community Rehabilitation**

Community nursing and community rehabilitation services provide non-emergency, in-home nursing care and rehabilitation therapy as needed to assist adults with acute or chronic illnesses, to support patient recovery following a hospital stay, and to provide end-of-life care.

### **Adult Day Services**

Adult day services provide supportive group programs and activities to assist seniors and adults with disabilities to remain independent in the community, and to provide caregivers with short periods of respite. Activities vary with each centre, but may include personal assistance, health care services including nursing and/or rehabilitation services, an organized program of therapeutic social and recreational activities, and caregiver support and respite.

### **Caregiver Relief/Respite**

A variety of services can be provided to offer caregivers temporary relief from the emotional and physical demands of caring for a friend or family member, or to provide the client with a period of supportive care to increase independence. This gives caregivers the opportunity to join in community activities or renew their energies so they can continue to provide quality care.

Respite can include assistance in the home or adult day services, or a stay in a residential care facility on a short-term basis.

### **Assisted Living**

Assisted living services provide housing, hospitality and personal care services for adults who can live independently, but require regular assistance with daily activities, usually due to age, illness or disability.

Residences range from a high-rise apartment complex to a customized private home. Units can vary from one room to private, self-contained apartments. Services may include help with bathing, grooming, dressing and mobility. Meals, housekeeping, laundry, social and recreational opportunities, and a 24- hour response system are also provided. There are both private and publicly subsidized assisted living residences in B.C.

A health professional or case manager can provide information on the residences in your area, the process for admission to a residential care facility, what services are provided, and applicable costs.

All assisted living residences in British Columbia must be registered with the Assisted Living Registrar. The registrar ensures that complaints about health and safety are addressed in a timely and effective way, and that assisted living residences are operated in a manner that protects the health and safety of residents (see Assisted Living Registrar in the *Your Safety and Security* section of this guide).

For information about the Province of B.C.'s Independent Living BC (assisted living) program, refer to the *Your Home* section of this guide, or visit the BC Housing website.

**Website:** [www.bchousing.org/Initiatives/Creating/ILBC](http://www.bchousing.org/Initiatives/Creating/ILBC)

### **Residential Care**

Residential care services are provided to clients who need 24-hour professional nursing supervision and care and can no longer be supported in their own homes. For seniors and people with disabilities who have complex care needs, residential care facilities provide a protective, supportive care environment. There are both private and publicly subsidized assisted living residences in B.C.

Clients with the highest need and urgency have priority for placement in publicly subsidized residential care facilities. A health professional or case manager can provide information on the facilities in your area, the process for admission to a facility, what services are provided, and applicable costs.

## Your Health Services

Residential care facilities in British Columbia must be licensed. Your regional health authority websites provide information on publicly subsidized residential care facilities in your area. More information about licensed residential care facilities, including recent inspection reports, can be found online.

**Website:** [www.health.gov.bc.ca/ccf/adult\\_care.html](http://www.health.gov.bc.ca/ccf/adult_care.html)

### **Group Homes**

Adults with disabilities can often live independently in their community in publicly funded group homes. Group homes are safe, affordable homes, usually accommodating four to six residents. They offer short- or long-term accommodation, providing clients with care and support to maximize their independence, and to support their responsibility in areas such as household management, vocational pursuits and social relationships.

### **Family Care Homes**

Family care homes are single-family residences that provide residents with a home-like atmosphere. Services include meals, housekeeping services and assistance with daily activities for up to two clients. Family care homes are most common in rural areas, where they allow residents to stay in their own communities.

### **End-of-Life Care**

Compassionate end-of-life care aims to preserve clients' comfort, dignity and quality of life by relieving symptoms, so those facing death can devote their energy and time to embracing that which is most important to them. End-of-life care services are provided to clients in their own homes and in home-like settings, assisted living residences, and residential care facilities, which can include hospice care.

## **Hospices and Hospice Palliative Care**

British Columbians who are in the end stages of a terminal illness or preparing for death, and who do not require acute hospital care, may prefer to spend their remaining time in a hospice. Hospices are home-like settings that provide hospice palliative care, including medical and nursing care, pain and symptom management, and psychosocial, spiritual and bereavement support. Some hospices may provide hospice palliative care services in the community to people who would rather receive this care at home.

## **BC Palliative Care Benefits Program**

The BC Palliative Care Benefits Program assists people of all ages who are nearing the end of their lives to receive palliative care at home. British Columbians can apply through their doctors. The program provides coverage for medications used in palliative care through Pharma-Care Plan P, and some medical supplies and equipment through the local health authority.

**Website:** [www.health.gov.bc.ca/pharme/plans](http://www.health.gov.bc.ca/pharme/plans)

## **For More Information**

For more information on home and community care services, visit the home and community care website.

**Website:** [www.gov.bc.ca/hcc](http://www.gov.bc.ca/hcc)

## Patient Care Quality Offices

Persons with a complaint about the quality of care they or someone they know has received from a health authority may contact that health authority's Patient Care Quality Office (PCQO). The PCQO will work with the person making the complaint to try to resolve it, and will provide a response to the complaint within 40 business days.

The PCQOs are open from 8:30 a.m. to 4:30 p.m. Monday to Friday, and can be contacted in person during these hours. The PCQOs are closed on weekends and statutory holidays, but can receive messages by phone, fax, mail or email.

### Island Health Patient Care Quality Office

Royal Jubilee Hospital Memorial Pavilion Watson Wing,  
Room 315  
1952 Bay St  
Victoria, B.C. V8R 1J8

**Phone (toll-free):** 1-877-977-5797

**Fax:** 250-370-8713

**Email:** [patientcarequalityoffice@viha.ca](mailto:patientcarequalityoffice@viha.ca)

**Website:** [www.viha.ca/patientcarequalityoffice](http://www.viha.ca/patientcarequalityoffice)

### Vancouver Coastal Health Patient Care Quality Office

Room CP-380  
855 West 12th Avenue, Vancouver, B.C. V5Z 1M9

**Phone (toll-free):** 1-877-993-9199

**Fax:** 604-875-5545

**Email:** [pcqo@vch.ca](mailto:pcqo@vch.ca)

**Website:**

[www.vch.ca/your\\_stay/patient\\_care\\_quality\\_office/patient-care-quality-office](http://www.vch.ca/your_stay/patient_care_quality_office/patient-care-quality-office)

### **Fraser Health Patient Care Quality Office**

4th Floor, 11762 Laity Street, Maple Ridge, B.C. V2X 5A3

**Phone (toll-free):** 1-877-880-8823

**Fax:** 604-463-1888

**Email:** [pcqoffice@fraserhealth.ca](mailto:pcqoffice@fraserhealth.ca)

**Website:** [www.fraserhealth.ca/find\\_us/services/  
our\\_services?&program\\_id=10342](http://www.fraserhealth.ca/find_us/services/our_services?&program_id=10342)

### **Interior Health Patient Care Quality Office**

220-1815 Kirschner Rd, Kelowna, B.C. V1Y 4N7

**Tel:** 1-877-442-2001

**Fax:** 250-870-4670

**Email:** [patient.concerns@interiorhealth.ca](mailto:patient.concerns@interiorhealth.ca)

**Website:** [www.interiorhealth.ca/YourCare/PatientCareQualityOffice/  
Pages/default.aspx](http://www.interiorhealth.ca/YourCare/PatientCareQualityOffice/Pages/default.aspx)

### **Northern Health Patient Care Quality Office**

6th Floor, 299 Victoria Street, Prince George, B.C. V2L 5B8

**Phone (toll-free):** 1-877-677-7715

**Fax:** 250-565-2640

**Email:** [patientcarequalityoffice@northernhealth.ca](mailto:patientcarequalityoffice@northernhealth.ca)

**Website:**

[www.northernhealth.ca/OurServices/PatientCareQualityOffice.aspx](http://www.northernhealth.ca/OurServices/PatientCareQualityOffice.aspx)

## **Provincial Health Services Authority Patient Care Quality Office**

*(includes provincial agencies and services such BC Ambulance Services, BC Cancer Agency, BC Renal Agency, BC Transplant, and BC Women's and Children's Hospital)*

4th Floor, Women's Health Centre, Room F404, 4500 Oak Street  
Vancouver, B.C. V6H 3N1

**Phone (toll-free):** 1-888-875-3256

**Fax:** 604-875-3813

**Email:** [pcqo@phsa.ca](mailto:pcqo@phsa.ca)

**Website:** [www.phsa.ca/AboutPHSA/PHSA-Patient-Care-Quality-Office/default.htm](http://www.phsa.ca/AboutPHSA/PHSA-Patient-Care-Quality-Office/default.htm)

## **Patient Care Quality Review Board**

Persons who feel their complaint has not been resolved by a PCQO may contact the Patient Care Quality Review Board (the Board). The Board is independent from the health authorities and will review the health authority's investigation of the complaint and its response. After finishing a review, the Board may make recommendations to the health authority or the Minister of Health to try to resolve the complaint or to improve quality of care.

Review Requests can be made in writing or by phone. Review Request forms can be downloaded and printed from the Board's website or sent to you by mail. Once completed, the Review Request form can be submitted by mail, fax or email. Contact information for the Board is provided below.

## **Patient Care Quality Review Board**

PO Box 9643, Victoria, B.C. V8W 9P1

**Phone (toll-free):** 1-866-952-2448

**Fax:** 250-952-2428

**Email:** [contact@patientcarequalityreviewboard.ca](mailto:contact@patientcarequalityreviewboard.ca)

**Website:** [www.patientcarequalityreviewboard.ca](http://www.patientcarequalityreviewboard.ca)



## Seniors Health Care Support Line

The Seniors Health Care Support Line allows seniors and their families, or other concerned individuals in their lives, to report concerns about care. This phone line is intended to supplement existing care concern avenues with dedicated Ministry of Health support for seniors with complex needs. The line was created specifically for seniors who have experienced problems accessing B.C. health care services or with the care received from a health service provider, and have not been able to achieve timely resolution through existing health system channels. Translation services are available. Hours of operation for the Seniors Health Care Support Line are 8:30 a.m. – 4:30 p.m., PST, Monday through Friday; excluding statutory holidays.

**Phone (Victoria):** 250- 952-3181

**Phone (toll-free):** 1-877- 952-3181

## Pharmacare

PharmaCare subsidizes eligible prescription drugs and eligible medical supplies/devices. PharmaCare assists British Columbians through Fair PharmaCare and other specialty plans.

### **B.C.'s Fair PharmaCare Plan**

B.C.'s Fair PharmaCare Plan focuses assistance on those who need it most, based on their net income. It requires a one-time registration.

## Your Health Services

### Registering for Fair PharmaCare

You can register for Fair PharmaCare by telephone or on the Internet. There is no charge to register and there are no premiums to pay. See the contact information below for the phone number and website address. Here's what you will need to register for yourself and, if applicable, your spouse:

- BC Services Card;
- Net income information from line 236 of your income tax return, or from your Canada Revenue Agency Notice of Assessment, from two years ago;
- Social insurance number; and
- Date of birth.

After you register, PharmaCare will mail you a consent form. Remember to sign and return the consent form.

PharmaCare bases your assistance on your family net income from two years earlier (for example, assistance in 2012 is based on income information from 2010). If you have experienced a significant decrease in family net income (10 per cent or more) since that year, you may apply to have your assistance based on more recent income information.

### What's covered?

You can find out the particular drugs covered by Fair PharmaCare and other PharmaCare plans using the online formulary search.

#### Website:

[www.health.gov.bc.ca/pharmacare/plani/planiindex.html#6](http://www.health.gov.bc.ca/pharmacare/plani/planiindex.html#6)

If you are a patient taking a drug PharmaCare is considering for coverage you can add your voice to the BC PharmaCare drug review process.

PharmaCare also welcomes input from caregivers and patient groups. For more information, visit the "Your Voice" section of the Ministry of Health website.

**Website:** [www.health.gov.bc.ca/pharmacare/yourvoice](http://www.health.gov.bc.ca/pharmacare/yourvoice)

### **Increased Assistance**

You may qualify for increased coverage if:

- your income has dropped by 10 per cent or more, or
- your spouse has recently moved permanently into residential care and including his or her income in the calculation of your coverage is a hardship.

For more information please visit the following website.

**Website:** [www.health.gov.bc.ca/pharmacare/plani/increv.html](http://www.health.gov.bc.ca/pharmacare/plani/increv.html)

### **Monthly Deductible Payment Option**

British Columbians with the lowest incomes do not have a deductible and receive immediate assistance for eligible prescriptions under the Fair PharmaCare Plan.

All other families have a deductible that is based on their family net income. PharmaCare offers a payment option to help these individuals and families.

Once enrolled in the monthly deductible payment option, families pay their Fair PharmaCare deductible in monthly instalments and receive PharmaCare assistance with eligible prescription costs right away.

**Website:**

[www.health.gov.bc.ca/pharmacare/plani/monthlypayindex.html](http://www.health.gov.bc.ca/pharmacare/plani/monthlypayindex.html)

### **Other Useful Information**

You can also read about the wise use of drugs on the Medication Matters website.

**Website:** [www.medmatters.bc.ca/info-public.html](http://www.medmatters.bc.ca/info-public.html)

## Your Health Services

### **For More Information about PharmaCare Plans**

Health Insurance BC administers PharmaCare and the Medical Services Plan (MSP) on behalf of the Ministry of Health. Health Insurance BC can answer your questions about both these programs. Customer service representatives are available Monday to Friday from 8 a.m. to 8 p.m., and Saturdays from 8 to 4 p.m.

For more information about the PharmaCare program or to register for the Fair PharmaCare Plan, you can call Health Insurance BC or visit the PharmaCare website.

**Phone (toll-free):** 1-800-663-7100

**Phone (Greater Vancouver):** 604-683-7151

**Website:** [www.health.gov.bc.ca/pharmacare](http://www.health.gov.bc.ca/pharmacare)

### **Mental Health and Substance Use Services**

The Ministry of Health provides a comprehensive and integrated system of mental health and substance use services delivered by health authorities. These services focus on health promotion, prevention, harm reduction, treatment, rehabilitation and recovery, including supporting individuals and families in self-care and resiliency. Mental health and substance use services are targeted to different age groups, including seniors, and provide the following services:

- Assessment;
- Emergency and urgent services;
- Detoxification;
- Treatment;
- Residential services;
- Individual and group therapy;
- Caregiver support and education;
- Rehabilitation;
- Family involvement and support; and
- Consultation.

Although seniors have developed long-standing coping skills to manage their day-to-day stresses, they are as prone as the rest of society to suffering from the effects of mental illness and substance use. Of particular concern are issues surrounding depression, anxiety, problematic substance use such as alcohol misuse, and dementia. The treatment of seniors' mental health issues is often made more complex due to the presence of chronic pain or some other physical health problem. Mental health services for seniors often focus on the need for collaborative practices that can include the family physician and/or home and community care services.

Contact your local health authority for information about available services (you can find health authority contact information at the beginning of this section of the guide). The following provincial resources may also be of assistance.

## **Residential School Survivor Services**

### **The Indian Residential Schools Resolution Health Support Program**

The First Nations Health Authority Indian Residential Schools Resolution Health Support Program provides mental health and emotional supports to eligible former Indian Residential School students and their families before, during and after their participation in Settlement Agreement processes, including:

- Common Experience Payments,
- The Independent Assessment Process,
- Truth and Reconciliation Commission events and Commemoration activities.

**FNHA Indian Residential Schools information line: 1-877-477-0775**

## Your Health Services

### **National Indian Residential School Crisis Line**

The National Indian Residential School Crisis Line has been set up to provide support for former Residential School students. You can access emotional and crisis referral services by calling the 24-hour National Crisis line.

**National Indian Residential School Crisis Line:** 1-866-925-4419

### **Alzheimer Society**

The Alzheimer Society has three levels (national, provincial and local) that work together to form a nationwide network of services to help Canadians affected by Alzheimer's disease and other types of dementia. It is a volunteer based, non-profit organization that provides province-wide support services and education programs to people with Alzheimer's disease, families, physicians and health care providers.

**Phone (toll-free):** 1-800-667-3742

**Phone (Vancouver):** 604-681-6530

For information about Alzheimer Society supports located in the B.C. Interior, contact

**Alzheimer Society Resource Centres Website:**

[www.alzheimerbc.org/In-My-Community.aspx](http://www.alzheimerbc.org/In-My-Community.aspx)

**Dementia Help Line, Monday to Friday, 9 a.m. to 4 p.m.**

**Phone (toll-free):** 1-800-936-6033

**Phone (Greater Vancouver):** 604-681-8651

### **First Link©**

The B.C. government has provided funding to The Alzheimer Society of BC to provide the First Link program. It provides an early intervention service designed to connect individuals newly diagnosed with dementia and their caregivers to information, education programs, support groups, and referrals to other community and health care services. To find out more, contact The Alzheimer Society of BC.

**Website:** [www.alzheimerbc.org/We-Can-Help/First-Link.aspx](http://www.alzheimerbc.org/We-Can-Help/First-Link.aspx)

### **Crisis Line Association of BC (CLABC)**

Throughout the province, trained volunteers, supported by professionals, provide telephone crisis intervention for people experiencing emotional distress. For services in your local community, please consult the emergency section of your telephone book or call the following numbers.

**Phone (Suicide-Related Crisis toll-free):** 1-800-784-SUICIDE (2433)

**310Mental Health Support:** 310-6789 (no need to dial area code)

**Website:** [www.crisislines.bc.ca](http://www.crisislines.bc.ca)

### **B.C. Alcohol and Drug Information and Referral Service**

Alcohol and Drug Information and Referral Service can refer you to counselling and resources in your community. Call for 24-hour services.

**Phone (toll-free):** 1-800-663-1441

**Phone (Greater Vancouver):** 604-660-9382

### **BC Partners for Mental Health and Substance Use Information**

Seven provincial mental health and substance use agencies are working together to provide evidence-based information on mental health and substance use. The BC Partners Program includes the following agencies:

## Your Health Services

- Anxiety Disorders Association of BC
- Jessie's Hope Society
- BC Schizophrenia Society
- Canadian Mental Health Association, B.C.
- Centre for Addictions Research of BC
- FORCE Society for Kids' Mental Health Care
- Mood Disorders Association of BC

A toll-free information line provides 24-hour taped information on various mental health and substance use disorders, including symptoms, causes, treatment, options, support groups and community resources. The website is an excellent source of information for individuals and families.

**Phone (toll-free):** 1-800-661-2121

**Phone (Greater Vancouver):** 604-669-7600

**Website:** [www.heretohelp.bc.ca](http://www.heretohelp.bc.ca)

### **Centre for Addictions Research of BC**

**Phone (Greater Vancouver):** 604-408-7753

**Website:** [www.carbc.ca](http://www.carbc.ca)

### **Problem Gambling**

The Problem Gambling Help Line is a confidential, toll-free service available to all British Columbians. The help line provides counselling information and referral 24 hours a day, seven days a week. Information and referral specialists can provide immediate information for problem gamblers, their families and friends, and can refer callers to professional problem gambling counselling services around the province.



**Phone (toll-free):** 1-888-795-6111

**Phone (Deaf/hearing-impaired, collect calls accepted):** 604-875-0885

**Website:** [www.bcreponsiblegambling.ca](http://www.bcreponsiblegambling.ca)

## **Dental Care**

Routine dental care and professional examinations can help to prevent and detect chronic health conditions. Good oral health also enables you to choose from a greater variety of foods while you age, which can positively impact your health and decrease your risk for malnutrition. Lastly, good oral health can help you to maintain an overall better quality of life by minimizing your risk for oral health problems such as dental decay, tooth loss, gum disease, inflammation and oral cancer. For more information visit the BC Dental Association at [www.bcdental.org](http://www.bcdental.org).

## **Brain Injury Association**

The Brain Injury Association of Canada facilitates post-trauma research, education and advocacy for Canadians affected by brain injury.

The British Columbia Brain Injury Association is a provincial organization dedicated to promoting a better quality of life for those living with an acquired brain injury (ABI), through education, information, prevention, support and advocacy.

P.O. Box 2324, Chilliwack, B.C. V2R 1A7

**Phone (toll-free):** 1-877-858-1788

**Phone (Vancouver):** 604-465-1783

## **British Columbia Ambulance Service**

The BC Ambulance Service provides both ground and air ambulance services to residents of British Columbia.

The Province of British Columbia subsidizes about 90 per cent of the cost of transporting a patient by ambulance. When an emergency medical problem requires that you be transported by ambulance, you will be billed a user fee of \$80. If the fee poses a financial problem, the Ministry of Health's revenue section will work out a payment schedule to accommodate you.

If an ambulance is called by the patient, the patient's family, or a care facility and the patient is not transported to hospital, there will be a \$50 fee.

In a medical emergency:

- Call 9-1-1, where available; or
- Call the EMERGENCY phone number listed on the inside cover of your telephone book; or
- If a telephone book is not available, call the operator by dialing 0.

For more information about ambulance services, contact:

**Phone (Victoria):** 250-953-3298

**Website:** [www.bcas.ca](http://www.bcas.ca)

For ambulance billing, contact:

British Columbia Ambulance Service Ambulance

Billing Department

PO Box 9676 STN PROV GOVT

Victoria, B.C. V8W 9P7

**Phone (toll-free):** 1-800-665-7199

**Website:** [www.bcas.ca/EN/main/about/fees.html](http://www.bcas.ca/EN/main/about/fees.html)

## Public Health

Public health units across British Columbia offer a variety of health services. These services support the health and independence of Elders and contribute to family and community health. These services include nutrition resources and immunization.

### Immunization Services

Information on the availability of immunization, such as influenza and pneumococcal vaccines, can be obtained by calling your local public health office in the blue pages of your telephone book.

For your convenience, you may also wish to visit our website for useful information regarding immunization, including locations of influenza clinics during the flu season.

**Website:** [www.immunizebc.ca](http://www.immunizebc.ca)

To find a pharmacist authorized to administer vaccines, see:

**Website:** [www.medmatters.bc.ca/info-hprof/pcs-vaccines.html](http://www.medmatters.bc.ca/info-hprof/pcs-vaccines.html)

## Living a Healthy Life with Chronic Conditions

### Chronic Disease Management Program

The B.C. government has provided funding to health authorities who work with the University of Victoria Centre on Aging to provide a variety of six-week patient education programs for people with chronic health conditions such as arthritis, diabetes and lung disease. Programs include:

- Chronic Disease Self-Management offered to First Nations communities;
- Self-management programs for chronic pain, diabetes, active choices and balance/fall reduction; and

## Your Health Services

- An online program.

More information is available on the University of Victoria Centre on Aging website, or by calling the program's information line.

**Phone (toll-free):** 1-866-902-3767

**Website:** [www.selfmanagementbc.ca](http://www.selfmanagementbc.ca)

### **Bounce Back: Reclaim Your Health**

Reclaim Your Health is a program providing resources and services to individuals living with chronic health conditions who may also be experiencing pain, depression, or anxiety. The program offers telephone coaching in a series of self-help modules along with a DVD called Living Life to the Full. The coaching component of Bounce Back is offered throughout B.C., and the DVD can be accessed through family physicians' offices everywhere. To find out more about Bounce Back, Elders are encouraged to talk to their family doctor.

Bounce Back is delivered through the B.C. division of the Canadian Mental Health Association with funding from the B.C. Ministry of Health.

**Website:** [www.cmha.bc.ca/how-we-can-help/adults/bounceback](http://www.cmha.bc.ca/how-we-can-help/adults/bounceback)

# First Nations Health Benefits



# Your thoughts as you plan for Healthy Aging

*Use this space to record your answers to these questions.*

What medication are you currently taking?

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Do you fully understand what this medication does and its potential side effects?

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For information about government programs and services, visit [www.SeniorsBC.ca](http://www.SeniorsBC.ca) or call Service BC at 1-800-663-7867.  
Phone (Greater Vancouver): 604-660-2421.  
Phone (Victoria): 250-387-6121.  
For the First Nations Health Authority call 1-866-913-0033.  
For health related information, call HealthLink BC at 8-1-1.

# First Nations Health Benefits

## What is the FNHA Health Benefits program?

The First Nations Health Authority (FNHA) Health Benefits program provides coverage for health goods and services to support B.C. First Nations in achieving an overall health status that is comparable with other Canadians.

The FNHA Health Benefits program aims to ensure that B.C. First Nations get the essential health goods and services that they need and are not able to get from other plans and programs.

## Eligibility

You are eligible for FNHA Health Benefits if you are *ALL* of the following:

- A First Nations person with a Canadian status number OR a child (under 1 year of age) of a First Nations person with a Canadian status number; and
- Lived in British Columbia for at least 3 months; and
- Not covered under any other benefits provided by the Federal Government, Provincial Government, or First Nations organization through self-government or land claims agreements.

The FNHA and Health Canada are committed to ensuring that no one falls through the cracks. In cases where there's confusion about eligibility, valid claims will be paid out and the FNHA and Health Canada will reconcile after the fact. First Nations people who are unsure of their coverage should contact FNHA Health Benefits to confirm their eligibility.

## Contact us:

**B.C. Region (toll free):** 1-800-317-7878

Have your status card and BC Services Card/CareCard ready

**Vancouver:** 604-666-3331

**Fax (toll free):** 1-888-299-9222

# First Nations Health Benefits

## Benefit Areas

The FNHA helps provide coverage for health goods and services in the following benefit areas:

### Medical Supplies and Equipment (MS&E)

BC First Nations access Medical Supplies and Equipment benefits through prescriptions.

#### ***Did you know?***

You are eligible for the following (from the last date of service):

- Hearing aids every 5 years
- Hearing aid batteries-maximum of 15 units every 3 months per aid
- Mobility aids (walker, wheel chair)
- Incontinence supplies

Prescriptions are written by doctors, nurse practitioners, and in some cases other health care specialists. Prior approval is required for many claims and may take some time to fill. The medical supplies and equipment provider has an obligation to tell you, as the client, if you will have to pay for items upfront.

Here are some examples of the types of supplies covered:

- Audiology equipment (e.g., hearing aids);
- Medical equipment (e.g., wheelchairs and walkers);
- Medical supplies (e.g., bandages and dressings);
- Orthotics and custom-made footwear;
- Oxygen and respiratory supplies and equipment;
- Pressure garments; and
- Prosthetics.

A Status Card and BC Services Card/ CareCard are needed to fill the prescription.



## Pharmacy

B.C. First Nations access pharmacy benefits through a pharmacist when they have their prescriptions filled. They must provide their Status Number as well as their BC Services Card/CareCard. If prior approval is needed the pharmacist will be informed through the computer system. Pharmacists have an obligation to tell you, as the client, if you will have to pay for prescriptions upfront.

### ***Did you know?***

First Nations are eligible for Fair Pharmacare. Through this provincial program, 70% or 75% of your family's eligible costs for the rest of the year after you reach your deductible and until you reach your family maximum may be covered for out-of-pocket expenses at the pharmacy.

In addition to a wide variety of prescription drugs, over-the-counter drugs, and compounded drugs, pharmacy benefits cover a number of wellness items:

- A variety of vitamins and minerals (A, B12, C, Calcium etc.)
- Antihistamines such as Allegra and Claritin
- Glucose test strips
- Anti-inflammatory creams for skin conditions
- Certain types of anti-dandruff shampoo
- Hydration solutions such as Hydralyte Electrolyte

## Dental

B.C. First Nations access dental benefits through their dentist. To access the benefit provide your Status Number and BC Services Card/CareCard at the time of scheduling for the check-up or dental work. Some common dental benefits include:

## First Nations Health Benefits

- Exams and X-rays
- Teeth cleanings
- Fillings
- Root canals
- Removable dentures
- Oral surgery services

Pre-approval by the FNHA is required for many dental procedures. The Health Benefits Program encourages dentists to bill the Health Benefits Program directly. The dental provider has an obligation to tell you, as the client, if you will have to pay for services before treatment is started.

### Did you know?

First Nations are eligible for (from the last date of service):

- Dentures every 8 years
- Relines on dentures every 24 months
- Repairs on dentures every 12 months
- 4 units of cleaning every 12 months.

**Toll Free Dental Line:** 1-888-321-5003

**Dental Fax:** 604-666-5815

**In-person Inquiries:** 1166 Alberni Street, Room 701, Vancouver BC

**Mail:** 757 West Hastings Street, Suite 540 | Vancouver, British Columbia  
|V6C 1A1

### Vision

BC First Nations access vision benefits through their eye doctor at the time of their exam and through the optician when they have their prescription filled.

### **Did you know?**

First Nations, through Health Benefits: are eligible for (from the last date of service):

- New glasses every 2 years
- An eye exam every 2 years (every 1 year for those with diabetes or other medical conditions through BC Medical)
- Eye glass frame repairs
- Artificial eyes

To access the benefit provide your Status Number and BC Services Card/CareCard at the time of scheduling your vision test or glasses purchase. Pre-approval before any purchases or services are performed is required in almost all claims for eyewear.

The provider must obtain pre-approval of the benefit by calling or faxing the FNHA.

### **Crisis Intervention Mental Health**

BC First Nations access Crisis Intervention Mental Health benefits in cases of crisis in on-reserve communities through contracted services or contribution agreements with First Nations. Also, short-term Crisis Intervention Mental Health Counselling benefits are covered for off-reserve, eligible community members when there is an absence of another source of coverage for treatment and when a crisis and/or an at-risk situation arises. The service is provided on the basis of a diagnosis and treatment plan from a registered/licensed clinical provider who is registered with the FNHA.

Please note that this is not the Indian Residential School Health Support Program.

## First Nations Health Benefits

To access the benefit provide your Status Number and BC Services Card/CareCard at the time of scheduling with your registered mental health service provider. Pre-approval before any services are performed is required.

The provider must obtain pre-approval of the benefit by calling or faxing the FNHA.

**Phone (Toll-Free):** 1-800-317-7878

**Mental Health Fax:** 604-666-6458

**In-person Inquiries:** 1166 Alberni Street, Room 701, Vancouver BC

**Mail:** 757 West Hastings Street, Suite 540 | Vancouver,  
British Columbia | V6C 1A1

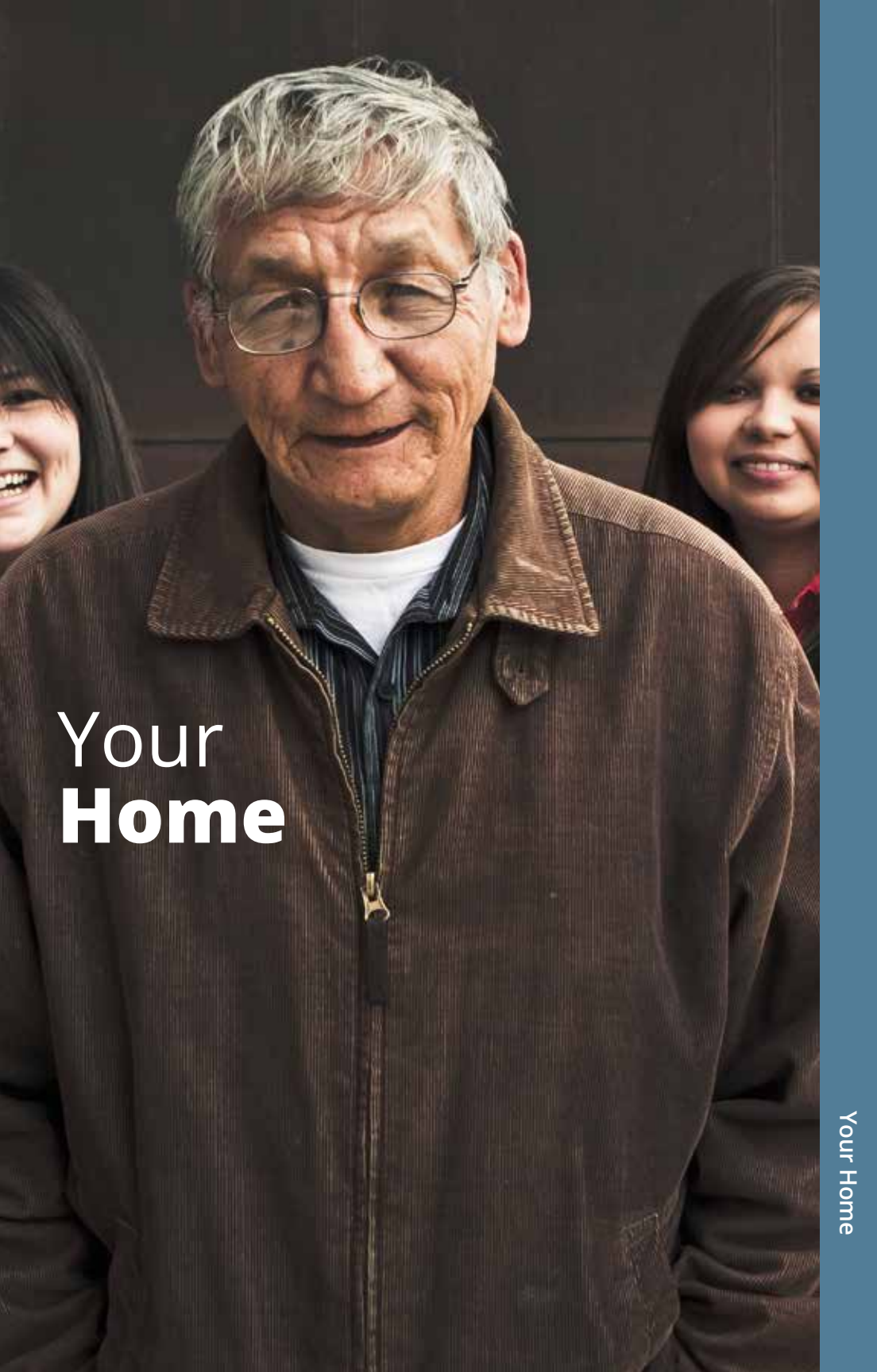
### Appeals Process

Contact the First Nations Health Benefits program toll-free line to speak with an assessor about the appeal process. The assessor will walk you through the process and can connect you with the benefit area that you are appealing.

**Phone (Toll-Free):** 1-800-317-7878

Have your status card and BC Services Card/CareCard ready

Alternately, appeals can be mailed to the FNHA. All appeals should be marked “Confidential” and indicate the level of appeal. If it is your first time appealing mark “Level 1” on the envelope and in the letter.



Your  
**Home**

# Your thoughts as you plan for Healthy Aging

*Use this space to record your answers to these questions.*

Have you thought about how your housing needs may change as you age? (e.g., Do you need to downsize?)

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Can your current home be adapted to suit your future needs?

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For information about government programs and services, visit [www.SeniorsBC.ca](http://www.SeniorsBC.ca) or call Service BC at 1-800-663-7867.

Phone (Greater Vancouver): 604-660-2421.

Phone (Victoria): 250-387-6121.

For the First Nations Health Authority call 1-866-913-0033.

For health related information, call HealthLink BC at 8-1-1.

# Your Home

## Important Housing Information and Benefits for Elders

In this section, you will find information about Independent Living BC, home owner grants for Elders age 65+, affordable housing, property tax assessment and deferment, and how to receive assistance to renovate and adapt your home. You can even receive cash back for energy efficient home improvements.

Support for assisted living is a crucial service for our aging population. More than 4,000 affordable assisted living units have been created through partnerships between the Province and various non-profit and private care providers. These units include accommodation, meals, house-keeping, laundry, 24-hour response, recreational opportunities and personal care services for low-income seniors and people with disabilities.

The British Columbia government subsidizes rents in affordable housing units built in partnership with non-profit housing providers and other levels of government, and provides rent subsidies to seniors living in private rental housing.

Families are a traditional source of support for Elders, who often rely on family members to help them remain in their own homes. The Province is doing as much as it can to fill the gaps that sometimes arise in these traditional supports.

### Questions to consider as you plan for Healthy Aging

- Have you thought about how your housing needs may change as you age? (e.g., Do you need to downsize?)
- Can your current home be adapted to suit your future needs?

## Shelter Aid for Elderly Renters (SAFER)

The Shelter Aid for Elderly Renters (SAFER) program provides cash re-imbusement for rent paid to eligible B.C. residents who are age 60 or over and who pay rent for their homes.

You may be eligible for SAFER if you meet all of the following conditions:

- You are age 60 or older.
- You have lived in British Columbia for the full 12 months immediately preceding your application.
- You and your spouse (with whom you are living) meet the citizenship requirements.
- You pay more than 30 per cent of your gross (before tax) monthly household income towards the rent for your home, including the cost of pad rental for a manufactured home (trailer) that you own and occupy.

You will not be eligible if any of following are true:

- You are under age 60.
- You live in subsidized housing or a residential care facility funded by the Ministry of Health.
- You live in co-operative housing and are a shareholder.
- You or your family receive income assistance through the B.C. Employment and Assistance Act or the Employment and Assistance for Persons with Disabilities Act (excluding Medical Services only).



Application forms and further information on eligibility are available from any BC Housing office, or can be downloaded from BC Housing's website.

For more information, contact BC Housing at the address or numbers listed below.

BC Housing SAFER  
101- 4555 Kingsway,  
Burnaby, B.C. V5H 4V8

**Phone (toll-free):** 1-800-257-7756

**Phone (Greater Vancouver):** 604-433-2218 **Fax:** 604-439-4729

**Website:** [www.bchousing.org/programs/SAFER](http://www.bchousing.org/programs/SAFER)

## Seniors' Supportive Housing (SSH)

The Seniors' Supportive Housing (SSH) program provides specially modified rental homes in selected subsidized housing developments, primarily to low-income elders who need some assistance in order to continue to live independently. Support services include one meal per day, 24-hour response, light housekeeping, and social and recreational activities. Those eligible pay 50 per cent of their income to live in these units.

You may be eligible for SSH if:

- you are a low-income Elder or person with a disability who would benefit from an accessible home;
- you require some support services to continue to live independently; and
- you are able to manage your own lifestyle.

## Your Home

Application forms and further information on eligibility are available from any BC Housing office, and can be downloaded from BC Housing's website. For more information, contact BC Housing at the address or numbers listed below.

BC Housing SSH  
101 – 4555 Kingsway  
Burnaby, B.C. V5H 4V8

**Phone (toll-free):** 1-800-257-7756

**Phone (Greater Vancouver):** 604-433-2218

**Fax:** 604-439-4729

**Website:** [www.bchousing.org/Options/Supportive\\_Housing/SSH/SSH](http://www.bchousing.org/Options/Supportive_Housing/SSH/SSH)

## Independent Living BC

Assisted living services provide housing, hospitality and personal care services for adults who can live independently, but require regular assistance with daily activities, usually due to age, illness or disability. Subsidized Assisted Living units are for elders and people with disabilities who require some support, but do not need 24-hour institutional care. Assisted Living offers a middle option to bridge the gap between home care and residential care by providing:

- Accommodation;
- Hospitality services such as meals, housekeeping, laundry, recreational opportunities and 24-hour response; and
- Personal care services such as assistance with grooming, mobility and medications.

Those eligible pay 70 per cent of their after-tax income to live in these units. To be considered for Assisted Living, candidates must first be assessed, then referred through their local health authority.

A health authority case manager will work with you to find out whether Assisted Living is the best option for you. For more information, refer to the Health Authorities and Home and Community Care entries in the *Your Health Services* section of this guide.

## **Affordable Housing for Elders**

Low-income Elders able to live independently without any support services, or with the assistance of home care, may apply to live in affordable housing developments.

There are three types of affordable housing developments in B.C.:

- Public housing – managed by BC Housing,
- Non-profit housing – managed by non-profit societies, and
- Co-op housing – managed by residents.

Many affordable housing developments are listed on the Housing Registry, a centralized listing and application service maintained by BC Housing. The Housing Registry includes public housing and some non-profit and co-op housing providers. Other non-profit and co-op housing providers maintain their own registries.

## Your Home

To apply to developments listed in the Housing Registry, complete and submit an Application for Accommodation form. Application forms and further information on eligibility are available from any BC Housing office, and can be downloaded from the BC Housing website.

**Website:** [www.bchousing.org/Options/Subsidized\\_Housing/Apply](http://www.bchousing.org/Options/Subsidized_Housing/Apply)

To apply to non-profit societies and co-op housing developments that maintain their own registries, contact these groups directly. Contact information for societies and co-ops across the province is available from any BC Housing office, and can be downloaded from the BC Housing website.

**Website:** [www.bchousing.org/Options/Subsidized\\_Housing/Listings](http://www.bchousing.org/Options/Subsidized_Housing/Listings)

For more information, contact BC Housing at the address or numbers listed below.

BC Housing – The Housing Registry  
101 - 4555 Kingsway  
Burnaby, B.C. V5H 4V8

**Phone (toll-free):** 1-800-257-7756

**Phone (Greater Vancouver):** 604-433-2218

**Email:** [applicantinquiries@bchousing.org](mailto:applicantinquiries@bchousing.org)

**Website:** [www.bchousing.org/Options/Subsidized\\_Housing/Apply](http://www.bchousing.org/Options/Subsidized_Housing/Apply)

Vancouver Island Regional Office

**Phone (toll-free):** 1-800-787-2807

**Phone (Victoria):** 250-475-7550

Interior Regional Office

**Phone (toll-free):** 1-800-834-7149

**Phone (Penticton):** 250-493-0301

Northern Regional Office

**Phone (toll-free):** 1-800-667-1235

**Phone (Prince George):** 250-562-9251

**Phone (Prince Rupert):** 250-627-7501

Information about the Cooperative Housing Federation (CHF) of BC can be found on the CHF website, or by calling the phone number below.

**Phone (toll-free):** 1-866-879-5111

**Website:** [www.chf.bc.ca/contact](http://www.chf.bc.ca/contact)

## Home Adaptations for Independence Program

The Home Adaptations for Independence (HAFI) program helps low-income elders and people with disabilities finance home modifications for accessible, safe and independent living. Eligible homeowners and landlords with eligible tenants can receive up to \$20,000 per home in the form of a forgivable loan.

To obtain full details about the program, including eligibility requirements and an application form, contact BC Housing's Homeowner Protection Branch.

**Phone (toll-free):** 1-800-407-7757 (extension 7055)

**Phone (Greater Vancouver):** 604-646-7055

**Email:** [hafi@bchousing.org](mailto:hafi@bchousing.org)

**Website:** [www.bchousing.org/HAFI](http://www.bchousing.org/HAFI)

## Residential Tenancy Branch

The Residential Tenancy Branch provides information to landlords and tenants about their rights and responsibilities, and options under the Residential Tenancy Act and the Manufactured Home Park Tenancy Act. The office can provide information to help resolve disputes related to tenancy, such as claims for damages, return of security deposits, rent increases, and eviction notices. Where disputes cannot be resolved by the landlord and tenant, you can apply for dispute resolution. The Residential Tenancy Branch also provides information and dispute resolution services for manufactured home park tenancies.

Information about landlord and tenant rights and responsibilities is available on the Residential Tenancy Branch website. To speak to an information officer or listen to 24-hour recorded information on renting in B.C., call the numbers listed below.

**Phone (toll-free):** 1-800-665-8779

**Phone (Greater Vancouver):** 604-660-1020

**Phone (Victoria):** 250-387-1602

**Email:** [HSRTO@gov.bc.ca](mailto:HSRTO@gov.bc.ca)

**Website:** [www.rto.gov.bc.ca](http://www.rto.gov.bc.ca)

## Seniors Services Society

This non-profit organization provides information on all types of housing options and services for elders living in or wanting to live in British Columbia. For more information, use the contacts provided below.

Seniors Services Society, 750 Carnarvon Street  
New Westminster, B.C. V3M 1E7

**Phone (Greater Vancouver):** 604-520-6621

**Email:** [info@seniorsservicessociety.ca](mailto:info@seniorsservicessociety.ca)

**Website:** [www.seniorsservicessociety.ca](http://www.seniorsservicessociety.ca)

# Getting **Around**



# Your thoughts as you plan for Healthy Aging

*Use this space to record your answers to these questions.*

Typically, older adults live 7 – 10 years beyond their driving ability.  
Do you have plans for your future transportation needs?

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For information about government programs and services, visit [www.SeniorsBC.ca](http://www.SeniorsBC.ca) or call Service BC at 1-800-663-7867.  
Phone (Greater Vancouver): 604-660-2421.  
Phone (Victoria): 250-387-6121.  
For the First Nations Health Authority call 1-866-913-0033.  
For health related information, call HealthLink BC at 8-1-1.



# Getting Around

## Transportation is Crucial to Help Elders Stay Active

Transportation can be a major issue in an Elder's life. As roads become busier and communities grow and expand, accomplishing the day's errands can become more of a challenge. Whether you rely on public transportation or drive a vehicle, you need reliable access to a range of transportation options to stay active in your community.

In this section you will find information about a variety of programs and services available to seniors. There are discounts for transportation services like transit fares and bus passes, and passage on BC Ferries. The Bus Pass Program is offered in over 60 B.C. communities and benefits more than 65,000 people each year.

If you need someone to drive for you, many local community organizations provide volunteer driving services, or can put you in touch with commercial driving services. You can also access specialized services like handy-DART and the Taxi Saver Program.

Elders are eligible for reduced rates on automobile insurance. Information about driver's licences for seniors and licence plates for veterans can also be found in this section. If you need road report and travel weather updates, the Drive BC website provides up-to-the-minute information about conditions, travel hazards and road closures.

### Questions to consider as you plan for Healthy Aging

- Typically, older adults live 7 – 10 years beyond their driving ability. What are you doing to plan for your future transportation needs?

## Transit Seniors' Fare Discount

Elders in British Columbia (age 65 or over) are eligible for discounted travel on most public transit systems. For detailed information, please contact the following agencies:

Metro Vancouver Region TransLink

**Phone:** 604-953-3333

**Website:** [www.translink.ca](http://www.translink.ca)

Capital Regional District (Victoria) BC Transit

**Phone:** 250-382-6161

**Website:** [www.bctransit.com/regions/vic](http://www.bctransit.com/regions/vic)

Outside of Victoria and Metro Vancouver, contact your local transit operator, or visit the BC Transit website.

**Website:** [www.bctransit.com](http://www.bctransit.com)

## Bus Pass Program

The Bus Pass Program provides affordable transportation to low-income elders and persons with disabilities (PWD). Eligible people can buy a yearly pass at a reduced cost. The bus pass allows travel without additional cost on BC Transit and TransLink, including buses, SkyTrain and SeaBus. The bus pass is only valid for concession fares on West Coast Express and is not valid on handyDART.

## Eligibility

To be eligible for the BC Bus Pass Program, the applicant must be living in a transit service area where the annual pass is available and meet one of the following criteria:

- Receiving Federal Guaranteed Income Supplement (GIS), or the Federal Allowance, or the Allowance for the Survivor;
- 18 – 64 years of age and receiving Persons with Disability (PWD) assistance from the Ministry of Social Development and Social Innovation;
- 60 – 64 years of age and receiving Income Assistance from the Province of British Columbia;
- Over 65 years of age and would qualify for GIS but does not meet the Canadian 10 year residency requirement;
- 18-64 years of age, living on a First Nations reserve and receiving disability assistance from the band office; or
- 60 – 64 years of age, living on a First Nations reserve and receiving assistance from the band office.

People with the PWD designation who live on reserve and receive assistance from their band should contact their band office for information.

## Cost

The bus pass is provided for an administrative fee of \$45 per year and is valid for one calendar year, expiring on December 31. The fee is not prorated for applicants applying part way through the year.

## Getting Around

### Contact

**Phone:** 1-866-866-0800, choose the appropriate option:

- Option 1: If you are receiving Ministry services, input your Personal Identification Number and PIN, or your Social Insurance Number, then press option 3, and then press option 1.
- Option 2: If you are receiving Ministry services and do not have a Personal Identification Number or Social Insurance Number, or for all general inquiries, enter your 10 digit phone number, then press option 3, and then press option 1.

Phone service is available Monday to Friday between 9:00 a.m. to 4:00 p.m.

**Phone:** 1-866-866-0800, choose the appropriate option:

- Online Service: You can apply for the BC Bus Pass Program, update your address or contact information, and request a replacement application if your pass has been lost or stolen using the attached online form.
- Email Service: General questions and documents can be submitted via email. Emails that do not include the attached *Bus Pass General Enquiry Form* may cause delay. Emails will be responded to within a 5-day period.

When contacting the Bus Pass Program, please provide:

- Your name,
- Social Insurance Number (SIN),
- Phone Number,
- Date of Birth, and
- Spoken language if other than English.

### Provincial Services Bus Pass Program

PO Box 9985, STN PROV GOVT, Victoria, B.C. V8W 9R6

**Phone (toll-free):** 1-866-866-0800 (press 2, then press 3, then press 1)

Phone lines are open from 9:00 a.m. to 4:00 p.m. Monday to Friday.

**Email:** [HSDBUSPA@gov.bc.ca](mailto:HSDBUSPA@gov.bc.ca)

If your name or address changes, please contact the Bus Pass Program to ensure you receive next year's application and pass.

**Website:** [www.sdsi.gov.bc.ca/programs/bus-pass.html](http://www.sdsi.gov.bc.ca/programs/bus-pass.html)

**Fax:** 1-855-771-8788

If you are advocating on behalf of multiple individuals, please ensure each person's documentation is faxed separately for privacy reasons.

## handyDART Custom Transit

handyDART is a special transportation service for eligible persons with a physical or cognitive disability who cannot use regular public transport without assistance.

This transit service uses specially equipped vehicles, provides door-to-door service and is available in all of the province's larger centres, as well as in many smaller communities.

Other transit services are provided to seniors, persons with a disability, and others in many smaller communities. These services use smaller, accessible vehicles and offer a range of services, including door-to-door and fixed route.

For areas other than Metro Vancouver, including Victoria, contact handyDART listed in the white pages of your phone book. To find handyDART information on the BC Transit website, search for your community, or find it on the map, then click "Rider Info."

**Phone (Victoria):** 250-385-2551 (8:00 a.m. to 4:30 p.m.)

**Website:** [www.bctransit.com](http://www.bctransit.com)

In Metro Vancouver, please contact your local community resources centre, call TransLink at the number below, or visit the TransLink website.

**Phone (Vancouver):** 778-452-2860

**Website:** <http://www.translink.ca/en/Rider-Guide/Accessible-Transit/HandyDART.aspx>

### **Taxi Saver Program**

BC Transit and TransLink offer a Taxi Saver Program for handyDART or HandyCard registrants living in Metro Vancouver and for handyDART registrants living in Victoria, and other B.C. municipalities. This program provides a 50 per cent subsidy toward the cost of taxi rides. Passengers use coupons for taxi travel by booking directly with a participating taxi company, without having to pre-plan the trip.

Taxi Saver coupons are sold by local handyDART offices to any adult who has been issued a BC Transit handyPass or TransLink HandyCard, which are available to any permanent registered handyDART user and, in Metro Vancouver, also to persons who register having a permanent disability who are unable to use conventional transit without assistance.

In all areas outside Metro Vancouver, contact your local handyDART operator to learn more or use the contact information listed below.

**Phone (Victoria):** 250-995-5618

**Website:** [www.bctransit.com](http://www.bctransit.com)

In Metro Vancouver, please contact your local community resources centre or call TransLink at the number below.

**Phone (Vancouver):** 778-452-2860

### **Community Travel Training Program**

The Community Travel Training Program is a free service that provides training to seniors and people with disabilities who wish to use the regular transit service.

Travel trainers have in-depth knowledge of the transit system and are familiar with the issues facing seniors and persons with disabilities. They have experience working with a range of assistive devices, mobility aids and special needs, and will work with you and your caregiver or

family member, and provide follow-up, to make sure you are comfortable using the transit system.

**Phone (Vancouver):** 604-264-5420

**Phone (Victoria):** 250-384-7723

**Phone (Kelowna):** 250-979-1312

**Phone (Prince George):** 250-562-1394

BC Transit frequently holds open houses in various communities throughout the province (outside of Greater Vancouver) to provide information on transit services. To find out more information about open houses in your community, please contact the BC Transit head office in Victoria.

**Phone (Victoria):** 250-995-5726

## Ferry Fares

### BC Ferries

Elders age 65+ travel at 50% off regular adult fare on most BC Ferries routes sailing Monday through Thursday (including Remembrance Day on November 11), except on holidays. This applies to passenger fares only. To take advantage of this program, please present your BC Services Card, B.C. Driver's License, or Birth Certificate with proof of residency in B.C. when you arrive at the terminal.

Note the 50% off regular adult fare is not applicable on the Inside Passage, Haida Gwaii and Discovery Coast Connector routes. However, a special discount on B.C. Senior passenger fares on these routes is available. Customer Information and Reservations are available by phone.

**Phone (toll-free, North America):** 1-888-BC FERRY (1-888-223-3779)

**Phone (cell phone on Rogers or TELUS Mobility Networks):** \*BCF (\*223)

**Phone (outside North America):** 1-250-386-3431

## Getting Around

For more information, call BC Ferries or visit the BC Ferries website.

**Phone (toll-free):** 1-888-223-3779

**Website:** [www.bcferrries.com](http://www.bcferrries.com)

### Inland Ferries

Passage on inland ferries operated under contract with the Ministry of Transportation and Infrastructure is available to the public free of charge. This includes both passengers and vehicles. Route and schedule information, plus telephone numbers for individual routes, are available online.

**Website:** [www.th.gov.bc.ca/marine/ferry\\_schedules.htm](http://www.th.gov.bc.ca/marine/ferry_schedules.htm)

Information is also available from the Ministry of Transportation and Infrastructure's Marine Branch, or through Drive BC.

**Phone (Victoria):** 250-387-7585

**Website:** [www.drivebc.ca](http://www.drivebc.ca)

## Seniors' Vehicle Insurance Discounts

If you are 65 or over, and the principal operator of your vehicle is also 65 or over, and your motor vehicle is driven for pleasure only, you may qualify for a discount of 25 per cent off your basic Autoplan insurance premium. If you are 65 or over and have a disability, you may be eligible for a further 25 per cent disability discount off your basic Autoplan insurance premium.

For more information about these discounts, contact ICBC.

**Phone (toll-free):** 1-800-663-3051

**Phone (Greater Vancouver):** 604-661-2800

**Website:** <http://www.icbc.com/autoplan/costs/Pages/Discounts-and-savings.aspx>

Or contact your Autoplan broker.



## Driver's Licences

If you are 65 years or older, fees for some services offered by ICBC driver licensing offices are reduced or free of charge.

Reduced fees apply to:

- Driver's licence renewals, and
- Original British Columbia Identification Cards.

Free services include:

- British Columbia Identification Card, if you are giving up driving and surrender your driver's licence, and
- Driver's examinations, including knowledge and road tests.

For more information, contact ICBC:

**Phone (toll-free):** 1-800-950-1498

**Phone (Victoria):** 250-978-8300

**Website:** [www.icbc.com/driver-licensing/visit-dl-office/Pages/Fees.aspx](http://www.icbc.com/driver-licensing/visit-dl-office/Pages/Fees.aspx)

## Older Drivers Program, Living Well, Driving Well

### Older Driver Workshops

BCAA Living Well, Driving Well workshops are designed to help older drivers assess their own driving skills, habits and knowledge in a peer group environment while getting tips and strategies to help change and improve their driving. Workshops also promote self-awareness and bring about results that protect the population as a whole. Older Driver workshops were developed specifically to:

- Promote greater self-assessment and informed decision-making;
- Increase older drivers' awareness of the physical changes related to aging and potential risks they may create for themselves, their passengers and other road users;
- Provide realistic solutions, options and alternatives; and
- Foster a greater understanding of the direct (and indirect) benefits that can result from making responsible choices and decisions regarding their mobility needs.

The free workshops enable volunteers to help other Elders in their community become more aware of and realistic about changes they're going through, and how these changes may impact their safe driving ability.

For more information about the free Living Well, Driving Well workshops, call the number listed below, or visit the website.

**Phone (toll-free):** 1-877-247-5551

**Website:** [www.bcaa.com/road-safety/older-drivers/workshops](http://www.bcaa.com/road-safety/older-drivers/workshops)

## Driver Fitness Medical Reports and Road Test Re-Exams

Through British Columbia's Driver Fitness Program, drivers are assessed to determine that they are physically, cognitively and medically fit to drive:

- when they apply for a British Columbia driver's licence;
- at regular intervals if they hold a commercial class driver's licence;
- when a reliable report is received from a medical professional, police officer, concerned family member or other individual (doctors, registered psychologists and optometrists have a reporting obligation under the Motor Vehicle Act); and
- at regular intervals beginning at age 80, as medical conditions affecting driving are more common as people age.

If you are required to provide a driver's medical exam report for any of the reasons listed above, you will be mailed the form, which you should then take to your doctor. There are detailed instructions on the back of the form.

Your doctor will complete this report and send it for review to RoadSafetyBC. You will be notified in writing only if there is any change to your driver's licence status or if more information or testing is needed, to determine your fitness to drive.

For more information or general inquiries about driver fitness and medical requirements, contact RoadSafetyBC.

**Phone (toll-free):** call Service BC at 1-800-663-7867, and ask to be transferred to 250-387-7747

**Phone (Victoria):** 250-387-7747

**Website:** [www.pssg.gov.bc.ca/osmv/medical-fitness/index.htm](http://www.pssg.gov.bc.ca/osmv/medical-fitness/index.htm)

## Getting Around

For more information on driver licensing and driver testing, contact ICBC.

**Phone (toll-free):** 1-800-950-1498

**Phone (Victoria):** 250-978-8300

**Website:** [www.icbc.com/driver-licensing/re-exam](http://www.icbc.com/driver-licensing/re-exam)

## Licence Plates for Veterans

Veteran specialty licence plates are available to veterans who served or are currently serving:

- During wartime;
- In a post-war capacity; or
- During a NATO or UN operation, including members of the RCMP and Municipal Police.

To apply for a veteran specialty plate, print the application form from ICBC's website or pick up a copy from your Autoplan broker.

**Website:** [www.icbc.com/vehicle-registration/licence-plates/Pages/Licence-plates-for-veterans.aspx](http://www.icbc.com/vehicle-registration/licence-plates/Pages/Licence-plates-for-veterans.aspx)

For more information on the application process or eligibility requirements, please contact one of the following organizations:

British Columbia Veterans Commemorative Association

**Phone (Greater Vancouver):** 604-876-2838

**Website:** [www.bcveterans.org](http://www.bcveterans.org)

BC Yukon Command, Royal Canadian Legion  
**Phone (Greater Vancouver):** 604-575-8840  
**Toll-free:** 1-888-261-2211  
**Website:** [www.legionbcyukon.ca](http://www.legionbcyukon.ca)

## Drive BC

The Drive BC website is updated with the most current information on highway conditions for major highways in British Columbia. Visit the Drive BC website or call the toll-free number below to access weather information, travel advisories, road closures, webcams, U.S.–B.C. border traffic wait times, inland ferry schedules, BC Ferries schedules, TransLink, and other important links and travel information.

**Phone (toll-free):** 1-800-550-4997  
**Website:** [www.drivebc.ca](http://www.drivebc.ca)

## Taxi Bill Of Rights

The Taxi Bill of Rights is a statement of principles, outlining expectations of both taxi drivers and passengers. The purpose of the Taxi Bill of Rights is to improve taxi service in Metro Vancouver. As a taxi passenger, you have the right to:

- Be picked up and transported to your stated destination by any available on-duty taxi driver;
- Pay the posted rate by cash, or accepted credit card or Taxi Saver voucher;
- A courteous driver who provides assistance, if requested;
- Travel with an assistance dog or portable mobility aid;
- A taxi that is clean, smoke free and in good repair;

## Getting Around

- Direct the route, or expect the most economical route;
- A quiet atmosphere, upon request; and
- A detailed receipt, when requested.

Further information regarding these rights can be found on the website.

**Website:** [www.taxirights.gov.bc.ca](http://www.taxirights.gov.bc.ca)

## Elders Transportation Program

The Elders Transportation Program provides partial funding towards travel costs for Aboriginal Elders to attend the Annual BC Elders Gathering. Applications are accepted each year between January and the second Friday in June.

For further information on the Elders Transportation Program, contact the BC Association of Aboriginal Friendship Centres.  
551 Chatham Street, Victoria, BC, V8T 1E1

**Phone (toll-free):** 1-800-990 2432

**Phone (Victoria):** 250-388-5522

**Website:** [www.bcaafc.com](http://www.bcaafc.com)

**Application:** [www.bcaafc.com/programs/firstcitizensfund/30-Elderstransportationassistance](http://www.bcaafc.com/programs/firstcitizensfund/30-Elderstransportationassistance)



Your Money

Your  
**Money**

# Your thoughts as you plan for Healthy Aging

*Use this space to record your answers to these questions.*

Have you thought about what sources of income you will have in the future?

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Do you have a plan in case you become unable to manage your financial matters? Do you know about Representation Agreements and Powers of Attorney?

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For information about government programs and services, visit [www.SeniorsBC.ca](http://www.SeniorsBC.ca) or call Service BC at 1-800-663-7867. Phone (Greater Vancouver): 604-660-2421. Phone (Victoria): 250-387-6121. For the First Nations Health Authority call 1-866-913-0033. For health related information, call HealthLink BC at 8-1-1.



# Your Money

## Support for Elders' Financial Needs

Elders across Canada are living longer, are more active, more technology-literate and more financially secure than ever before. While many Elders fare well, others experience financial challenges and may need support.

If you're a low-income Elder, there are programs available to help supplement your income. These include the federal Old Age Security (OAS) and Guaranteed Income Supplement (GIS) programs, and the B.C. Senior's Supplement.

You may also be eligible for a variety of provincial and federal tax credits to reduce the amount of tax you pay. This section provides information about income security programs and tax credits so you can make sure you're getting all the benefits you're entitled to receive. For more information, refer to the Your Benefits tab at the beginning of this guide.

Also refer to the section on *Your Safety and Security* in this guide to read about: incapacity planning and how to appoint someone to make legal, financial, or health care decisions for you in case you're ever unable to make these decisions on your own (e.g., through an enduring power of attorney or a representation agreement), and consumer protection and investor education programs to help you protect yourself and your money from scams and fraud.

### Questions to consider as you plan for Healthy Aging

- Have you thought about what sources of income you will have in the future?
- Do you have a plan in case you become unable to manage your financial matters? Do you know about Representation Agreements and Powers of Attorney?

## Federal Programs

For information on any Government of Canada program or service, contact Service Canada at the toll-free number below, or visit their website.

**Phone (toll-free):** 1-800-0-Canada (1-800-622-6232)

**Website:** [www.servicecanada.gc.ca](http://www.servicecanada.gc.ca)

### Old Age Security Pension (OAS)

The Old Age Security Pension (OAS) is a federally-funded base monthly pension paid to Canadian citizens and legal residents of Canada who have reached the age of 65 and meet the residency requirements. If you have lived or worked in another country that has a social security agreement with Canada, under this agreement you may be eligible for OAS benefits from Canada or from the other country. Old Age Security benefit rates are reviewed in January, April, July and October to reflect increases in the cost of living as measured by the Consumer Price Index. You must apply to receive OAS benefits, and you should apply at least six months before your 65th birthday or the date of your eligibility. For more information about the OAS, contact Service Canada, or visit their website.

**Phone (English, toll-free, Canada & USA):** 1-800-277-9914

**Phone (French, toll-free, Canada & USA):** 1-800-277-9915

**Phone (Deaf/hearing-impaired, toll-free):** 1-800-255-4786

**Website:** [www.servicecanada.gc.ca/eng/services/pensions/oas/pension/index.shtml](http://www.servicecanada.gc.ca/eng/services/pensions/oas/pension/index.shtml)

### Guaranteed Income Supplement (GIS)

The Guaranteed Income Supplement (GIS) provides additional money, on top of the Old Age Security Pension, to eligible low-income Elders living in Canada. You must apply to receive the GIS. Whether you are a new applicant or you already receive these benefits, your benefits will be renewed automatically each year, as long as you remain eligible and you file your annual income tax return on time.

## Your Money

If you do not file your income tax return on time, or if further information is needed, you will receive a renewal form in the mail. The GIS is based on your annual income, or the combined income of you and your spouse or common-law partner. As your annual income may change from year to year, you must provide your income each year, either by completing an application form or by filing your income tax return.

For more information about the GIS, contact Service Canada, or visit their website.

**Phone (English, toll-free, Canada & USA):** 1-800-277-9914

**Phone (French, toll-free, Canada & USA):** 1-800-277-9915

**Phone (Deaf/hearing-impaired, toll-free):** 1-800-255-4786

**Website:** [www.servicecanada.gc.ca/eng/services/pensions/oas/gis](http://www.servicecanada.gc.ca/eng/services/pensions/oas/gis)

### **Allowance/Allowance for the Survivor**

If you are a spouse or common-law partner of someone receiving both Old Age Security (OAS) and the Guaranteed Income Supplement (GIS), you may qualify for a benefit called the Allowance. The Allowance provides extra money to eligible low-income individuals aged 60 to 64. The benefit you receive will be based on the combined incomes of you and your spouse or common-law partner.

If your spouse or common-law partner dies (or has died), and depending on your income, you may receive a benefit called the Allowance for the Survivor until you reach age 65.

You must apply to receive the Allowance or the Allowance for the Survivor. Whether you are a new applicant or you already receive these benefits, your benefits will be renewed automatically each year, as long as you remain eligible and you file an annual income tax return on time.

If you do not file your return on time, or if further information is needed, you will receive a renewal form in the mail. As your annual income may change from year to year, you must provide your income each year either by completing an application form or by filing your income tax return.

For more information about the Allowance or about the Allowance for the Survivor, contact Service Canada, or visit their website.

**Phone (English, toll-free, Canada & USA):** 1-800-277-9914

**Phone (French, toll-free, Canada & USA):** 1-800-277-9915

**Phone (Deaf/hearing-impaired, toll-free):** 1-800-255-4786

**Website:** [www.servicecanada.gc.ca/eng/services/pensions/oas/allowance-survivor.shtml](http://www.servicecanada.gc.ca/eng/services/pensions/oas/allowance-survivor.shtml)

### **Canada Pension Plan (CPP)**

The Canada Pension Plan (CPP) provides a retirement pension and other benefits for those who have contributed to the plan through paid employment in Canada. The amount of CPP benefit is determined by the contributions you made during the time you were employed. The CPP is adjusted for inflation every January to keep up with increases in the cost of living. You must apply to receive CPP benefits; retirement benefits do not begin automatically unless you were in receipt of CPP disability benefits when you turned 65. Apply at least six months before you want your CPP pension to begin (normally the month after your 65th birthday).

If you apply for CPP retirement benefits to begin early (age 60-64), you will receive a reduced pension; if you apply after age 65 and as late as age 70, you will receive an increased pension. If you apply for your pension to begin at age 65, you will receive your full pension amount with no increase or reduction.

## Your Money

If you have lived or worked in another country that has a social security agreement with Canada, or if you are the surviving spouse or common-law partner of someone who has lived or worked in another country having a social security agreement with Canada, under this agreement you may be eligible for benefits from Canada or from the other country.

If you have contributed to the CPP for the necessary number of years, the CPP also offers a one-time lump-sum death benefit to your estate upon your death. Furthermore, your spouse or common-law partner may be eligible to receive a monthly survivor pension. Dependent children up to the age of 25 may also be eligible for benefits (those between 18 and 25 must be attending school full-time).

Please note that changes to the CPP are being phased in between 2011 and 2016. More information on these changes, and applications for CPP benefits, are available from any Service Canada office and on the Service Canada website.

For more information about the CPP, contact Service Canada.

**Phone (English, toll-free, Canada & USA):** 1-800-277-9914

**Phone (French, toll-free, Canada & USA):** 1-800-277-9915

**Phone (Deaf/hearing-impaired, toll-free):** 1-800-255-4786

**Website:** [www.servicecanada.gc.ca/eng/services/pensions/cpp](http://www.servicecanada.gc.ca/eng/services/pensions/cpp)

### **Employment Insurance (EI) Benefits**

Seniors who wish to continue working after age 65 are eligible for the same Employment Insurance (EI) benefits as other workers in Canada. You must meet the qualifying and entitlement conditions.

The receipt of pension income does not prevent you from receiving EI benefits. If you return to work and accumulate enough insurable hours and meet the entitlement conditions to set up a claim, your pension income will not be deducted from your EI benefits.

You can apply for Employment Insurance benefits online.

**Website:** <http://bit.ly/1hJMUxr>

For more information, contact Service Canada.

**Phone (toll-free):** 1-800-206-7218

**Website:** [www.servicecanada.gc.ca/eng/sc/ei](http://www.servicecanada.gc.ca/eng/sc/ei)

### **Veterans Affairs Canada (VAC)**

Veterans Affairs Canada (VAC) provides a variety of services and benefits for eligible Veterans, their families and caregivers, both at home and in community facilities. These include disability benefits, financial assistance for low-income Veterans and their families, health care, respite care, palliative care, special equipment, and support for home adaptations for Veterans with special needs. VAC can also help bring together services offered by the community and the Province to meet the needs of Veterans, and their families and caregivers. For more information, call Veterans Affairs Canada or visit their web site.

**Phone (toll-free):** 1-866-522-2122

**Website:** [www.veterans.gc.ca/eng/services](http://www.veterans.gc.ca/eng/services)

### **Federal and Provincial Non-Refundable Tax Credits**

The following information describes tax credits that may be available to you when you prepare and submit your annual income tax and benefit return.

#### **Age amount**

In addition to the basic personal amount, if you turned 65 during the year (or are older), you may be entitled to claim the age amount, which allows eligible seniors a non-refundable tax credit to reduce their income tax

payable. Your eligibility and the amount you can claim are based on your net income.

### **Pension income amount**

If you receive pension income, superannuation, or annuity payments, you may be able to claim the pension income amount, an allowable amount for certain pension incomes. Your qualifying pension income amount will be used in determining the total non-refundable tax credits used to reduce your federal income tax.

### **Amounts transferred from spouse**

Your spouse may be able to transfer to you amounts that he or she qualifies for but does not need to reduce his or her federal income tax to zero. For example: the age amount, pension income amount or the disability amount.

### **Pension income splitting**

You may also want to explore the idea of splitting your eligible pension income with your spouse or common-law partner. Using income splitting, your spouse or common-law partner may be able to transfer up to half of their pension income to you for income tax purposes.

For more information about pension income splitting, please refer to your income tax guide or call the Canada Revenue Agency (CRA).

**Phone (toll-free):** 1-800-959-8281

**Website:** [www.cra-arc.gc.ca/tx/ndvdl/tpcs/pnsn-splt/menu-eng.html](http://www.cra-arc.gc.ca/tx/ndvdl/tpcs/pnsn-splt/menu-eng.html)

### **Canada Pension Plan (CPP) Contributions**

As of January 1, 2012, the rules for contributing to the CPP have changed. The changes apply to employees and self-employed individuals 60 to 70 years of age who are receiving a CPP or Quebec Pension Plan (QPP) retirement pension. If you are under 65, you will now have to contribute to the CPP if you are receiving a CPP or QPP retirement pension and



working. If you are 65 to 70 years of age, you will also have to contribute, unless you elect to stop contributing to the CPP. For more information on how to make this election, or on CPP contributions generally, refer to your income tax guide, call the Canada Revenue Agency (CRA), or visit the CRA or Service Canada websites.

**Phone (toll-free):** 1-800-959-8281

**Website:** [www.cra.gc.ca/cpp](http://www.cra.gc.ca/cpp)

**Website:** [www.servicecanada.gc.ca/eng/services/pensions/cpp/prb](http://www.servicecanada.gc.ca/eng/services/pensions/cpp/prb)

### **Other Amounts**

You may also be able to claim a disability amount, an amount for medical expenses, and expenses for an attendant or full-time care in a nursing home.

For more information, please refer to your income tax guide, call the Canada Revenue Agency (CRA), or visit the CRA website.

**Phone (toll-free):** 1-800-959-8281

**Website:** [www.cra-arc.gc.ca/tx/ndvdl/sgmnts/snrs/ddctns-eng.html](http://www.cra-arc.gc.ca/tx/ndvdl/sgmnts/snrs/ddctns-eng.html)

### **Goods and Services Tax/Harmonized Sales Tax Credit**

The goods and services tax/harmonized sales tax (GST/HST) credit is a tax-free quarterly payment that helps individuals and families with low and modest incomes offset all or part of the GST/HST they pay.

To receive GST/HST credit payments, you must file your income tax and benefit return and complete the goods and services tax/harmonized sales tax (GST/HST) credit application area on the first page of the return, even if you received the credit last year. If you move, inform the Canada Revenue Agency (CRA) immediately to ensure that payments of your GST/HST credit are not disrupted, even if you use direct deposit and your bank account does not change.

## Your Money

For more information, refer to your income tax guide, call CRA, or visit the CRA website.

**Phone (toll-free):** 1-800-959-1953

**Website:** [www.cra-arc.gc.ca/bnfts/gsthst/menu-eng.html](http://www.cra-arc.gc.ca/bnfts/gsthst/menu-eng.html)

## Provincial Programs

### Senior's Supplement

The Senior's Supplement is a monthly payment to low-income seniors who are receiving federal Old Age Security (OAS) and the Guaranteed Income Supplement (GIS) or federal Allowances. If the income level of an eligible senior falls below a level guaranteed by the Province, the supplement is provided to make up the difference. It is paid automatically to those who are eligible – seniors do not need to apply.

For more information, contact the Senior's Supplement call centre.

**Phone (toll-free):** 1-866-866-0800 (press 4, then 1)

**Website:** [www.mhr.gov.bc.ca/PROGRAMS/other.htm#ss](http://www.mhr.gov.bc.ca/PROGRAMS/other.htm#ss)

### British Columbia Low Income Climate Action Tax Credit

The Provincial Government provides an ongoing low income climate action tax credit to help low-income individuals and families with the carbon taxes they pay. The tax credit is combined with the quarterly federal GST/HST credit.

The BC Low Income Climate Action Tax Credit (BCLICATC), which began in October 2008, is designed to offset the costs of the provincial carbon tax for low income British Columbia residents.

The maximum annual payment amount for the period July 2013 to June 2014 is \$115.50 for yourself, \$115.50 for your spouse or common-law partner, and \$34.50 per child (\$115.50 for the first child in a single parent family).

For single individuals with no children, the maximum credit is reduced by two per cent of their 2013 net income over \$32,219. For families, the maximum credit is reduced by two per cent of their 2014 net income over \$37,589. The net income thresholds are indexed annually to provincial inflation.

For more information:

**Phone (Victoria):** 250-387-3332

**Phone (toll-free):** 1-877-387-3332 (outside the Greater Victoria area)

**Email:** ITBTaxQuestions@gov.bc.ca

**Website:** <http://bit.ly/Uhz0xK>

**Website:** [www.sbr.gov.bc.ca/individual.html](http://www.sbr.gov.bc.ca/individual.html)

### **Taxpayer Services Information Line**

**Phone (toll-free):** 1-877-387-3332

**Website:** [www.sbr.gov.bc.ca/individuals/Income\\_Taxes/Personal\\_Income\\_Tax/contact.asp](http://www.sbr.gov.bc.ca/individuals/Income_Taxes/Personal_Income_Tax/contact.asp)

### **Income Assistance for Seniors Not Receiving Old Age Security**

If you are 65 or over and not eligible for the Old Age Security Pension (OAS) and its supplement (GIS), you may be eligible for income assistance from the Ministry of Social Development. Eligibility is based on your income, assets and shelter costs.

For more information, please contact the Ministry of Social Development.

**Phone (toll-free):** 1-866-866-0800 (press 3)

### **Powers of Attorney**

A power of attorney is a legal document that appoints another person, called an “attorney,” to deal with your business and property and to make financial and legal decisions on your behalf. You can appoint almost anyone your power of attorney, including, a spouse, common-law partner, family member or adult child. It can be broad in scope, or can be limited to specific matters. A power of attorney ends if you become mentally incapable. If you want the power of attorney to continue even if you become mentally incapable of making financial decisions, you can choose to make an enduring power of attorney. For more information on planning in advance of incapacity, including enduring powers of attorney, please see *Your Safety and Security* section of this guide. For further information and forms, visit the Ministry of Justice website.

**Website:** [www.ag.gov.bc.ca/incapacity-planning](http://www.ag.gov.bc.ca/incapacity-planning)



# Your **Safety and Security**

Your Safety  
and Security

# Your thoughts as you plan for Healthy Aging

*Use this space to record your answers to these questions.*

Do you know how to protect yourself against financial fraud, scams, and identity theft?

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Do you know who to contact for help if you or an Elder you know is being abused, neglected, or overmedicated?

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Are you prepared in case of an emergency or natural disaster? Will you know what to do?

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For information about government programs and services, visit [www.SeniorsBC.ca](http://www.SeniorsBC.ca) or call Service BC at 1-800-663-7867.

Phone (Greater Vancouver): 604-660-2421.

Phone (Victoria): 250-387-6121.

For the First Nations Health Authority call 1-866-913-0033.

For health related information, call HealthLink BC at 8-1-1.

# Your Safety and Security

## Planning to keep you safe

This section of the BC Elders' Guide provides information and resources to help keep Elders safe. Elder abuse and neglect is a growing problem. If you think that someone is abusing or neglecting a vulnerable senior, call the police, or refer to the contact information under the heading Preventing Elder Abuse and Neglect in this section.

Scams and fraud are also increasingly of concern for Elders. This section includes information on organizations such as Consumer Protection BC, the Motor Vehicle Sales Authority of BC, and the BC Securities Commission. These organizations can help you protect yourself from unfair business practices and investment fraud.

You can also find important information in this section of the guide about substitute decision-making, and how to appoint someone to make decisions for you in case you are ever unable to make health, personal care, financial, and/or legal decisions for yourself. This includes information on enduring powers of attorney, representation agreements, and advance directives/advance care planning.

### Questions to consider as you plan for Healthy Aging

- Do you know how to protect yourself against financial fraud, scams, and identity theft?
- Do you know who to contact for help if you or a senior you know is being abused, neglected, or overmedicated?
- Are you prepared in case of an emergency or natural disaster? Will you know what to do?

## **Preventing Elder Abuse and Neglect**

Abuse and neglect in later life can seriously affect an adult's health, happiness and safety. Older adults can experience different kinds of harm from people they rely on or trust, such as physical, emotional, or financial abuse and neglect. Shoving, hitting, threatening, taking money or property, failing to provide adequate care, and withholding medication, or giving it improperly, are all examples of abuse and neglect. Many of these are criminal offences.

Abuse of older adults can occur at home, in the community, or in institutional settings. Those who abuse are most often family members, such as a person's spouse or children, but they can also include friends and caregivers.

If you think a senior is being abused, taken advantage of, or neglected, or if they cannot help themselves, report the situation by contacting VictimLink BC in cases of physical or emotional abuse, or the Public Guardian and Trustee of British Columbia in cases of financial or legal abuse. If you see a crime or abuse taking place, call the police or 9-1-1 immediately.

### **VictimLink BC**

VictimLink BC provides information, referrals and support for victims of family and sexual violence and other crimes.

**Phone (B.C. and Yukon, toll-free):** 1-800-563-0808

### **Public Guardian and Trustee (PGT) of BC**

More information on the Public Guardian and Trustee can be found later in this section of the guide.

**Phone (Service BC, toll-free):** 1-800-663-7867

(ask to be transferred to the PGT)



### **Assisted Living Registrar**

Ministry of Health, 2-2, 1515 Blanshard Street, Victoria, BC, V8W 3C8  
If you believe someone is being abused or neglected in an assisted living residence, you can contact the Assisted Living Registrar.

**Phone:** 250-952-1369

**Phone (toll-free):** 1-866-714-3378 (outside the Greater Victoria area)

**Email:** [info@alregistrar.bc.ca](mailto:info@alregistrar.bc.ca)

### **Health Authority Contacts**

Home and Community Care Offices in local health authorities have a responsibility to investigate more serious reports of suspected abuse or neglect. Refer to the *Your Health Services* section of this guide for health authority contact information.

### **HealthLink BC**

You can call HealthLink BC 24/7 for non-emergency health information and advice from a registered nurse. Translation services are available in over 130 languages, upon request.

**Phone (toll-free):** 8-1-1

**Phone (Deaf/hearing-impaired [TTY], toll-free):** 7-1-1

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

### **BC Association of Community Response Networks (BCACRN)**

The BC Association of Community Response Networks addresses adult abuse and neglect in communities across B.C. Email or visit their website for more information and community resources.

**Email:** [info@bccrns.ca](mailto:info@bccrns.ca)

**Website:** [www.bccrns.ca](http://www.bccrns.ca)

## **BC Centre For Elder Advocacy and Support**

The BC Centre for Elder Advocacy and Support (BC CEAS) is a non-profit organization delivering programs and initiatives to prevent Elder abuse. Services include Education and Outreach programs, the Seniors Advocacy and Information Line, Victims Services Program, Legal Advocacy Program, and the Elder Law Clinic. BC CEAS advocates for legal and social justice for older adults.

For further information, contact BC CEAS.

380 – 1199 West Pender Street Vancouver, B.C. V6E 2R1

**Email:** [info@bcceas.ca](mailto:info@bcceas.ca)

**Website:** [www.bcceas.ca](http://www.bcceas.ca)

### **Seniors Abuse & Information Line (SAIL)**

604-437-1940 | 1-866-437-1940 (toll free)

Available 8am-8pm daily (excluding holidays)

TTY Teletype for those who have access to TTY equipment:

604-428-3359 | 1-855-306-1443 (toll free)

Available 9am-4pm Monday-Friday

### **Office of the Seniors Advocate**

The seniors advocate is a newly created position mandated to monitor and review system-wide issues affecting the well-being of elders and to raise awareness about resources available to elders. The seniors advocate is also responsible for making recommendations to government and those who deliver seniors services related to healthcare, personal care, housing, transportation and income support. The seniors advocate is interested in hearing from seniors and caregivers about system gaps and inefficiencies in service delivery.

For further information, contact the Office of the Seniors Advocate.

1 – 2 1515 Blanshard Street Victoria, B.C. V8W 3C8

**Email:** [seniorsadvocate@gov.bc.ca](mailto:seniorsadvocate@gov.bc.ca)

## **Planning in Advance of Incapacity**

Planning for the future is important, especially if something unexpected happens and you become incapable of making your own decisions for health care treatment, personal, or financial matters. Careful planning can help you and your family to feel more at ease and manage through a difficult time. There are a number of legal options and resources, including forms, available in British Columbia to assist capable adults to make plans in the event of future incapacity. Please note that while visiting a lawyer or notary public is not required to fill out the forms discussed below, you may wish to seek medical or legal advice before you complete them.

### **Making Future Health Care Treatment Decisions - Advance Care Planning**

Having a voice in decisions about your future health care treatment is important. There may come a time when, due to illness or injury, you become incapable of expressing your health care treatment wishes to your health care provider(s). By planning in advance, you can be sure that your family, friends and/or health care providers know your wishes or instructions, and can ensure they are followed.

Updated legislation came into effect in B.C. on September 1, 2011, giving capable adults more options to express their wishes about their future health care decisions. Planning in advance is called advance care planning. When you talk over and write down your beliefs, values and wishes for health care, you are making an advance care plan.

You can make an advance directive as part of your advance care plan, without visiting a lawyer or notary public. An advance directive allows you to state your instructions about the health care treatments you want to accept or refuse, including life-support and life-prolonging medical interventions, and provides those instructions directly to your health care provider(s). Health care providers must follow an advance

## Your Safety and Security

directive and won't seek a consent decision from anyone when your instructions address the care that is needed at the time, unless you have a representative (more information on representatives is available later in this section of the guide) who will be asked.

Many adults prefer to talk their wishes over with close family or a friend so that person can express the adult's wishes if a time comes when the adult is incapable of deciding for themselves. If you want someone in particular to make your health care decisions, read about substitute decision makers below.

To learn more about advance care planning or to make your own advance care plan, you can watch the advance care planning video and/or download the guide and workbook, *My Voice: Expressing My Wishes for Future Health Care Treatment* advance care planning guide at the SeniorsBC website. The guide also has an optional advance directive and other helpful forms. If you need help finding the guide, call HealthLink BC.

**Website:** [www.gov.bc.ca/advancecare](http://www.gov.bc.ca/advancecare)

**Phone (B.C. and Yukon, toll-free):** 8-1-1

**Phone (Deaf/hearing impaired [TTY], toll-free):** 7-1-1

### **Substitute Decision Makers- Who Decides for You, if You Become Incapable?**

There are three types of legally appointed substitute decision makers in British Columbia who may be asked to make decisions on behalf of adults who are incapable of making their own decisions for health care, personal care, and financial and legal matters. Each type has different powers and authority.

#### **Personal Guardian (committee)**

A personal guardian, also called a committee, is an adult appointed by the court to make decisions for another adult who is not mentally capable

of making decisions about his or her own health care and personal affairs, and/or financial and legal affairs. If you become mentally incapable and have not already named someone to make decisions for you, an application may be made to the B.C. Supreme Court to appoint someone to make decisions on your behalf.

The Public Guardian and Trustee of B.C. (PGT) may also be appointed as committee to make financial and legal decisions for you. More information on the PGT can be found later in this section of the guide.

### **Representative**

B.C. law allows a capable adult to name a representative in a representation agreement, without visiting a lawyer or notary public. There are two types of representatives ('section 9' and 'section 7') and each has different powers and authority to make different types of decisions on an adult's behalf when the adult becomes incapable. You can read more about the types of representatives and what they may be authorized to do, or not do, and find optional forms to name a representative as part of planning in *My Voice: Expressing My Wishes for Future Health Care Treatment* advance care planning guide available on the SeniorsBC website.

**Website:** [www.seniorsbc.ca/legal/healthdecisions](http://www.seniorsbc.ca/legal/healthdecisions)

### **Temporary Substitute Decision Maker (TSDM)**

If you become incapable and need a health care decision to be made and you do not have a court appointed personal guardian (committee of person) or a representative, then B.C. law provides for a health care provider to choose a Temporary Substitute Decision Maker (TSDM) who may decide on your behalf. The TSDM must make their decisions based on your known wishes expressed while you were capable or, if your wishes are unknown, in your best interests. A TSDM may not give consent for an adult's admission to a residential care facility. You can read more about TSDMs and find a form to make a TSDM contact list a

## Your Safety and Security

part of your advance care plan in *My Voice: Expressing My Wishes for Future Health Care Treatment* advance care planning guide available on the SeniorsBC website.

**Website:** [www.gov.bc.ca/advancecare](http://www.gov.bc.ca/advancecare)

### **Enduring Power of Attorney**

An enduring power of attorney is a legal document that you can make to appoint another person to make financial and legal decisions for you, without visiting a lawyer or notary public. You must be mentally capable when you make an enduring power of attorney, and it will be effective if you become incapable of making financial/legal decisions. Note that a “regular” (non- enduring) power of attorney ends if you become mentally incapable (for more information on “regular” powers of attorney, see the *Your Money* section of this guide). An enduring power of attorney can be broad in scope, or very specific. To create an enduring power of attorney, the document must be properly signed, and must state:

- whether the attorney (the person appointed to make decisions) can act while you are capable or only while you are incapable, and
- that the attorney’s authority continues despite your incapability.

For more information about representation agreements and enduring power of attorney, visit the Ministry of Justice website.

**Website:** [www.ag.gov.bc.ca/incapacity-planning](http://www.ag.gov.bc.ca/incapacity-planning)

Also, see *It’s Your Choice: Personal Planning Tools* on the Public Guardian and Trustee of British Columbia’s website.

**Website:** [www.trustee.bc.ca/services/services-to-adults/Pages/personal-planning.aspx](http://www.trustee.bc.ca/services/services-to-adults/Pages/personal-planning.aspx)

## **Nidus Personal Planning Resource Centre and Registry**

The Nidus Personal Planning Resource Centre is a non-profit, charitable organization. Nidus provides education on personal planning – making legal arrangements in case you need assistance with things such as paying bills or making health care decisions due to illness, injury or disability. The Nidus website contains optional forms for Representation Agreements, as well as information on Enduring Powers of Attorney and health care consent.

Nidus operates a centralized registry for personal planning documents, including Representation Agreements, Enduring Powers of Attorney, Advance Directives, My Voice Expression of Wishes, Nominations of Committee and Notices of Revocations.

For more information, visit the Nidus website.

**Website:** [www.nidus.ca](http://www.nidus.ca)

**Email:** [info@nidus.ca](mailto:info@nidus.ca)

**Regular Mail:** 1440 West 12th Avenue, Vancouver, BC V6H 1M8

**Phone (toll-free):** 1-877-267-5552

**Phone (Greater Vancouver):** 604-408-7414 **Fax:** 604-801-5506

## **Public Guardian and Trustee of British Columbia**

The Public Guardian and Trustee of British Columbia provides help when a person cannot make legal, financial or health decisions themselves. The Public Guardian and Trustee (PGT) of B.C. is appointed to safeguard and uphold the legal and financial interests of children, manage the legal, financial and personal care interests of adults needing assistance in decision making, and administer the estates of deceased and missing persons. The PGT serves the interests of seniors who require assistance in making decisions in the following ways.

### **Responding To Reports of Abuse**

The PGT collaborates with Designated Agencies (regional health authorities, Providence Health and Community Living BC) in responding to allegations of abuse, neglect and self-neglect of vulnerable adults.

When an allegation of financial abuse is made, the PGT may conduct an investigation where there is an immediate risk of harm to the adult's assets, there is reason to believe that the adult is not capable of managing his or her financial or legal affairs, and no other suitable person (family or friend) has the authority or is willing and able to act on the individual's behalf.

Specifically, the PGT may be able to assist by:

- Investigating actions of trustees, representatives or attorneys under enduring powers of attorney when the adult is incapable and concerns about financial management have been raised;
- Exercising PGT protective measures, including temporarily freezing bank accounts or preventing property transfers;
- Consulting on complex situations of abuse, neglect or self-neglect;
- Providing information on the options available.

### **Authorizing or Acting as a Temporary Substitute Decision Maker for Health Care Decisions**

In situations where an adult is incapable of providing consent to health care and has no legal representative, family or friend authorized and qualified to provide substitute consent, the PGT may authorize a Temporary Substitute Decision Maker to make health care decisions for the adult.

If necessary, the PGT itself can act as the Temporary Substitute Decision Maker of last resort. See the *Planning in Advance of Incapacity* content earlier in this section of the guide for more information on temporary substitute decision makers.



### **Acting as Committee to make Substitute Financial Decisions**

Where there is reason to believe an adult is incapable of managing his or her financial affairs, the adult has assets which require management and no other suitable person is available to manage the adult's affairs, the PGT may agree to act as committee for the adult to make substitute decisions on behalf of the adult and to manage the adult's affairs. See the *Planning in Advance of Incapacity* content in this section of the guide for more information on personal guardianship/committeeship.

In some cases, the court may also appoint the PGT to make health and personal care decisions for the adult if there is no other suitable person available to act.

### **Estate and Personal Trust Services**

When a person dies and leaves a Will, the executor named in the Will has the first right to handle funeral arrangements and administer the estate. If the executor is unwilling or unable to act and there is no one else (an alternate executor or a beneficiary) willing and able to administer the estate, the PGT may provide this service. An adult may also choose to name the PGT as executor in his or her Will.

For more information, contact the PGT of BC.

**Phone (Vancouver):** 604-660-4444

**Phone (Victoria):** 250-356-8160

**Email:** [mail@trustee.bc.ca](mailto:mail@trustee.bc.ca)

**Website:** [www.trustee.bc.ca](http://www.trustee.bc.ca)

If you live in Greater Vancouver or Victoria, use the appropriate phone number above. Otherwise, toll-free calling is available through Service BC. After dialing the toll-free number below, ask to be transferred to the PGT.

**Phone (toll-free):** 1-800-663-7867

## Assisted Living Registrar

The Office of the Assisted Living Registrar (OALR) was established to protect the health and safety of people living in assisted living residences. All assisted living residences in B.C. must be registered with the Registrar regardless of the form of ownership or funding. Operators of registered assisted living residences must meet and maintain provincial assisted living health and safety standards. The OALR investigates complaints pertaining to assisted living health and safety standards that are not being met. A member of the public may contact the Assisted Living Registrar with concerns about registered assisted living residences by phone (toll-free) or email.

### Assisted Living Registrar of British Columbia

2-1515 Blanshard Street, Victoria, B.C. V8W 3C8

**Phone (toll-free):** 1-866-714-3378

**Phone:** 250-952-1369

**Fax:** 250-952-1119

**Email:** [info@alregistrar.bc.ca](mailto:info@alregistrar.bc.ca)

**Website:** [www.health.gov.bc.ca/assisted](http://www.health.gov.bc.ca/assisted)

## Victim Services and Crime Prevention

The B.C. Government supports more than 160 victim service programs across the province, providing information, referrals, emotional support and practical assistance to victims of crime. VictimLink BC is a toll-free information and help line, available 24/7, for victims and witnesses of crime or violence. If you or someone you know is a victim or a witness of crime or violence, contact VictimLink BC at the number below to find a victim service program in your area.

The Government also supports more than 250 programs across British Columbia that provide services for women and children fleeing violence. These programs include Stopping the Violence Counselling, Children Who Witness Abuse Counselling, Outreach Services and Multicultural Outreach

Services. To find a program in your area, please contact VictimLink BC at the number below.

VictimLink BC, available 24/7

**Phone (B.C. and Yukon, toll-free):** 1-800-563-0808

**Website:** [www.victimlinkbc.ca](http://www.victimlinkbc.ca)

Victims of certain crimes may be eligible for financial assistance and benefits through the provincial government's Crime Victim Assistance Program (CVAP), which helps victims of crime protect themselves and their homes, and recover from these experiences. For more information about financial assistance and benefits for victims of crime, please visit the CVAP website.

**Website:** [www.pssg.gov.bc.ca/victimservices/financial](http://www.pssg.gov.bc.ca/victimservices/financial)

To learn more about victim services and preventing crime in your community, contact the Ministry of Justice using the information below.

**Phone (Vancouver):** 604-660-5199

**Email:** [VictimServices@gov.bc.ca](mailto:VictimServices@gov.bc.ca) or [CrimePrevention@gov.bc.ca](mailto:CrimePrevention@gov.bc.ca)

**Websites:** [www.pssg.gov.bc.ca/victimservices](http://www.pssg.gov.bc.ca/victimservices) or  
[www.pssg.gov.bc.ca/crimeprevention](http://www.pssg.gov.bc.ca/crimeprevention)

## Personal Safety Tips

There are many things people of all ages, including seniors, can do to maintain their personal safety. The Royal Canadian Mounted Police (RCMP) in British Columbia provides tips on a webpage called "Ageless Wisdom: Personal Safety" on their website.

**Website:** [www.bc.rcmp.ca/ViewPage.action?contentId=1142&siteNodeId=87](http://www.bc.rcmp.ca/ViewPage.action?contentId=1142&siteNodeId=87)

## Legal Services Society

If you have a legal problem and a low income, you may be eligible for legal aid from the Legal Services Society (LSS) of B.C. Legal aid includes:

- legal information to help you work through your problem on your own;
- legal advice from a lawyer who can help you work through your problem; and/or
- legal representation (a lawyer to act for you) in court if you have a serious legal problem and no other way to solve it.

The particular services you can get depends on your legal problem. You do not have to be financially eligible to get legal information. However, you must be financially eligible for most legal advice services and for a lawyer to represent you. Many publications and some services are available in languages other than English.

To find out more, contact your local legal aid office (listings are on the LSS website) or the LSS Call Centre.

**Phone (toll-free):** 1-866-577-2525

**Phone (Greater Vancouver):** 604-408-2172

**Website:** [www.lss.bc.ca](http://www.lss.bc.ca)

## People's Law School

The People's Law School is a non-profit society that provides complimentary and impartial legal information in plain language. A wide range of law-related topics are covered in several languages in booklets, e-books, videos, animations and public events. The People's Law School publishes a planning for aging booklet series entitled "*When I'm 64: Benefits and Services*." The resource is also available online in e-book format.

They do not provide legal advice on individual legal problems; however, they have a variety of public legal education and information resources on their website and can refer individuals to other sources of help.

For more information, or to find out about similar services in other communities, visit the People's Law School reading room or website, or call the number provided below.

### **The People's Law School**

150 – 900 Howe Street  
Vancouver, B.C. V6Z 2M4

**Phone (toll-free):** 1-866-331-5400

**Email:** [info@publiclegaled.bc.ca](mailto:info@publiclegaled.bc.ca)

**Website:** [www.publiclegaled.bc.ca](http://www.publiclegaled.bc.ca)

## **Consumer Protection BC**

British Columbia has laws to protect consumers.

Consumer Protection BC is the not-for-profit corporation, operating at an arm's length from government, that regulates and licenses the travel industry, the debt collection industry, pay-day lenders, home-inspectors, motion pictures, and segments of the telemarketing industry, as well as the cremation, interment and funeral services industry.

It focuses on educating British Columbian consumers and stakeholders in an effort to make sure consumer transactions respect the laws that govern them, and when the consumer protection laws it administers are violated Consumer Protection BC has the ability to take enforcement action.

It is also responsible for the administration of the Travel Assurance Fund (TAF). The TAF is a fund of last resort which provides a potential

## Your Safety and Security

source of compensation for travel services paid for, but not received, when those services are obtained from a licensed B.C. travel agency. Consumer Protection BC's website and toll-free telephone line provide consumers and business owners with information on their rights and responsibilities under B.C.'s consumer protection laws.

If you, or a member of your family, have a complaint about a consumer transaction, Consumer Protection BC offers complaint resolution and referrals through a toll-free inquiry centre. For more information, contact them at:

**Phone (toll-free):** 1-888-564-9963

**Phone (Greater Vancouver):** 604-320-1667

**Fax (Victoria):** 250-920-7181

**Website:** [www.consumerprotectionbc.ca](http://www.consumerprotectionbc.ca)

**Email:** [info@consumerprotectionbc.ca](mailto:info@consumerprotectionbc.ca)

## Motor Vehicle Sales Authority of British Columbia (VSA)

The Motor Vehicle Sales Authority of British Columbia is a not-for-profit independent agency created by legislation to administer the Motor Dealer Act, prescribed sections of the Business Practices and Consumer Protection Act and related regulations under those Acts.

The VSA licenses and regulates more than 1,400 motor dealers and over 6,600 sales professionals. The VSA Learning Division conducts mandatory certification courses for all persons who directly deal with consumers in retail vehicle sales in B.C.

The VSA oversees consumer protection legislation applicable to licensed motor dealers, including complaint resolution, consumer protection, industry standard setting and enforcement. The goal is a respected motor dealer industry serving an informed and confident public.

There are many things that a consumer should know before buying a new or used vehicle, and the VSA provides the tools and information to help the consumer make an informed buying decision. For more information, please visit our website or call the numbers listed below.

**Phone (toll-free):** 1-877-294-9889

**Phone (Vancouver):** 604-574-5050

**Fax:** 604-574-5883

**Email:** [communications@mvsabc.com](mailto:communications@mvsabc.com)

**Website:** [www.vehiclesalesauthority.com](http://www.vehiclesalesauthority.com)

### **Investor Education Program Helps Seniors Avoid Scams – BC Securities Commission**

Many older British Columbians depend on others for care and financial advice. This can make them targets of scam artists who try to befriend them in order to take advantage of them.

To help protect the finances of those who cannot protect themselves, a person may have a public trustee, or transfer power of attorney to someone of their choice. (See the *Substitute Decision Making* content in this section of this guide for more information on enduring powers of attorney.)

This is usually a good idea, but it can be dangerous if the person they trust turns out to be a scam artist who specifically targets them and then steals their money. The scam artist may also become close and influence the senior without going through the legal paperwork of gaining power of attorney.

Some Elders may be looking for investments to help get through retirement and leave money for their children and grandchildren. Many have lost their life savings to risky or dangerous investments because they did not understand the risks, ask the right questions, do independent research, or get a second opinion.

## Your Safety and Security

InvestRight and the BC Securities Commission (BCSC) can help answer questions about investment planning, unsuitable investments, and scams. The InvestRight website is a one-stop resource for investors to educate themselves on how to make informed investment decisions.

**Website:** [www.investright.org](http://www.investright.org)

BCSC has also launched a new “Be Fraud Aware” campaign. You will find posters that you can print off and put up in your local community centre. This includes five fraud warning signs to help you identify scams.

**Website:** [www.befraudaware.ca](http://www.befraudaware.ca)

Whether you are an Elder, a family member, or a caregiver, you can take action and prevent financial abuse of Elders. Take the time to bring suspicious activity to the attention of securities regulators. Your care and attention may save a friend, family member or member of your community from falling victim to a scam artist.

Report it! To report a scam, contact the BCSC, or fill out the Report a Scam form on their website.

**Phone (toll-free):** 1-800-373-6393

**Phone (Vancouver):** 604-899-6854

**Website:** [www.investright.org/report\\_scam.aspx](http://www.investright.org/report_scam.aspx)

You can also contact the BCSC to book a free investor education seminar for your group of 20 or more.

**Phone (toll-free):** 1-800-373-6393

**Phone (Vancouver):** 604-899-6731



## Emergency and Disaster Preparedness

An important part of provincial emergency preparedness is personal preparedness. There are more than 50 identified hazards in B.C., including forest fires, earthquakes, tsunamis, and floods. Being personally prepared can reduce the impact of extreme events on yourself and your family. There are three simple actions you can take to get prepared for an emergency - know the risks, make a plan and get your kits.. If you have special needs, there are steps you can take to ensure that your needs are met during an emergency.

The first step to preparedness that you can take is to fill out the Personal Record and Emergency Numbers sheet at the beginning of this guide. The following programs provide information and resources to help individuals get prepared for emergencies. You can access information about general emergency preparedness as well as emergency preparedness for seniors. For specific information regarding emergency programs in your community, contact your band office or health centre.

### Canadian Government: Get Prepared

*"72 Hours...Is Your Family Prepared?"* is a collaboration between Public Safety Canada, the Canadian Red Cross, St. John Ambulance, and The Salvation Army to enhance emergency preparedness. This campaign provides information about emergency preparedness, as well as resources such as preparedness guides. The general *Emergency Preparedness Guide* and the *Guide for People with Disabilities/Special Needs* are both helpful resources for seniors. These guides contain practical information about preparing for an emergency.

**Website:** [www.getprepared.ca](http://www.getprepared.ca)

Access the Emergency Preparedness Guide online.

**Website:** [www.getprepared.gc.ca/cnt/rsrscs/pblctns/yprprdnssgd/index-eng.aspx](http://www.getprepared.gc.ca/cnt/rsrscs/pblctns/yprprdnssgd/index-eng.aspx)

## Your Safety and Security

Access the Emergency Guide for People with Disabilities online.

**Website:** [www.getprepared.gc.ca/cnt/rsrscs/pblctns/pplwthdsblts/index-eng.aspx](http://www.getprepared.gc.ca/cnt/rsrscs/pblctns/pplwthdsblts/index-eng.aspx)

Order the Emergency Preparedness Guide by phone.

**Phone (toll-free):** 1-800-O-Canada (1-800-622-6232)

### **Emergency Info BC**

Emergency Info BC provides up-to-date information regarding emergency events that are currently happening in B.C. You can access emergency updates in your region, listen to advisories, and access emergency preparedness information and resources.

**Website:** [www.emergencyinfobc.gov.bc.ca](http://www.emergencyinfobc.gov.bc.ca)

### **Emergency Management BC**

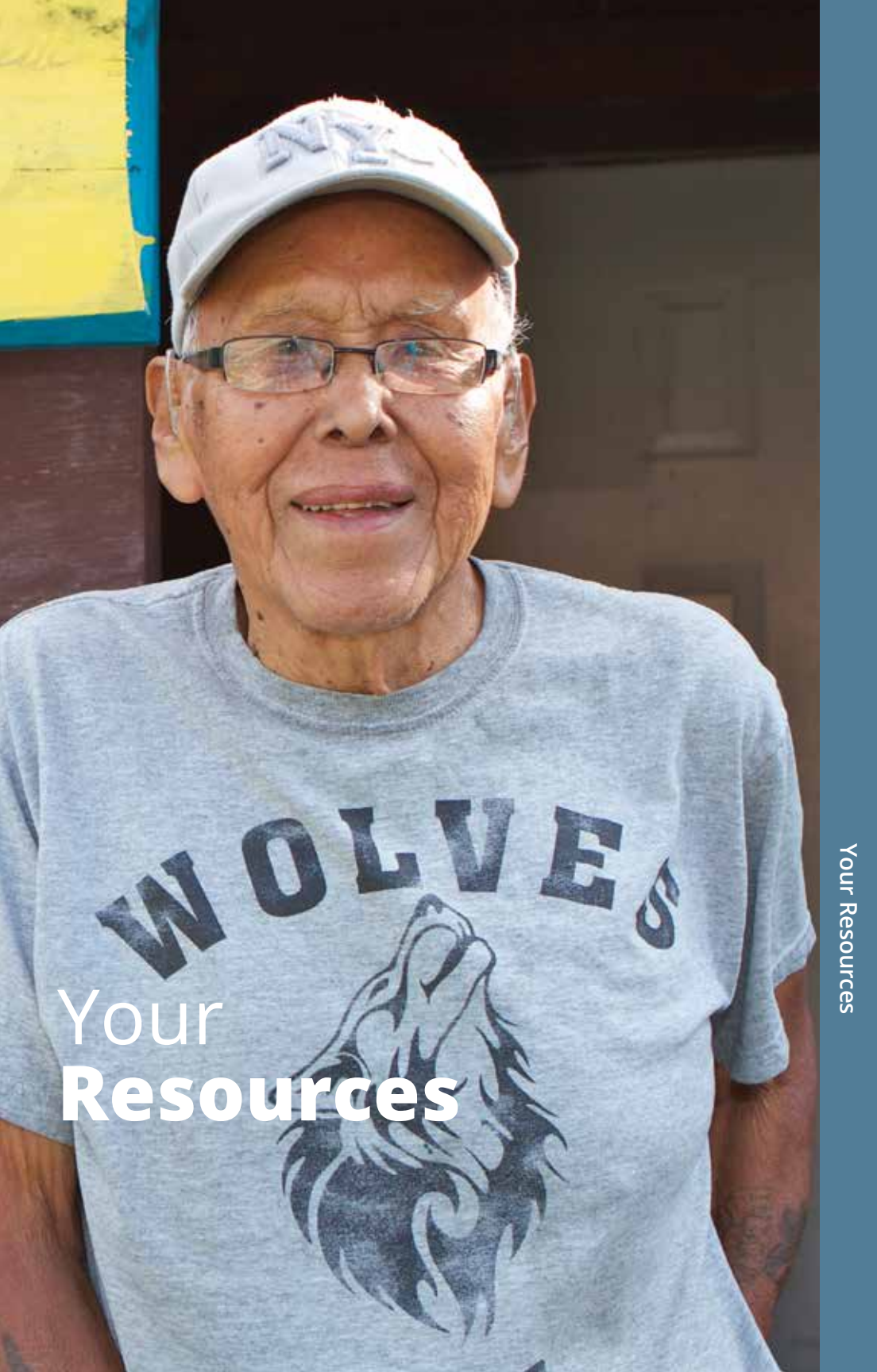
Emergency Management BC (EMBC) works to enhance public safety before, during, and after emergencies or disasters. EMBC provides information to British Columbians about hazards in B.C., general emergency preparedness, and hazard-specific emergency preparedness. EMBC has many publications and resources that can help you get prepared for emergencies according to your needs.

**Website:** [www.embc.gov.bc.ca/em/index.html](http://www.embc.gov.bc.ca/em/index.html)

### **Information about emergency preparedness for people with disabilities**

This section of the EMBC website provides preparedness information for those who may have hearing, mobility, speech, cognitive or other challenges.

**Website:** [www.embc.gov.bc.ca/em/hazard\\_preparedness/disabilities\\_information.html](http://www.embc.gov.bc.ca/em/hazard_preparedness/disabilities_information.html)



# Your Resources

# Your thoughts as you plan for Healthy Aging

*Use this space to record your answers to these questions.*

Do you know where to find the information you need about healthy living, health care, and programs and services for Elders?

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For information about government programs and services, visit [www.SeniorsBC.ca](http://www.SeniorsBC.ca) or call Service BC at 1-800-663-7867.  
Phone (Greater Vancouver): 604-660-2421.  
Phone (Victoria): 250-387-6121.

For the First Nations Health Authority call 1-866-913-0033.  
For health related information, call HealthLink BC at 8-1-1.

# Your Resources

## Other Government Services for Elders

This section of the B.C. Elders' Guide covers government programs and services not listed in the previous sections. These include websites, phone lines, and service centres that can help you find the information you need. You can learn about useful resources like HealthLink BC and the new BC Health Service Locator App, and the SeniorsBC website.

You can also find information in this section on specialized services, such as:

- Support for grandparents raising grandchildren,
- First Nations Health Benefits Plan.

If you are looking for information on government programs and services, visit [www.SeniorsBC.ca](http://www.SeniorsBC.ca) – your information website, or call Service BC at 1-800-663-7867. You can also visit a Service BC Centre (Government Agent) in your area if you prefer to receive assistance in person.

### Questions to consider as you plan for Healthy Aging

- Do you know where to find the information you need about healthy living, health care, and programs and services for seniors?

## Your Resources

### **SeniorsBC Website**

The SeniorsBC website provides information on services and programs for elders offered by the British Columbia and federal governments and non-profit organizations. Included on the website are sections on health, finances, benefits, housing, transportation and more.

SeniorsBC provides Elders, their families, caregivers, and supporting service organizations with access to reliable, consistent, and up-to-date information. The website includes online versions of the BC Seniors' Guide. Your comments and suggestions for future updates are most welcome.

Visit SeniorsBC regularly for up-to-date content, event announcements, and feature stories highlighting the achievements of older British Columbians. SeniorsBC also includes healthy living tips, information on topics of importance to Elders, and instructions for subscribing to the SeniorsBC e-Newsletter (sent by email).

**Website:** [www.seniorsbc.ca](http://www.seniorsbc.ca)

### **HealthLink BC**

HealthLink BC is the gateway to access non-emergency health information and services in British Columbia. HealthLink BC helps you learn about health topics, check your symptoms, and find health services and resources that you need for healthy living.

You can call 8-1-1 to speak with a nurse, pharmacist or dietitian, or visit [www.healthlinkbc.ca](http://www.healthlinkbc.ca) for easy access to help you find the health services you need, closest to where you live. Translation services are available in more than 130 languages upon request.

Visit HealthLink BC's website at [www.healthlinkbc.ca](http://www.healthlinkbc.ca) for medically-approved information on more than 5,000 health topics and over 5,800 health services in a searchable database, along with reliable information on prescription and over-the-counter drugs. You can also find HealthLink BC Files, or fact sheets, on public health and safety topics.

Any time of the day or night, every day of the year, British Columbians have trusted health information at their fingertips, just a phone call or a click away with HealthLink BC.

**Phone (toll-free):** 8-1-1

**Phone (Deaf/hearing-impaired [TTY]):** 7-1-1

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

## Your Resources

### **BC HealthGuide Handbook**

HealthLink BC has written the book on how to recognize and cope with common health concerns. You can find topics of interest to Elders, including a chapter on healthy aging. Preventing illness, home treatment, and when to see a health professional – it is all in the free *BC HealthGuide Handbook*, available in English, French, Chinese, and Punjabi, in print and on the web. The *BC First Nations Health Handbook* is also available as an online companion document to the *BC HealthGuide Handbook*.

**Website:** [www.healthlinkbc.ca/servicesresources/bchealthguidehandbook/](http://www.healthlinkbc.ca/servicesresources/bchealthguidehandbook/)

### **BC Health Service Locator App**

The BC Health Service Locator App allows people to locate a range of health services in British Columbia using an iPhone, iPad or iPod. Users can find walk-in clinics, hospitals, emergency rooms, immunization clinics and after-hours pharmacies nearby. Mobile users can filter the results to view a particular type of health service, such as walk-in clinics, or view wheelchair- accessible locations. The keyword search provides the opportunity to view results in different locations or find a particular type of health service. Details attached to the locations include the health service description, hours of operation, contact information and address.

Users can view the latest health alerts posted on the HealthLink BC website from within the app, and have instant access to call 8-1-1 for non-emergency health information and 7-1-1 for hearing-impaired assistance. This app is designed for more immediate, non-emergency medical assistance and information. For immediate emergency help, always call 9-1-1.

For more information about this free app visit HealthLink BC online.

**Website:** [www.healthlinkbc.ca/app](http://www.healthlinkbc.ca/app)



## Service BC

Government services are available in person, online and over the telephone.

### Service BC Contact Centre (formerly Enquiry BC)

The Service BC Contact Centre (formerly Enquiry BC) provides the following services to all British Columbia residents, on behalf of provincial government ministries, Crown corporations and public agencies:

- Basic provincial government information;
- Assistance in identifying the program or person that the caller needs to speak to;
- Government program or government employee contact information;
- Assistance in identifying the level of government responsible for a program or service; and
- Toll-free transfer for callers who would otherwise incur a cost for obtaining information from, or conducting business with, the provincial government.

Hours of operation for Service BC are 7:30 a.m. to 5 p.m. PST, Monday through Friday.

**Phone (toll-free):** 1-800-663-7867

**Phone (Greater Vancouver):** 604-660-2421

**Phone (Victoria):** 250-387-6121

**Phone (Deaf/Hearing-impaired, toll-free):** 1-800-661-8773

**Phone (Deaf/Hearing-impaired, Greater Vancouver):** 604-775-0303

**Email:** ServiceBC@gov.bc.ca

## Your Resources

### **Service BC Centres (formerly Government Agents Offices)**

Service BC Centres or Government Agent Offices assist seniors in getting access to provincial government programs and services. These offices are a point of contact for services and programs for people living outside the Lower Mainland and Victoria. Staff members have knowledge of local programs and will refer seniors to other sources of information and assistance.

Visit your local Service BC Centre for information and services, including permits, fishing licences, and Medical Services Plan information and payments. To be transferred by phone free of charge to the office you wish to contact, call the Service BC Contact Centre at the numbers listed above.

For a listing of office locations, please refer to the directory at the back of this guide. These offices are also listed under Governments – British Columbia in the blue pages of your telephone book.

**Website:** [www.servicebc.gov.bc.ca](http://www.servicebc.gov.bc.ca)

### **Grandparents raising Grandchildren Support Line**

This toll-free line assists grandparents and other relatives raising children to navigate complex service systems; to find the answers, the support, and the resources they need to prevent or solve problems; and to learn about benefits and services that will support the whole family.

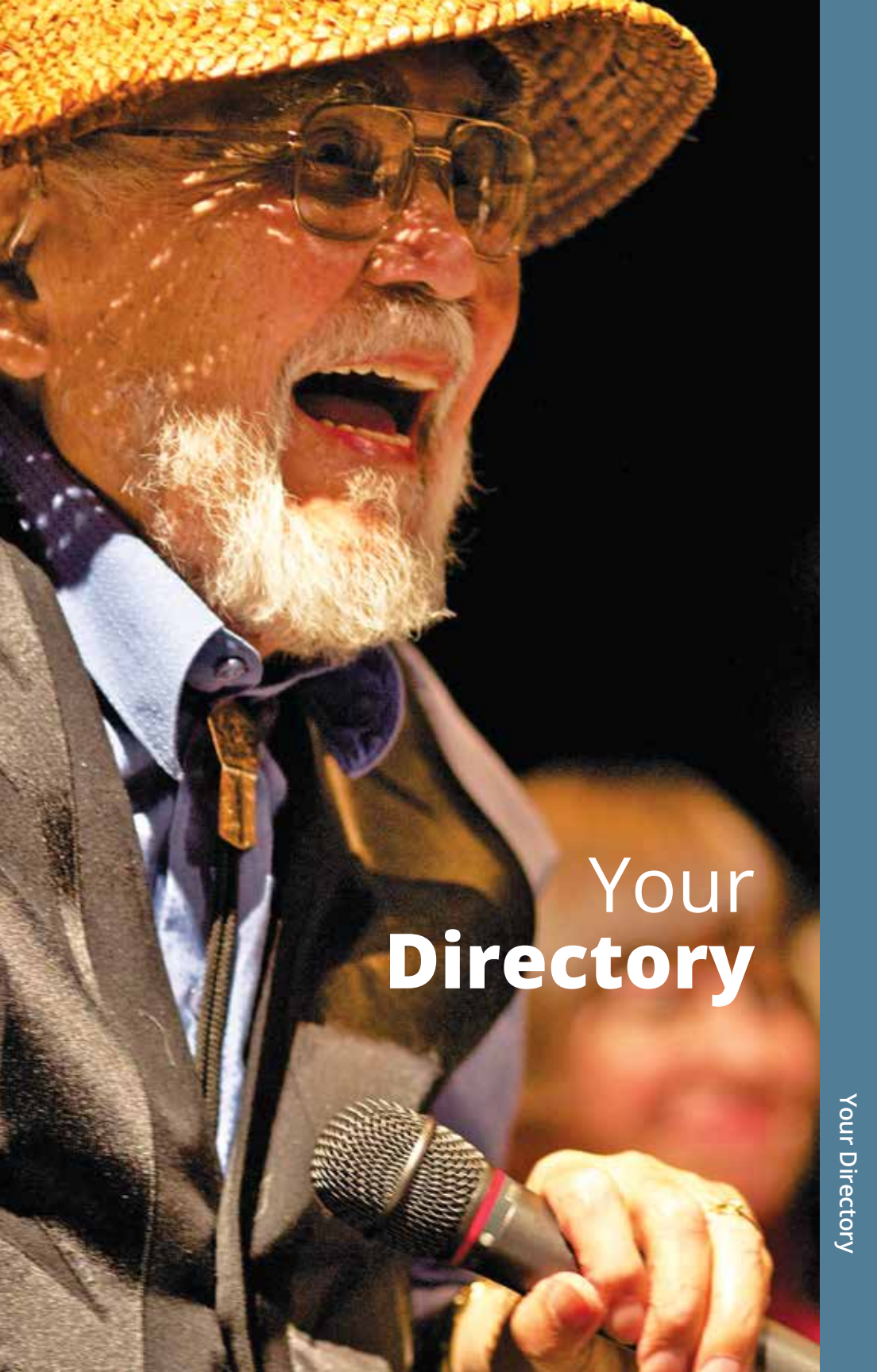
The line is staffed by two part-time social workers with training in advocacy, family law, and government services pertaining to kinship caregiving.

**Phone (toll-free):** 1-855-474-9777

**Phone (Lower Mainland):** 604-558-4740

**Email:** [GRGline@parentsupportbc.ca](mailto:GRGline@parentsupportbc.ca)

**Website:** [www.parentsupportbc.ca](http://www.parentsupportbc.ca)



# Your Directory

# Notes

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For information about government programs and services, visit [www.SeniorsBC.ca](http://www.SeniorsBC.ca) or call Service BC at 1-800-663-7867. Phone (Greater Vancouver): 604-660-2421. Phone (Victoria): 250-387-6121. For the First Nations Health Authority call 1-866-913-0033. For health related information, call HealthLink BC at 8-1-1.

# Directory

Following is an alphabetical listing of services described in this guide or available to seniors.

## A

**Aboriginal Transportation Program** (*see Elders' Transportation Program*)

### Active Aging Symposium

**Website:** [www2.gov.bc.ca/gov/topic.page?id=A64950816F114F4DAB96248461C2EB1B](http://www2.gov.bc.ca/gov/topic.page?id=A64950816F114F4DAB96248461C2EB1B)

### Active Communities B.C.

Local recreation centre information

**Website:** [www.bcrpa.bc.ca/recreation\\_parks/active\\_communities.htm](http://www.bcrpa.bc.ca/recreation_parks/active_communities.htm)

### Acute, Home and Community Care Services

Look under “Health Authorities” in the blue pages of your phone book for the number in your area, or check the HealthLink website for information. You can also call HealthLink at the numbers below. You can find more information about Home and Community Care Services in the *Your Health Services* section of this guide.

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

**Phone (toll-free):** 8-1-1

**Phone (Deaf/hearing-impaired [TTY], toll-free):** 7-1-1

### Addictions

Problem Gambling Help Line or Referral to Counselling Services

**Phone (toll-free):** 1-888-795-6111

*(also see: B.C. Alcohol and Drug Information and Referral Service, Centre for Addictions Research of B.C., and BC Partners for Mental Health and Addiction Information)*

## Your Directory **A**

### **Adult Education**

Adult education programs are offered across the province through both public post-secondary institutions and community-based service providers to support literacy, skills development, and high school completion or upgrading. Some B.C. post-secondary institutions offer reduced or free tuition to elders.

**Website:** [www.aved.gov.bc.ca/adultlearning/welcome.htm](http://www.aved.gov.bc.ca/adultlearning/welcome.htm)

**Website:** [www.aved.gov.bc.ca/literacy/welcome.htm](http://www.aved.gov.bc.ca/literacy/welcome.htm)

**Affordable Housing** (see BC Housing)

### **Age-Friendly Communities**

**Email:** [AgeFriendlyBC@gov.bc.ca](mailto:AgeFriendlyBC@gov.bc.ca)

**Website:** [www.seniorsbc.ca/agefriendly](http://www.seniorsbc.ca/agefriendly)

### **Alcohol and Aging: Know the Facts**

**Website:** [www.gov.bc.ca/alcoholandaging](http://www.gov.bc.ca/alcoholandaging)

**Allowance/Allowance for the Survivor** (see Federal Income Security)

### **Alzheimer Society of British Columbia**

**Phone (toll-free):** 1-800-667-3742

**Phone (Greater Vancouver):** 604-681-6530

**Email:** [info@alzheimerbc.org](mailto:info@alzheimerbc.org)

**Website:** [www.alzheimerbc.org](http://www.alzheimerbc.org)

**Ambulance** (see BC Ambulance Service)

### **Arthritis Answers Line (AAL)**

For every question, there is an answer. AAL is here as your source of help and hope. 10 a.m.-4 p.m. Monday-Friday

**Phone (toll-free):** 1-800-321-1433

**Phone (Greater Vancouver):** 604-875-5051

### **Arthritis Society**

**Phone (toll-free):** 1-866-414-7766

**Phone (Greater Vancouver):** 604-714-5550

**Email:** [info@bc.arthritis.ca](mailto:info@bc.arthritis.ca)

**Website:** [www.arthritis.ca/bc](http://www.arthritis.ca/bc)

### **Assisted Living Registrar**

Ministry of Health, 2-2, 1515 Blanshard Street, Victoria, BC, V8W 3C8

**Phone (toll-free):** 1-866-714-3378 (outside the Greater Victoria area)

**Phone:** 250-952-1369

**Website:** [www.health.gov.bc.ca/assisted](http://www.health.gov.bc.ca/assisted)

**Fax:** 250-952-1119

**Email:** [info@alregistrar.bc.ca](mailto:info@alregistrar.bc.ca)

### **Automobile Insurance Discounts**

(see Seniors Automobile Insurance Discounts)

## **B**

### **BC Alcohol and Drug Information and Referral Service**

**Phone (toll-free):** 1-800-663-1441

**Phone (Greater Vancouver):** 604-660-9382

**Phone (Deaf/hearing impaired [TTY]):** 604-875-0885

**Text:** 604-836-6381

## Your Directory **B**

### **BC Ambulance Service**

In a medical emergency, dial 9-1-1 where available, or call the EMERGENCY phone number listed on the inside cover of your phone book.

If a phone book is not available, dial 0 to reach the operator.

For non-emergency information, call the number below.

**Phone (Victoria):** 250-953-3298

**Website:** [www.bcas.ca](http://www.bcas.ca)

### **Ambulance Billing**

**Phone (toll-free):** 1-800-665-7199

**Phone (Victoria):** 250-356-0052

### **BC Association of Community Response Networks**

**Email:** [info@bccrns.ca](mailto:info@bccrns.ca)

**Website:** [www.bccrns.ca](http://www.bccrns.ca)

### **BC Brain Injury Association**

P.O. Box 2324, Chilliwack, B.C. V2R 1A7

**Phone (toll-free):** 1-877-858-1788

**Phone (Greater Vancouver):** 604-465-1783

**Fax:** 604-465-1725

### **BC Cancer Agency**

**Phone (toll-free):** 1-800-663-3333

**Phone (Greater Vancouver):** 604-877-6000

**Website:** [www.bccancer.bc.ca](http://www.bccancer.bc.ca)



### **BC Care Providers Association**

**Phone:** 604-736-4233

**Email:** [info@bccare.ca](mailto:info@bccare.ca)

**Website:** [www.bccare.ca](http://www.bccare.ca)

### **BC Centre for Elder Advocacy and Support (BC CEAS)**

Seniors Advocacy & Information Line (SAIL):

**Phone (toll-free):** 1-866-437-1940

**Phone (Greater Vancouver):** 604-437-1940

**Website:** [www.bcceas.ca](http://www.bcceas.ca)

### **BC Ferries**

Elders age 65+ travel at 50% off regular adult fare on most BC Ferries routes sailing Monday through Thursday (including Remembrance Day on November 11), except on holidays. This applies to passenger fares only.

Customer Information and Reservations

**Phone (North America, toll-free):** 1-888-BC-FERRY (1-888-223-3779)

**Phone (outside North America):** 250-386-3431

**Phone (From cell phone on Rogers or TELUS Mobility networks):**

\*BCF (\*223)

### **BC Health Care System**

Service BC **Phone (toll-free):** 1-800-663-7867

### **BC HealthGuide**

To get a free copy of the guide, visit your local pharmacy, call 8-1-1, or visit the website to order from the Online Order Desk.

**Phone (toll-free):** 8-1-1

**Phone (Deaf/hearing-impaired [TTY], toll-free):** 7-1-1

**Website:** [www.healthlinkbc.ca/servicesresources/bchealthguidehandbook/](http://www.healthlinkbc.ca/servicesresources/bchealthguidehandbook/)

**BC Healthy Communities Initiative**

**Website:** [www.bchealthycommunities.ca/Content/Home.asp](http://www.bchealthycommunities.ca/Content/Home.asp)

**BC Hospice Palliative Care Association**

**Phone (toll-free):** 1-877-410-6297

**Phone (Greater Vancouver):** 604-267-7024

**Email:** [office@hospicebc.org](mailto:office@hospicebc.org)

**Website:** [www.bchpca.org](http://www.bchpca.org)

**BC Housing and the Housing Registry**

**Lower Mainland**

**Phone (toll-free):** 1-800-257-7756

**Phone (Greater Vancouver):** 604-433-2218

**Vancouver Island Regional Office**

**Phone (toll-free):** 1-800-787-2807

**Phone (Victoria):** 250-475-7550

**Interior Regional Office**

**Phone (toll-free):** 1-800-834-7149

**Phone (Penticton):** 250-493-0301

**Northern Regional Office**

**Phone (toll-free):** 1-800-667-1235

**Phone (Prince George):** 250-562-9251

**Phone (Prince Rupert):** 250-627-7501

**Homeowner Protection Office**

**Phone (toll-free):** 1-800-407-7757

**Phone (Greater Vancouver):** 604-646-7050

## **BC Hydro**

For electric service or energy-efficiency information:

**Phone (toll-free):** 1-800-BCHYDRO (1-800-224-9376)

To report a power outage or downed wires:

**Phone (toll-free):** 1-888-POWERON (1-888-769-3766)

## **BC Low Income Climate Action Tax Credit**

**Websites:**

- [www2.gov.bc.ca/gov/topic.page?id=E9258ADE1AE3423080A1B2674F4EAABD](http://www2.gov.bc.ca/gov/topic.page?id=E9258ADE1AE3423080A1B2674F4EAABD)
- [www.sbr.gov.bc.ca/individual.html](http://www.sbr.gov.bc.ca/individual.html)

## **BC Palliative Care Benefits Program**

**Website:** [www.health.gov.bc.ca/pharme/plans](http://www.health.gov.bc.ca/pharme/plans)

## **BC Partners for Mental Health and Addiction Information**

**Phone (toll-free):** 1-800-661-2121

**Phone (Greater Vancouver):** 604-669-7600

**Fax:** 604-688-3236

**Email:** [bcpartners@heretohelp.bc.ca](mailto:bcpartners@heretohelp.bc.ca)

**Website:** [www.heretohelp.bc.ca](http://www.heretohelp.bc.ca)

## **BC Securities Commission**

8:30 a.m. to 4:00 p.m., Monday to Friday

**Phone (toll-free):** 1-800-373-6393

**Phone (Greater Vancouver):** 604-899-6854

**Email:** [Inquiries@bcsc.bc.ca](mailto:Inquiries@bcsc.bc.ca)

## Your Directory **B**

### **BC Seniors' Community Parks**

**Website:** [www2.gov.bc.ca/gov/topic?page?id=4CB15AE752904667BD228D15E888B6AC](http://www2.gov.bc.ca/gov/topic?page?id=4CB15AE752904667BD228D15E888B6AC)

### **BC Seniors Games Society**

**Phone (Victoria):** 778-426-2940

**Email:** [bcs.gs.shaw.ca](mailto:bcs.gs.shaw.ca)

**Website:** [www.bcseniorgames.org](http://www.bcseniorgames.org)

### **BC Transit**

**Phone (Victoria):** 250-382-6161; elsewhere in B.C., contact your local transit operator

**Website:** [www.bctransit.com](http://www.bctransit.com)

*(see TransLink for Greater Vancouver transit information)*

### **Bounce Back: Reclaim Your Health**

Speak with your health care provider about this program.

**Website:** [www.cmha.bc.ca/how-we-can-help/adults/bounceback](http://www.cmha.bc.ca/how-we-can-help/adults/bounceback)

### **Bus Fare Discount for Seniors** *(see Transit Seniors Fare Discount)*

### **Bus Pass Program**

**Phone (toll-free):** 1-866-866-0800 (Press 4, then 3)

**Email:** [HSDBUSPA@gov.bc.ca](mailto:HSDBUSPA@gov.bc.ca)

**Website:** [www.sdsi.gov.bc.ca/programs/bus-pass.html](http://www.sdsi.gov.bc.ca/programs/bus-pass.html)

### **Business Practices and Consumer Protection Authority of B.C.**

*(see Consumer Protection B.C.)*

## **C**

### **Campsite Fee Discounts**

**Website:** [www.env.gov.bc.ca/bcparks/fees/senior.html](http://www.env.gov.bc.ca/bcparks/fees/senior.html)

### **Canada Pension Plan** *(see Federal Income Security)*

### **Canada Revenue Agency**

**Phone (Tax Information Phone Service, toll-free):** 1-800-267-6999

### **Canadian Diabetes Association**

**Phone (toll-free):** 1-800-226-8464

**Phone (Greater Vancouver):** 604-732-1331

**Email:** [info@diabetes.ca](mailto:info@diabetes.ca)

**Website:** [www.diabetes.ca](http://www.diabetes.ca)

### **Centre for Addictions Research of BC**

**Phone (Greater Vancouver):** 604-408-7753

**Fax:** 604-408-7731 **Email:** [info@carbc.ca](mailto:info@carbc.ca)

**Phone (Victoria):** 250-472-5445

**Fax:** 250-472-5321 **Email:** [carbc@uvic.ca](mailto:carbc@uvic.ca)

**Website:** [www.carbc.ca](http://www.carbc.ca)

### **Choice in Supports for Independent Living (CSIL)**

Speak with your health care provider for more information.

**Website:** [www2.gov.bc.ca/gov/topic.page?id=14655A297B1A477F9A8468E6C6EC3436](http://www2.gov.bc.ca/gov/topic.page?id=14655A297B1A477F9A8468E6C6EC3436)

### **Chronic Disease Self-Management Program**

*(see Living a Healthy Life with Chronic Conditions Program)*

## **Community Centres and Other Community Services Agencies**

Look for local community centre listings in your phone book, or visit the WelcomeBC website for tips on finding community organization information online.

**Website:** [www.welcomebc.ca/safe/Life-in-B-C/index/find-services/family-resources/seniors.aspx](http://www.welcomebc.ca/safe/Life-in-B-C/index/find-services/family-resources/seniors.aspx)

## **Community Response Networks**

*(see BC Association of Community Response Networks)*

## **Community Travel Training Program**

**Phone (Victoria):** 250-384-7723

**Phone (Kelowna):** 250-762-3278 or 250-979-1312

## **Congratulatory messages**

Congratulatory messages may be requested for a significant birthday or wedding anniversary.

For more information, contact the provincial government's Office of Protocol.

**Phone (Service BC, toll-free):** 1-800-663-7867

**Phone (Victoria):** 250-387-1616

**Website:** [www.protocol.gov.bc.ca/protocol/prgs/congrat/congrat.htm](http://www.protocol.gov.bc.ca/protocol/prgs/congrat/congrat.htm)

## **Consular Services**

*(see Foreign Country Services)*

## **Consumer Protection B.C.**

**Phone (toll-free):** 1-888-564-9963

**Phone (Greater Vancouver):** 604-320-1667

## **Crime Prevention and Community Policing**

Contact your local police department or RCMP detachment.

*(also see Victim Service and Crime Prevention Division)*

## **Crisis Intervention and Suicide Prevention Centre of B.C.**

**Phone (toll-free):** 1-866-661-3311

**Phone (Suicide-Related Crisis Line, toll-free):** 1-800-784-2433

**In Greater Vancouver, call:** 604-872-3311

**Website:** [www.crisiscentre.bc.ca](http://www.crisiscentre.bc.ca)

Translation services are available.

## **D**

**Dementia Helpline** Tuesday to Friday, 10 a.m. to 4 p.m.

**Phone (toll-free):** 1-800-936-6033

**Phone (Lower Mainland):** 604-681-8651

## **Domestic Violence Helpline (VictimLink BC)**

**Phone (toll-free):** 1-800-563-0808

**Website:** [www.domesticviolencebc.ca/dvbc/index.page](http://www.domesticviolencebc.ca/dvbc/index.page)

## **DriveBC**

**Phone (toll-free):** 1-800-550-4997     **Website:** [www.drivebc.ca](http://www.drivebc.ca)

## **Driver Examinations and Reports**

RoadSafety BC

**Phone (Service BC, toll-free):** 1-800-663-7867 (ask to be transferred to 250-387-7747)

**Phone (Victoria):** 250-387-7747

**Website:** [www.pssg.gov.bc.ca/osmv/medical-fitness/index.htm](http://www.pssg.gov.bc.ca/osmv/medical-fitness/index.htm)

## Your Directory **D / E**

### **Driver's Licences and Road Tests (ICBC)**

**Phone (toll-free):** 1-800-950-1498

**Phone (Victoria):** 250-978-8300

**Websites:** [www.icbc.com/driver-licensing/Pages/default.aspx](http://www.icbc.com/driver-licensing/Pages/default.aspx)  
[www.icbc.com/driver-licensing/visit-dl-office/Pages/default.aspx](http://www.icbc.com/driver-licensing/visit-dl-office/Pages/default.aspx)

### **Driving – BCAA Older Driver Workshops**

Information on free Living Well, Driving Well workshops

**Phone (toll-free):** 1-877-247-5551

**Website:** [www.bcaa.com/road-safety/older-drivers/overview#tab-/road-safety/older-drivers/workshops](http://www.bcaa.com/road-safety/older-drivers/overview#tab-/road-safety/older-drivers/workshops)

## **E**

### **Elder Abuse Prevention**

In an emergency, always call 9-1-1, or the emergency number listed in the front of your phone book. You can read more about elder abuse prevention in the *Your Safety and Security* section of this guide.

For information, referrals, and support, call VictimLink BC, 24/7.

**Phone (B.C. and Yukon, toll-free):** 1-800-563-0808

*(also see Public Guardian and Trustee and VictimLink BC listings in this directory)*

### **Elders Transportation Program**

BC Association of Aboriginal Friendship Centres

**Phone (toll-free):** 1-800-990-2432

**Phone (Victoria):** 250-388-5522

**Email:** [info@bcaafc.com](mailto:info@bcaafc.com)

**Website:** [www.bcaafc.com/programs/firstcitizensfund/30-Elderstransportationassistance](http://www.bcaafc.com/programs/firstcitizensfund/30-Elderstransportationassistance)



## **Emergency Management BC**

**To report a disaster or emergency:** 1-800-663-3456

**Website:** [www.embc.gov.bc.ca/em/index.htm](http://www.embc.gov.bc.ca/em/index.htm)

## **Employment Insurance**

**Phone (Service Canada, toll-free):** 1-800-206-7218

**Website:** [www.servicecanada.gc.ca/eng/ei/application/applying\\_for\\_benefits.shtml#how](http://www.servicecanada.gc.ca/eng/ei/application/applying_for_benefits.shtml#how)

## **Employment Standards Branch**

This Branch administers the Employment Standards Act and Regulation, which sets minimum standards of wages and working conditions in most workplaces.

**Phone (toll-free):** 1-800-663-3316

**Website:** [www.labour.gov.bc.ca/esb](http://www.labour.gov.bc.ca/esb)

## **Employment Support for Older Workers**

*(see Targeted Initiatives for Older Workers)*

## **English Language Training**

Free English language training for adult newcomers to B.C. (immigrants and refugees)

**Website:**

[www.cic.gc.ca/english/newcomers/after-education-language.asp](http://www.cic.gc.ca/english/newcomers/after-education-language.asp)

## **F**

### **Fair PharmaCare**

*(see Pharmacare)*

### **Fall Prevention**

**Website:** [www.gov.bc.ca/fallprevention](http://www.gov.bc.ca/fallprevention)

**Website:** [www.health.gov.bc.ca/prevention/fallprevention.html](http://www.health.gov.bc.ca/prevention/fallprevention.html)

## **Federal Income Security**

Service Canada

**Phone (English, toll-free):** 1-800-277-9914

**Phone (French, toll-free):** 1-800-277-9915

**Phone (Deaf/hearing impaired [TDD], toll-free):** 1-800-255-4786

**Website:** [www.servicecanada.gc.ca](http://www.servicecanada.gc.ca)

## **Federal and Provincial Non-Refundable Tax Credits**

**Phone (toll-free):** 1-800-959-8281

**Website:** [www.taxtips.ca/nonrefundablecredits.htm](http://www.taxtips.ca/nonrefundablecredits.htm)

## **Federal Programs**

For information on any Government of Canada program or service, contact Service Canada.

**Phone (toll-free):** 1-800-0-Canada (1-800-622-6232)

**Website:** [www.servicecanada.gc.ca](http://www.servicecanada.gc.ca)

## **Ferries**

Information on BC Ferries and Inland Ferries in B.C. is available in the *Getting Around* section of this guide.

*(also see BC Ferries and Inland Ferries in this directory)*

## **First Link©**

**Website:** [www.alzheimerbc.org/We-Can-Help/First-Link.aspx](http://www.alzheimerbc.org/We-Can-Help/First-Link.aspx)

## **First Nations Health Authority**

**Phone (toll-free):** 1-866-913-0033

**Website:** [www.fnha.ca](http://www.fnha.ca)

**Email:** [info@fnha.ca](mailto:info@fnha.ca)

## **First Nations Health Benefits Program**

Information about the First Nations Health Benefits Program is available in the *Health Benefits* section of this guide. To contact the First Nations Phone Toll Free: 1-800-317-7878

## **G**

### **Goods and Services Tax Credit (Canada Revenue Agency)**

**Phone (toll-free):** 1-800-267-6999

**Website:** [www.cra-arc.gc.ca/bnfts/gsthst](http://www.cra-arc.gc.ca/bnfts/gsthst)

### **Government Agents**

*(see Service BC Centres)*

### **Grants for Age-friendly community planning and projects**

**Website:** [www.gov.bc.ca/agefriendly](http://www.gov.bc.ca/agefriendly)

**Email:** AgeFriendlyBC@gov.bc.ca

### **Guaranteed Income Supplement (GIS)**

Information about the GIS is available in the *Your Money* section of this guide. *(also see Federal Income Security)*

## **H**

### **handyDART Custom Transit**

BC Transit

**Phone (Victoria):** 250-727-9607

**Website:** [www.bctransit.com](http://www.bctransit.com)

TransLink

**Phone (Metro Vancouver):** 604-575-6600

**Website:** [www.translink.ca](http://www.translink.ca)

## Your Directory H

### **Health Authorities**

#### **Northern Health**

**Phone (toll-free):** 1-866-565-2999

**Phone (Prince George):** 250-565-2649

**Website:** [www.northernhealth.ca](http://www.northernhealth.ca)

#### **Interior Health**

**Phone (Kelowna):** 250-862-4200

**Website:** [www.interiorhealth.ca](http://www.interiorhealth.ca)

#### **Vancouver Coastal Health**

**Phone (toll-free):** 1-866-884-0888

**Phone (Greater Vancouver):** 604-736-2033

**Website:** [www.vch.ca](http://www.vch.ca)

#### **Island Health**

**Phone (toll-free):** 1-877-370-8699

**Phone (Victoria):** 250-370-8699

**Website:** [www.viha.ca](http://www.viha.ca)

#### **Fraser Health**

**Phone (toll-free):** 1-877-935-5669

**Phone (Greater Vancouver):** 604-587-4600

**Website:** [www.fraserhealth.ca](http://www.fraserhealth.ca)

#### **Provincial Health Services**

**Phone (Vancouver):** 604-675-7400

**Website:** [www.phsa.ca](http://www.phsa.ca)

**First Nations Health Authority**

**Phone (toll-free):** 1-866-913-0033

**Website:** [www.fnha.ca](http://www.fnha.ca)

**Email:** [info@fnha.ca](mailto:info@fnha.ca)

**Health Connections**

Health Connections supports access to transportation for patients who must travel for non-emergency medical appointments.

**Northern Health**

**Phone (toll-free):** 1-888-647-4997

Please have your BC Services Card number and appointment information ready.

**Website:** [www.busonline.ca/health\\_connections](http://www.busonline.ca/health_connections)

**Interior Health**

**Website:** [www.busonline.ca/health\\_connections](http://www.busonline.ca/health_connections)

**HealthLink BC**

**Phone (toll-free):** 8-1-1

**Phone (Deaf/hearing-impaired [TTY], toll-free):** 7-1-1

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

**Health Promotion Workshops**

**(Council of Senior Citizens Organizations of BC)**

**Website:** [www.coscobc.ca/cosco-workshops](http://www.coscobc.ca/cosco-workshops)

## **Healthy Eating**

Refer to the *Your Lifestyle* section of this guide for healthy eating information, including ordering information for the *Healthy Eating for Seniors* handbook and information on Dietitian Services at HealthLink BC.

Further healthy eating information is available on the Healthy Families BC website.

**Website:** [www.healthyfamiliesbc.ca/eating](http://www.healthyfamiliesbc.ca/eating)

## **Healthy Families BC**

Healthy Families BC embraces a health promotion strategy with a new set of supports to help British Columbians manage their own health and reduce chronic disease and obesity.

**Website:** [www.healthyfamiliesbc.ca](http://www.healthyfamiliesbc.ca)

## **Heart and Stroke Foundation of B.C. and Yukon**

**Phone (toll-free):** 1-888-473-4636

**Phone (Greater Vancouver):** 604-736-4404

**Website:** [www.heartandstroke.ca](http://www.heartandstroke.ca)

## **HeretoHelp**

HeretoHelp offers a Distress Line Network service available 24 hours a day, with no wait or busy signal, where you can speak to a trained volunteer specialist for support or referrals related to mental health.

**Phone (toll-free):** 310-6789 (note: this number does not require an area code; do not enter 604, 250 or 778)

**Email:** [bcpartners@heretohelp.bc.ca](mailto:bcpartners@heretohelp.bc.ca)

**Website:** [heretohelp.bc.ca](http://heretohelp.bc.ca)

### **Home Adaptations for Independence Program**

**Phone (toll-free):** 1-800-407-7757 ext. 7055

**Phone (Greater Vancouver):** 604-646-7055

**Email:** hafi@bchousing.org

**Website:** [www.bchousing.org/HAFI](http://www.bchousing.org/HAFI)

### **Home Owner Grant for Seniors**

Call your local property tax collector's office or the Home Owner Grant Administration Branch.

**Phone (toll-free):** 1-888-355-2700

**Phone (Victoria):** 250-356-8904 or 250-387-8166

### **Housing Registry**

Housing Applicant/Rental Assistance Program/SAFER Inquiry Line

**Phone (toll-free):** 1-800-257-7756

**Phone (Greater Vancouver):** 604-433-2218

**Website:** [www.bchousing.org/Partners/H\\_S\\_Op/Tenant/Housing\\_Registry](http://www.bchousing.org/Partners/H_S_Op/Tenant/Housing_Registry)

### **Hunting and Angling (Fishing) Licences for Elders**

**Website:** [www.env.gov.bc.ca/fw](http://www.env.gov.bc.ca/fw)

## **I**

### **ICBC**

**Phone (toll-free):** 1-800-663-3051

**Phone (Greater Vancouver):** 604-661-2800

**Website:** [www.icbc.com](http://www.icbc.com)

### **Immunization Services**

Contact your local public health office under “Health Authorities” in the blue pages of your phone book.

**Website:** [www.Immunizebc.ca](http://www.Immunizebc.ca)

### **The Indian Residential Schools Resolution Health Support Program**

The First Nations Health Authority Indian Residential Schools Resolution Health Support Program provides mental health and emotional supports to eligible former Indian Residential School students and their families.

**FNHA Indian Residential Schools information line:** 1-877-477-0775

### **Income Security**

*(see Federal Income Security for federal programs; see Income Assistance and Senior’s Supplement for provincial programs)*

### **Income Assistance (for seniors not receiving Old Age Security)**

Ministry of Social Development

**Phone (toll-free):** 1-866-866-0800 (press 3 + 1)

**Website:** [www.hsd.gov.bc.ca/bcea.htm](http://www.hsd.gov.bc.ca/bcea.htm)

### **Independent Living BC**

Contact your local health authority (contact information is available under “H” in this directory). Also refer to the Independent Living BC information in the *Your Home* section of this guide.

### **Inland Ferries**

**Website:** [www.th.gov.bc.ca/marine/ferry\\_schedules.htm](http://www.th.gov.bc.ca/marine/ferry_schedules.htm)



### **Inspire Health Integrated Cancer Centres**

**Phone (toll-free):** 1-888-734-7125

**Website:** [www.inspirehealth.ca](http://www.inspirehealth.ca)

### **Investor Education Program**

Offered through InvestRight and the BC Securities Commission. Call to book a free group seminar or ask an investment-related question.

**Phone (toll-free):** 1-800-373-6393

**Phone (Greater Vancouver):** 604-899-6854

**Email:** [inquiries@bcsc.bc.ca](mailto:inquiries@bcsc.bc.ca)

**Website:** [www.bcsc.bc.ca/investors.aspx](http://www.bcsc.bc.ca/investors.aspx)

## **K**

### **The Kidney Foundation of Canada**

British Columbia Branch Office

#200 - 4940 Canada Way

Burnaby, BC V5G 4K6

**Tel:** 604.736.9775 / **Toll Free:** 1.800.567.8112

**Fax:** 604.736.9703 / **Toll Free:** 1.800.667.8871

**Email:** [info@kidney.bc.ca](mailto:info@kidney.bc.ca)

**Website:** [www.kidney.ca/BCHome](http://www.kidney.ca/BCHome)

## **L**

### **Land Title and Survey Authority of BC**

Corporate Office

**Phone (Victoria):** 250-387-7280

### **Land Title Office and Districts**

**Phone (toll-free):** 1-877-577-LTSA (1-877-577-5872)

**Phone (Greater Vancouver):** 604-660-0380

**Website:** [www.ltsa.ca](http://www.ltsa.ca)

## Your Directory L / M

### **Legal Services Society**

**Phone (toll-free):** 1-866 577-2525

**Phone (Greater Vancouver):** 604-408-2172

**Website:** [www.lss.bc.ca](http://www.lss.bc.ca)

### **Licence Plates for Veterans**

*(see Veteran Specialty Licence Plates)*

### **Living a Healthy Life with Chronic Conditions Program (University of Victoria)**

Chronic Disease Self- Management Program

**Phone (toll-free):** 1-866 902-3767

**Website:** [www.coag.uvic.ca/cdsmp](http://www.coag.uvic.ca/cdsmp)

## **M**

### **Medical Services Plan (Health Insurance BC)**

**Phone (toll-free):** 1-800-663-7100

**Phone (Greater Vancouver):** 604-683-7151

Or contact your local health authority for information on available services (health authority contact information is listed under “H” in this directory).

*(also see BC Partners for Mental Health and Addiction Information, and Crisis Intervention and Suicide Prevention in this directory)*

### **Medical Services Plan Billing (Revenue Services of BC)**

**Phone (toll-free):** 1-877-405-4909

**Collections (toll-free):** 1-866-361-5050

**Fax:** 250-405-4412 or 250-405-4410

**Email:** [RSBC@HPAdvancedsolutions.com](mailto:RSBC@HPAdvancedsolutions.com)

**Mailing Address:** PO Box 9482, STN PROV GOVT, Victoria, BC V8W 9W6

### **Medications Matters**

**Website:** [www.medmatters.bc.ca/info-public.html](http://www.medmatters.bc.ca/info-public.html)

### **Motor Vehicle Sales Authority of B.C.**

**Phone (Greater Vancouver):** 604-574-5050

**Website:** [www.vehiclesalesauthority.ca](http://www.vehiclesalesauthority.ca)

### **Move for Life! DVD**

Move for Life! can be downloaded from the SeniorsBC website.

**Website:** [www2.gov.bc.ca/gov/topic.page?id=9AC1C5C159674051887BC0BACA5F693B](http://www2.gov.bc.ca/gov/topic.page?id=9AC1C5C159674051887BC0BACA5F693B)

### **Multiple Sclerosis Society of Canada**

Phone (toll-free): 1-800-268-7582

Phone (Greater Vancouver): 604-689-3144 Website: [www.mssociety.ca](http://www.mssociety.ca)

## **N**

### **National Indian Residential School Crisis Line**

The National Indian Residential School Crisis line has been set up to provide support for former Residential School students. You can access emotional and crisis referral services by calling 24-hour National Crisis line.

**National Indian Residential School Crisis Line:** 1-866-925-4419

## Your Directory **N / O**

### **New Horizons for Seniors (federal grant program)**

**Website:** [www.hrsdc.gc.ca/eng/community\\_partnerships/seniors/index.shtml](http://www.hrsdc.gc.ca/eng/community_partnerships/seniors/index.shtml)

### **Nidus Personal Planning Resource Centre and Registry**

**Phone (toll-free):** 1-877-267-5552

**Phone (Greater Vancouver):** 604-408-7414

**Fax:** 604-801-5506

**Email:** [info@nidus.ca](mailto:info@nidus.ca)

**Website:** [www.nidus.ca](http://www.nidus.ca)

### **Nutrition Information**

**Dietitian Services at HealthLink BC**

**Phone (toll-free):** 8-1-1

**Phone (Deaf/hearing-impaired [TTY], toll-free):** 7-1-1

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

### **Healthy Eating on the Healthy Families BC website**

**Website:** [www.healthyfamiliesbc.ca/eating](http://www.healthyfamiliesbc.ca/eating)

## **O**

### **Old Age Security**

*(see Federal Income Security)*

### **Order of British Columbia**

The Order of British Columbia (OBC) recognizes people who have served with the greatest distinction and excelled in any field of endeavour benefiting the people of the Province or elsewhere.

**Email:** [protocol@gov.bc.ca](mailto:protocol@gov.bc.ca)

**Website:** [www.orderofbc.gov.bc.ca](http://www.orderofbc.gov.bc.ca)

**Osteoporosis Society of Canada (B.C. Division)**

**Phone (English, toll-free):** 1-800-463-6842

**Phone (French, toll-free):** 1-800-977-1778

**Email:** [bcdivision@osteoporosis.ca](mailto:bcdivision@osteoporosis.ca)

**Website:** [www.osteoporosis.ca](http://www.osteoporosis.ca)

**P**

**People's Law School**

**Phone (toll-free):** 1-866-331-5400

**Email:** [info@publiclegaled.bc.ca](mailto:info@publiclegaled.bc.ca)

**Website:** [www.publiclegaled.bc.ca](http://www.publiclegaled.bc.ca)

**Personal Safety Tips from the RCMP**

**Website:** <http://bc.rcmp-grc.gc.ca/ViewPage.action?siteNodeId=87&languageId=1&contentId=25520>

**Personal Supports Information Line**

Contact information and referrals to government programs that may provide equipment and assistive devices for persons with disabilities.

**Phone (toll-free):** 1-888-818-1211

**Email:** [PersonalSupportsInformation@gov.bc.ca](mailto:PersonalSupportsInformation@gov.bc.ca)

**Website:** [www.personalsupports.bc.ca](http://www.personalsupports.bc.ca)

**PharmaCare (Health Insurance BC)**

**Phone (toll-free):** 1-800-663-7100

**Phone (Greater Vancouver):** 604-683-7151

**Website:** [www.health.gov.bc.ca/pharmacare](http://www.health.gov.bc.ca/pharmacare)

### **Physical Activity**

Getting and staying active benefits our bodies, helps us stay engaged in life, improves our mood and mental health, and gives us opportunities to meet new people. For more information, refer to *Your Lifestyle* in this guide, or visit the Healthy Families BC website.

**Website:** [www.healthyfamiliesbc.ca/activity-lifestyles](http://www.healthyfamiliesbc.ca/activity-lifestyles)

### **Physical Activity Line (PAL)**

Get practical and trusted physical activity and healthy living information to improve your health through physical activity tailored to your needs and lifestyle.

**Phone (toll-free):** 1-877-725-1149

**Website:** [www.physicalactivityline.com](http://www.physicalactivityline.com)

### **Power Outages and Repairs**

To report a power outage or downed wires, call BC Hydro, or submit a report on their website.

**Phone (toll-free):** 1-888-POWER ON (1-888-769-3766)

**Phone (from your cell phone):** \*HYDRO (\*49376)

**Website:** [www.bchydro.com/outages](http://www.bchydro.com/outages)

### **Problem Gambling**

**Phone (toll-free):** 1-888-795-6111

**Phone (Deaf/hearing impaired; collect calls accepted):** 604-875-0885

**Website:** [www.bcresponsiblegambling.ca](http://www.bcresponsiblegambling.ca)

**Public Guardian and Trustee (PGT) of British Columbia**

**Phone (Service BC, toll-free):** 1-800-663-7867 (ask to be transferred to the PGT)

**Phone (Greater Vancouver):** 604-660-4444

**Phone (Service BC, Victoria):** 250-387-6121 (ask to be transferred to the PGT)

**Website:** [www.trustee.bc.ca](http://www.trustee.bc.ca)

**Public Health**

*(see Nutrition Information and Immunization Services in this directory)*

**R**

**Residential Tenancy Branch**

**Phone (toll-free):** 1-800-665-8779

**Phone (Greater Vancouver):** 604-660-1020

**Phone (Victoria):** 250-387-1602

**Email:** [HSRTO@gov.bc.ca](mailto:HSRTO@gov.bc.ca)

**Website:** [www.rto.gov.bc.ca](http://www.rto.gov.bc.ca)

**Revenue Services of BC**

*(see Medical Services Plan)*

**S**

**SeniorsBC.ca**

**Website:** [www.seniorsbc.ca](http://www.seniorsbc.ca)

**Seniors Health Care Support Line**

**Phone (Victoria):** 250- 952-3181

**Phone (toll-free):** 1-877- 952-3181

**Seniors' Housing & Support Initiative  
(Union of BC Municipalities)**

**Phone (Victoria):** 250-356-5134

**Phone (Richmond):** 604-270-8226

**Email:** [lgps@ubcm.ca](mailto:lgps@ubcm.ca)

**Website:** [www.ubcm.ca/EN/main/funding/lgps/current-lgps-programs/seniors-housing-support-initiative.html](http://www.ubcm.ca/EN/main/funding/lgps/current-lgps-programs/seniors-housing-support-initiative.html)

**Seniors' Health Information (HealthLink BC)**

**Phone (toll-free):** 8-1-1

**Phone (Deaf/hearing-impaired [TTY], toll-free):** 7-1-1

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

**Seniors Services Society (Lower Mainland only)**

**Phone (New Westminster):** 604-520-6621

**Email:** [info@seniorsservicessociety.ca](mailto:info@seniorsservicessociety.ca)

**Website:** [www.seniorsservicessociety.ca](http://www.seniorsservicessociety.ca)

**Senior's Supplement**

BC Ministry of Social Development

**Phone (toll-free):** 1-866-866-0800-(Press 4, then 1)

**Website:** [www.eia.gov.bc.ca/programs/other.htm](http://www.eia.gov.bc.ca/programs/other.htm)

**Seniors' Supportive Housing (BC Housing)**

**Phone (toll-free):** 1-800-257-7756

**Phone (Greater Vancouver):** 604-433-2218

**Fax:** 604-439-4729

**Website:** [www.bchousing.org/Options/Supportive\\_Housing/SSH/SSH](http://www.bchousing.org/Options/Supportive_Housing/SSH/SSH)



### **Seniors' Vehicle Insurance Discounts (ICBC)**

**Phone (toll-free):** 1-800-663-3051

**Phone (Greater Vancouver):** 604-661-2800

**Website:**

[www.icbc.com/autoplan/costs/Pages/Discounts-and-savings.aspx](http://www.icbc.com/autoplan/costs/Pages/Discounts-and-savings.aspx)

### **Service BC (formerly Enquiry BC)**

Call for information on any Province of British Columbia service or program.

**Phone (toll-free):** 1-800-663-7867

**Phone (Greater Vancouver):** 604-660-2421

**Phone (Victoria):** 250-387-6121

**Phone (Deaf/hearing impaired [TDD], toll-free):** 1-800-661-8773

**Phone (Deaf/hearing impaired [TDD], Greater Vancouver):**  
604-775-0303

**Website:** [www.servicebc.gov.bc.ca](http://www.servicebc.gov.bc.ca)

### **Service BC Centres (Government Agents)**

#### **100 Mile House**

300 South Highway 97,  
Box 1600,  
100 Mile House, B.C. V0K 2E0  
**Phone:** 250-395-7832

#### **Atlin**

3rd Street, Box 100,  
Atlin, B.C. V0W 1A0  
**Phone:** 250-651-7595

#### **Ashcroft**

318 Railway Avenue, Box 189,  
Ashcroft, B.C. V0K 1A0  
**Phone:** 250-453-2412

#### **Bella Coola**

636 Cliff Street, Box 185,  
Bella Coola, B.C. V0T 1C0  
**Phone:** 250-799-5361

## Your Directory **S**

### **Burns Lake**

161 Highway 16, Box 3500,  
Burns Lake, B.C. V0J 1E0  
**Phone:** 250-692-2528

### **Campbell River**

115 – 1180 Ironwood Road,  
Campbell River, B.C. V9W 5P7  
**Phone:** 250-286-7555

### **Chetwynd**

4744 – 52nd Street, Box 105,  
Chetwynd, B.C. V0C 1J0  
**Phone:** 250-788-2239

### **Chilliwack**

Suite 1 – 45467 Yale Road West,  
Chilliwack, B.C. V2R 3Z8  
**Phone:** 604-795-8415

### **Clinton**

1423 Cariboo Highway, Box 70,  
Clinton, B.C. V0K 1K0  
**Phone:** 250-459-2268

### **Courtenay**

2500 Cliffe Avenue,  
Courtenay, B.C. V9N 5M6  
**Phone:** 250-897-7500

### **Cranbrook**

100 Cranbrook Street North,  
Cranbrook, B.C. V1C 3P9  
**Phone:** 250-417-6100

### **Creston**

1404 Canyon Street, Box 1190,  
Creston, B.C. V0B 1G0  
**Phone:** 250-428-3211

### **Dawson Creek**

1201 – 103rd Avenue,  
Dawson Creek, B.C. V1G 4J2  
**Phone:** 250-784-2224

### **Dease Lake**

Block D, Highway 37, Bag 2000,  
Dease Lake, B.C. V0C 1L0  
**Phone:** 250-771-3700

### **Duncan**

5785 Duncan Street,  
Duncan, B.C. V9L 3W6  
**Phone:** 250-746-1400

### **Fernie**

401 – 4th Avenue, Box 1769,  
Fernie, B.C. V0M 1M0  
**Phone:** 250-423-6845

**Fort Nelson**

5319 – 50th Avenue South,  
Bag 1000,  
Fort Nelson, B.C. V0C 1R0  
**Phone:** 250-774-6945

**Fort St. James**

470 Stuart Drive, Box 1328,  
Fort St. James, B.C. V0J 1P0  
**Phone:** 250-996-7585

**Fort St. John**

10600 – 100th Street,  
Fort St. John, B.C. V1J 4L6  
**Phone:** 250-787-3350

**Ganges (Salt Spring Island)**

343 Lower Ganges Road,  
Salt Spring Island, B.C. V8K 2V4  
**Phone:** 250-537-5414

**Golden**

837 Park Drive, Box 39,  
Golden, B.C. V0A 1H0  
**Phone:** 250-344-7550

**Grand Forks**

7290 – 2nd Street, Box 850,  
Grand Forks, B.C. V0H 1H0  
**Phone:** 250-442-4306

**Hazelton**

2210 Highway 62, PO Box 380,  
Hazelton, B.C. V0J 1Y0  
**Phone:** 250-842-7624

**Houston**

3400 – 11th Street, Bag 2000,  
Houston, B.C. V0J 1Z0  
**Phone:** 250-845-5828

**Invermere**

625 – 4th Street, Box 265,  
Invermere, B.C. V0A 1K0  
**Phone:** 250-342-4260

**Kamloops**

250 - 455 Columbia Street,  
Kamloops, B.C. V2C 6K4  
**Phone:** 250-828-4540

**Kaslo**

312 – 4th Street, Box 580,  
Kaslo, B.C. V0G 1M0  
**Phone:** 250-353-2219

**Kelowna**

305 - 478 Bernard Ave.  
Kelowna, B.C. V1Y 6N7  
**Phone:** 250-861-7500

## Your Directory **S**

### **Kitimat**

795 Lahakas Blvd,  
Kitimat, B.C. V8C 1G2  
**Phone:** 250-632-6188

### **Nakusp**

204 – 6th Avenue, PO Box 128,  
Nakusp, B.C. V0G 1R0  
**Phone:** 250-265-4865

### **Lillooet**

Suite A – 639 Main Street, Bag 700,  
Lillooet, B.C. V0K 1V0  
**Phone:** 250-256-7548

### **Nanaimo**

460 Selby Street,  
Nanaimo, B.C. V9R 2R7  
**Phone:** 250-741-3636

### **Mackenzie**

64 Centennial Drive, P.O. Box 2400  
Mackenzie, B.C. V0J 2C0  
**Phone:** 250-997-4270

### **Nelson**

310 Ward Street,  
Nelson, B.C. V1L 5S4  
**Phone:** 250-354-6104

### **Maple Ridge**

175 – 22470 Dewdney Trunk Road,  
Maple Ridge, B.C. V2X 5Z6  
**Phone:** 604-466-7470

### **Oliver**

Room 101,  
Court House 9971 – 350th Avenue,  
Box 5000,  
Oliver, B.C. V0H 1T0  
**Phone:** 250-498-3818

### **Masset (Haida Gwaii)**

1666 Orr Street, Box 226,  
Masset, B.C. V0T 1M0  
**Phone:** 250-626-5278

### **Penticton**

40 Calgary Avenue,  
Penticton, B.C. V2A 2T6  
**Phone:** 250-487-4200

### **Merritt**

2194 Coutlee Avenue, Box 4400,  
Stn. Main Merritt, B.C. V1K 1B8  
**Phone:** 250-378-9343

**Port Alberni**

4070 8th Avenue,  
Port Alberni, B.C. V9Y 4S4  
**Phone:** 250-720-2040

**Port Hardy**

8785 Gray Street, Bag 11000,  
Port Hardy, B.C. V0N 2P0  
**Phone:** 250-949-6323

**Powell River**

6953 Alberni Street,  
Powell River, B.C. V8A 2B8  
**Phone:** 604-485-3622

**Prince George**

1044 – 5th Avenue,  
Prince George, B.C. V2L 5G4  
**Phone:** 250-565-4488

**Prince Rupert**

201 – 3rd Avenue West,  
Prince Rupert, B.C. V8J 1L2  
**Phone:** 250-624-7415

**Princeton**

10 - 136 Tipton Ave. Box 10  
Princeton, B.C. V0X 1W0  
**Phone:** 250-295-4600

**Queen Charlotte  
(Haida Gwaii)**

216 Oceanview Drive, Box 309,  
Queen Charlotte, B.C. V0T 1S0  
**Phone:** 250-559-4452

**Quesnel**

102 – 350 Barlow Avenue,  
Quesnel, B.C. V2J 2C2  
**Phone:** 250-992-4313

**Revelstoke**

Room 104, Court House, 1123  
Second Street West, Box 380,  
Revelstoke, B.C. V0E 2S0  
**Phone:** 250-837-6981

**Salmon Arm**

850A – 16th Street NE, Bag 100,  
Salmon Arm, B.C. V1E 4S4  
**Phone:** 250-832-1611

**Sechelt**

102 – 5710 Teredo Street,  
Box 950,  
Sechelt, B.C. V0N 3A0  
**Phone:** 604-885-5187

## Your Directory **S**

### **Smithers**

1020 Murray Street, Bag 5000,  
Smithers, B.C. V0J 2N0  
**Phone:** 250-847-7207

### **Sparwood**

96 Greenwood Shopping Mall,  
Box 1086,  
Sparwood, B.C. V0B 2G0  
**Phone:** 250-425-6890

### **Squamish**

1360 Pemberton Avenue,  
Box 1008,  
Squamish, B.C. V8B 0A7  
**Phone:** 604-892-2400

### **Stewart**

703 Brightwell Street,  
Box 127,  
Stewart, B.C. V0T 1W0  
**Phone:** 250-636-2294

### **Terrace**

101 – 3220 Eby Street,  
Terrace, B.C. V8G 5K8  
**Phone:** 250-638-6515

### **Trail**

1050 Eldorado Street,  
Trail, B.C. V1R 3V7  
**Phone:** 250-364-0591

### **Ucluelet**

5 –1636 Peninsula Road, Box 609,  
Ucluelet, B.C. V0R 3A0  
**Phone:** 250-726-7025

### **Valemount**

1300 4th Avenue, Box 657,  
Valemount, B.C. V0E 2Z0  
**Phone:** 250-566-4448

### **Vanderhoof**

189 East Stewart Street, Box 1459,  
Vanderhoof, B.C. V0J 3A0  
**Phone:** 250-567-6301

### **Vernon**

3201 – 30th Street,  
Vernon, B.C. V1T 9G3  
**Phone:** 250-549-5511

### **Williams Lake**

540 Borland Street,  
Williams Lake, B.C. V2G 1R8  
**Phone:** 250-398-4211

## **Service Canada**

For information on any Government of Canada program or service, call Service Canada.

**Phone (toll-free):** 1-800-0 Canada (1-800-622-6232)

**Website:** [www.servicecanada.gc.ca](http://www.servicecanada.gc.ca)

## **Shelter Aid for Elderly Renters (SAFER)**

**Phone (toll-free):** 1-800-257-7756

**Phone (Greater Vancouver):** 604-433-2218

**Website:** [www.bchousing.org/Initiatives/Providing/SAFER](http://www.bchousing.org/Initiatives/Providing/SAFER)

## **Subsidized Housing**

*(see BC Housing)*

## **T**

### **Targeted Initiative for Older Workers**

**Website:**

[www.workbc.ca/job-seekers/special-resources/older-workers.htm](http://www.workbc.ca/job-seekers/special-resources/older-workers.htm)

### **Taxi Bill of Rights**

**Website:** [www.taxirights.gov.bc.ca](http://www.taxirights.gov.bc.ca)

### **Taxpayer Services Information Line (B.C.)**

**Phone (toll-free):** 1-877-387-3332

**Website:** [www.sbr.gov.bc.ca/individuals/Income\\_Taxes/  
Personal\\_Income\\_Tax/contact.asp](http://www.sbr.gov.bc.ca/individuals/Income_Taxes/Personal_Income_Tax/contact.asp)

## Your Directory T

### **Taxi Saver Program**

**BC Transit**

**Phone (Victoria):** 250-385-2551

**Website:** [www.bctransit.com](http://www.bctransit.com)

### **Temporary Premium Assistance (Medical Services Plan)**

Temporary Premium Assistance provides a short-term period of MSP premium waver for qualifying individuals and families.

PO Box 9627 STN PROV GOVT, Victoria, B.C. V8W 9P1

**Phone (toll-free):** 1-800-207-2051

**Phone (Victoria):** 250-356-8285

**Fax:** 250-387-8021

**Email:** [TPA@gov.bc.ca](mailto:TPA@gov.bc.ca)

**Website:** [www.sbr.gov.bc.ca/individuals/Customer\\_Service/MSP/financial\\_assistance.htm](http://www.sbr.gov.bc.ca/individuals/Customer_Service/MSP/financial_assistance.htm)

### **Telephone Device for the Deaf (Service BC)**

**Phone (toll-free):** 1-800-661-8773

**Phone (Greater Vancouver):** 604-775-0303

### **Tobacco Cessation (Resources to help you quit smoking)**

*It's Never Too Late to Quit Smoking* brochure and information:

**Website:** [www.healthyfamiliesbc.ca/home/articles/seniors-and-tobacco](http://www.healthyfamiliesbc.ca/home/articles/seniors-and-tobacco)

**QuitNow program:**

**Phone (toll-free):** 1-877-455-2233

**Website:** [www.quitnow.ca](http://www.quitnow.ca)



### **Transit Seniors Fare Discount**

**Phone (Metro Vancouver):** 604-953-3333

**Website:** [www.translink.ca](http://www.translink.ca) (Metro Vancouver)

**Phone (Victoria):** 250-382-6161

**Website:** [www.bctransit.com](http://www.bctransit.com) (Victoria and the rest of B.C.)

### **TransLink**

**Phone (Metro Vancouver):** 604-953-3333

**Website:** [www.translink.ca](http://www.translink.ca)

### **Travel Assistance Program (for medical travel)**

**Phone (toll-free):** 1-800-661-2668

**Phone (Victoria):** 250-952-2657

**Website:** [www.health.gov.bc.ca/tapbc](http://www.health.gov.bc.ca/tapbc)

## **U**

### **University of British Columbia Faculty of Medicine Intercultural Online (ICON) Health Network**

The ICON website includes information in English, Chinese and Punjabi, as well as Aboriginal health information.

**Website:** [www.iconproject.org/dnn\\_icon](http://www.iconproject.org/dnn_icon)

## **V**

### **Veteran Specialty Licence Plates**

To apply for a veteran specialty plate, print the application form from ICBC's website or pick up a copy from your Autoplan broker. For further information, please contact one of the organizations listed below.

**Website:** [www.icbc.com/registration-licensing/specialty-plates](http://www.icbc.com/registration-licensing/specialty-plates)

**British Columbia Veterans Commemorative Association**

**Phone (Greater Vancouver):** 604-876-2838

**Website:** [www.bcveterans.org](http://www.bcveterans.org)

**BC Yukon Command, Royal Canadian Legion**

**Phone (Greater Vancouver):** 604-736-8166

**Website:** [www.bcyuk.legion.ca](http://www.bcyuk.legion.ca)

**Canadian Peacekeeping Veterans Association**

**Phone (Victoria):** 250-391-1568

**Website:** [www.cpva.ca](http://www.cpva.ca)

**Veterans Affairs Canada**

**Phone (toll-free, English):** 1-866 522-2122

**Phone (toll-free, French):** 1-866-522-2022

**Website:** [www.vac-acc.gc.ca](http://www.vac-acc.gc.ca)

**VictimLink BC**

VictimLink BC is a toll-free, confidential telephone service available across B.C. and Yukon 24 hours a day, 7 days a week. VictimLink BC provides information and referral services to all victims of crime and immediate crisis support to victims of family and sexual violence.

**Phone (B.C. and Yukon, toll-free):** 1-800-563-0808

**Phone (Deaf/hearing impaired [TTY]):** 604-875-0885 (to call collect, please dial the TELUS Relay Service at 7-1-1)

**Website:** [www.victimlinkbc.ca](http://www.victimlinkbc.ca)

**Victim Services**

The Province supports more than 400 programs across B.C. that assists victims of crime, and women and children fleeing violence.

**Phone (B.C. and Yukon, toll-free):** 1-800-563-0808

**Website:** [www.pssg.gov.bc.ca/victimservices](http://www.pssg.gov.bc.ca/victimservices)

## **Volunteer BC**

**Phone (Greater Vancouver):** 604-873-5877

**Email:** [volunteerbc@gmail.com](mailto:volunteerbc@gmail.com)

**Website:** [www.volunteerbc.bc.ca](http://www.volunteerbc.bc.ca)

## **VolWeb.ca™**

**Email:** [volweb@bcgames.org](mailto:volweb@bcgames.org)

**Website:** [www.VolWeb.ca](http://www.VolWeb.ca)

## **Volunteer Canada**

**Website:** [www.volunteer.ca](http://www.volunteer.ca)

## **W**

### **WorkSafeBC**

WorkSafeBC is dedicated to promoting workplace health and safety for the workers and employers of B.C.

### **Employer and Small Business Inquiries**

**Phone (toll-free):** 1-888 922-2768

**Phone (Greater Vancouver):** 604-244-6181

### **Claims or rehabilitation (Claims Call Centre)**

**Phone (toll-free):** 1-888 967-5377

**Phone (Greater Vancouver):** 604-231-8888

To report unsafe working conditions or an emergency:

**Phone (toll-free, during business hours):** 1-888 621-7233

**Phone (toll-free, after hours):** 1-866 922-4357

**Phone (Greater Vancouver):** 604-276-3100

**Website:** [www.worksafefbc.com](http://www.worksafefbc.com)



**Dora Casper**

(Quelle'p, meaning Water Lily),  
Secwepemc from Bonaparte

“Clean living. I try to be positive and I try to eat properly. I have had health problems but I try to stay positive about everything. Keep your spirituality, it’s very important. There is a Creator and I believe he looks after us but we need to do our work as well, be kind to people and help each other. And the most important thing, my Grandchildren.”

## We asked BC Elders: What is your secret to aging well?

**Yvonne Galligos,  
Tla’Amin Nation**

“I must’ve quit about 15 years ago now, at that time I was smoking about a pack a day. It got too expensive to keep up, and my kids were bugging me to quit. Also my grandchildren kept me busy chasing them, and I didn’t have the breath to keep up. I was able to quit cold turkey just on will power, I don’t miss it at all, don’t miss having stinky clothes too.”



**Marg Kelly,  
Soowalhie First Nation**

“My secret to aging well is keeping active, and always keep learning new things, even at my age. I enjoy family time and cultural gatherings. It’s important to teach our children traditional practices. Watching what I eat - lots of fish, dried, canned, smoked, salted, and helping other Elders and our youth. I have always been involved in groups, women’s groups. Learning to make crafts, knitting, youth groups, committees and even politics- I was on Council too and am still involved up to today.”



**?apat (Jane Jones),  
Tseshaht First Nation**

“My secret to aging well is in lifestyle choices. Eating well and staying active – abstaining from alcohol and cigarettes. I grew up eating locally grown vegetables and fruit, lots of salmon and seafood. We rarely ate beef. I juice regularly (mostly vegetables). Keeping mobile is very important. I enjoy swimming, gardening, and being with kids - it keeps you young.”





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



First Nations Health Authority  
Health through wellness

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

For information about government programs and services, visit [www.SeniorsBC.ca](http://www.SeniorsBC.ca) or call Service BC at 1-800-663-7867.

Phone (Greater Vancouver): 604-660-2421.

Phone (Victoria): 250-387-6121.

For the First Nations Health Authority call 1-866-913-0033.

For health related information, call HealthLink BC at 8-1-1.