

Helping seniors live well.



BC Seniors' Guide

8th edition



A Personal Record & Emergency Numbers

Name _____

Address _____

City _____

Postal Code _____

Telephone _____

B.C. Gold CareCard Number _____

Old Age Security Number _____

Name & Telephone of Closest:

Relative _____

Friend _____

Clergy _____

Doctor _____

Pharmacy _____

Health Unit _____

Lawyer _____

Ambulance _____

Fire Department _____

Police _____

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Message from Premier Gordon Campbell

British Columbia's diverse and growing population of seniors is a vital asset to our communities and our province as volunteers, caregivers, teachers and mentors. The Province wants to make sure British Columbians have access to information on topics that are important to seniors.

That's why we've produced this updated edition of the BC Seniors' Guide, containing helpful information on programs and benefits available to seniors in British Columbia.

As a complement to this guide, our government offers a BC Seniors' Line. This line is a free telephone line providing a one-stop source of information for government services, including information about health services.

To contact the BC Seniors' Line, call the toll free number at 1 800 465-4911 or 250 952-1742 in Victoria.

You can also find this guide on our BC Seniors' website: www.gov.bc.ca/seniors. Any changes to the information provided in this guide will be posted to that website.

The Province of British Columbia continues working to provide seniors with the support and care you need to remain healthy, active, contributing members of the community.

Sincerely,

Premier Gordon Campbell

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Health Services

Helping seniors live well.

Services for Seniors

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Health Services

The Best in Patient Care and Health

British Columbia's seniors are proud of the vibrant province they have built. An important part of this legacy is British Columbia's accessible and affordable health services. Our provincial government is working hard to protect and improve health care for the future.

This includes funding doctors and other health care professionals, and supporting and expanding health facilities such as hospitals, which have long been at the centre of our health system. British Columbia envisions a health care system where seniors are supported to stay healthy, get better when they are ill or injured, manage disease or disability, and cope with planning for the inevitability of the end of life.

Reduced or fully subsidized premiums for Medical Services Plan coverage and better access to prescription drugs through Fair PharmaCare for lower-income seniors, along with new or upgraded housing and care options are among the improvements our provincial government has made to seniors' care since 2001.

Through an expanded BC Seniors' Line, the government is also making it easier for seniors to get information about programs and services that apply to them. The Province is also working to support seniors and other British Columbians to be healthy and as independent as possible, for as long as possible.

Health information is a big part of our commitment to seniors. The BC HealthGuide Program is an example. This program helps provide you with the information you need to be as healthy as you can be, and to get the help you need when you need it. There is a BC HealthGuide Handbook dealing with dozens of health issues, including many specific to seniors.

The Best in Patient Care and Health (continued)

The recently revised English language version of the BC HealthGuide Handbook is available from your local pharmacy or government agent office. The BC HealthGuide website includes 35,000 pages of medically reviewed health information, a medications library and a community support database. It also houses the BC HealthFiles. The toll free NurseLine lets you speak with a registered nurse about your health questions, any time of the day or night, seven days a week. In the evening, the line can also connect you with a pharmacist to get information about medications.

Your provincial government is committed to making sure all British Columbians have access to public health care across the province. This section of the guide is packed with information about these vital services.

Health Services

BRITISH COLUMBIA'S HEALTH CARE SYSTEM

In British Columbia's regionalized health care 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 authority and responsibility for our publicly administered health care system. The Ministry ensures that health authorities manage and deliver health services consistent with provincial legislation, regulation, policy, standards, and other requirements made by the Minister of Health.

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

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

| | |
|---|----------------|
| Toll free | 1 800 663-7867 |
| Greater Vancouver | 604 660-2421 |
| Greater Victoria | 250 387-6121 |
| Deaf/Hearing-impaired toll free | 1 800 661-8773 |
| Deaf/Hearing-impaired – Greater Vancouver | 604 775-0303 |

You may also call the BC Seniors' Line.

| | |
|------------------|----------------|
| Toll free | 1 800 465-4911 |
| Greater Victoria | 250 952-1742 |

Health Services

HEALTH AUTHORITIES IN BRITISH COLUMBIA

NORTHERN HEALTH

Suite 300 – 299 Victoria Street
Prince George, B.C. V2L 5B8

Toll free 1 866 565-2999
Prince George 250 565-2649
Fax 250 565-2640
www.northernhealth.ca

VANCOUVER COASTAL HEALTH

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

Toll free 1 866 884-0888
Greater Vancouver 604 736-2033
Fax 604 875-4750
www.vch.ca

INTERIOR HEALTH

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

Kelowna 250 862-4200
Fax 250 862-4201
www.interiorhealth.ca

FRASER HEALTH

300 – 10334 152A Street
Surrey, B.C. V3R 7P8

Toll free 1 877 935-5669
Greater Vancouver 604 587-4600
Fax 604 587-4666
www.fraserhealth.ca

VANCOUVER ISLAND HEALTH

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

Toll free 1 877 370-8699
Greater Victoria 250 370-8699
Fax 250 370-8750
www.viha.ca

PROVINCIAL HEALTH SERVICES AUTHORITY

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

Vancouver 604 675-7400
Fax 604 708-2700
www.phsa.ca

Health Services

BC HEALTHGUIDE PROGRAM

The BC HealthGuide Program is provided by the Ministry of Health and is endorsed by the BC Medical Association, the Registered Nurses Association of BC, the College of Family Physicians and the College of Pharmacists of BC.

The BC HealthGuide Program provides 24-hour health information and advice in four easy and convenient ways.

BC HealthGuide

The BC HealthGuide Handbook covers over 190 common health concerns, including illness prevention, home treatments, and when to seek help from a doctor or another health professional. The handbook is based on sound medical information, and has been reviewed by B.C. doctors, nurses, pharmacists and other health professionals. A French language BC HealthGuide Handbook and BC First Nations HealthGuide Handbook are also available. Chinese and Punjabi language versions of the BC HealthGuide Handbook will be available in fall 2006.

The 2005 English language edition is now available at no cost through local pharmacies and government agent offices. It contains a new chapter on healthy aging and public health threats. The handbook identifies other topics of interest to seniors with a “for seniors” icon. Such topics include arthritis, caregiver tips, cataracts, elder abuse and neglect, falls, glaucoma and nutrition for older adults.

Health Services

If you are unable to get to your local pharmacy or government agent or require the handbook in a language other than English, call the BC Seniors' Line.

Toll free 1 800 465-4911
Greater Victoria 250 952-1742
Or email your name and address to: HThL.Health@gov.bc.ca

BC NurseLine

The BC NurseLine is a toll free, confidential health information line with specially trained registered nurses who can answer questions 24 hours a day, seven days a week. Call the BC NurseLine and speak to a registered nurse for health information and advice on health concerns, tests and treatment options, including whether to go to Emergency or see a health professional. Pharmacists are also available to answer medication-related calls from 5 p.m. to 9 a.m. every day.

Toll free 1 866 215-4700
Greater Vancouver 604 215-4700
Deaf/Hearing-impaired toll free 1 866 889-4700

Translation services are available in over 130 languages upon request.

BC HealthGuide OnLine

BC HealthGuide OnLine is a comprehensive website containing 35,000 pages of medically reviewed health information. Among the many topics are cataracts, managing chronic diseases, prostate cancer, joint replacements and osteoporosis. The site is regularly reviewed and updated. It also contains a medications library and a community support database.

Website www.bchealthguide.org

Health Services

BC HealthFiles

BC HealthFiles are a series of fact sheets on a range of public health and safety issues which are updated regularly to include the latest B.C. health advice.

Visit www.bchealthguide.org or your nearest B.C. public health unit.

MEDICAL SERVICES PLAN

The Medical Services Plan of British Columbia (MSP) insures medically required services provided to British Columbians by physicians and supplementary health care practitioners, laboratory services and diagnostic procedures.

All B.C. residents are required to enrol with MSP and pay a monthly premium. If your income is low and you are a Canadian citizen or landed immigrant (permanent resident) who has held that status and lived in Canada for the last 12 months, you may be eligible to receive assistance with premium payments or a premium waiver. If you are a Status Indian or Inuit, the federal government may pay premiums on your behalf.

New residents or persons re-establishing residence in B.C. are eligible for coverage after completing a waiting period that normally consists of the remainder of the month of arrival, plus two months. To allow time for your application to be processed, you should apply for MSP coverage immediately after arriving in B.C., rather than at the end of the waiting period. If you are 65 years of age or more and enrolled in MSP, you will automatically receive a Gold CareCard. Your Gold CareCard is useful as proof of age and residence for discounts offered by certain government programs and many businesses.

Health Services

Medical Benefits

MSP pays for medically required services of physicians and surgeons. MSP will also cover dental and oral surgery when it must be performed in a hospital. Routine eye examinations are a benefit for those 65 years of age and over.

For MSP beneficiaries receiving premium assistance, MSP pays \$23 per visit for a combined annual limit of 10 visits each calendar year for the following services: chiropractic, massage therapy, naturopathy, physical therapy and non-surgical podiatry. Surgical podiatry is a benefit for all beneficiaries.

Contacting MSP

There are many ways to get more information about MSP.

- Visit your local government agent/B.C. Access Centre (check the blue pages of your telephone directory to see if an office is located in your community or refer to the Government Agents page of this guide for a listing of government agents in B.C.)
- Visit the MSP website www.healthservices.gov.bc.ca/msp
- Call MSP's toll free automated service
 - Toll free 1 800 663-7100
 - Greater Vancouver 604 683-7151

Application forms and correspondence can be sent to the following address.

Health Insurance BC
PO Box 9035, STN PROV GOVT
Victoria, B.C. V8W 9E3

Health Services

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 at the Ministry of Employment and Income

Assistance website: www.eia.gov.bc.ca/factsheets/2004/MSO.htm

TRAVEL ASSISTANCE PROGRAM

The Travel Assistance Program (TAP) offers travel discounts to eligible B.C. residents who must travel within the province for 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 complete a TAP form. TAP must be contacted prior to travel for a confirmation number in order to receive a discount.

TAP is a private and public sector-corporate partnership program that is coordinated by the Ministry of Health. The Ministry does not provide direct financial assistance. Instead, the transportation partners waive or discount their regular fees.

For more information and to process your completed TAP form, contact our automated service.

| | |
|------------------|----------------|
| Toll free | 1 800 661-2668 |
| Greater Victoria | 250 952-2657 |

Health Services

Visit the Travel Assistance Program website at:

www.healthservices.gov.bc.ca/rural/tap_patient.html

You may also contact your health authority to see if you qualify for other travel assistance.

ACUTE, HOME AND COMMUNITY CARE SERVICES

B.C.'s health authorities provide a variety of acute 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.

Acute Care

When you have been admitted to an acute care hospital in B.C., you will automatically receive standard ward care, meals, nursing and other services while you are a patient in the hospital. Other services may include:

- Laboratory and X-ray;
- Clinically approved drugs;
- Most medical supplies;
- Operating and case room facilities;
- Use of anaesthetic equipment, supplies and routine surgical supplies;
- Radiotherapy and physiotherapy facilities, where available; and
- Other services as needed.

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.

Health Services

Home and Community Care

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

For clients with families and friends, services complement and supplement, but do not replace clients' efforts to care for themselves with the assistance of these individuals and other community resources.

In-home services include home care nursing, rehabilitation, home support and palliative care. Community-based services include adult day programs, meal programs, assisted living, residential care services and hospice care. Case management services are provided in both the home and the community. Depending on the type of care required and an individual's income, there may be a cost associated with some services. Contact your health authority for more information.

Home and Community Care Services

- Support clients to remain independent and in their own homes for as long as possible;
- Provide services at home to clients who would otherwise require admission to hospital or would stay longer in hospital;
- Provide assisted living and residential care services to clients who can no longer be supported in their homes; and
- Provide services that support people who are nearing the end of their life, and their families, at home, in assisted living, in residential care or in a hospice.

Health Services

Who is Eligible?

To be eligible for services such as home care nursing, physiotherapy or occupational therapy, clients must:

- Be a resident of British Columbia;
- 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
- Require care following discharge from an acute care hospital, care at home rather than hospitalization, or care because of a terminal illness.

To be eligible for subsidized services, such as home support, assisted living, adult day care, case management, residential care services and/or palliative 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;
- 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 have been diagnosed by a doctor with an end-stage illness.

Obtaining Services

To apply for home and community care services, contact your local health authority. A relative, friend or professional, such as a physician, nurse, pharmacist or social worker, is also welcome to contact the health authority on a client's behalf. A staff member will determine the urgency of the client's situation and if a care assessment is required.

Health Services

Case Management and Care Coordination

Case managers act as coordinators to help clients obtain home and community care services. They determine the nature, intensity and duration of services that would best meet clients' needs and arrange their services.

The case manager will stay in touch with the client to arrange care services and make any adjustments necessary in the event their care needs change.

Home Support

Home support services help clients remain in their own homes. Home support workers provide personal assistance with daily activities, such as bathing, dressing, grooming and light household tasks that help maintain a safe and supportive home.

Choice in Supports for Independent Living (CSIL)

Choice in Supports for Independent Living is an alternative for home support clients who want more flexibility in arranging home support services. CSIL clients receive funds to purchase their own services. They manage, coordinate and are financially responsible for recruiting, hiring, training, scheduling and supervising home support workers.

Family members who do not live with the client but do provide care and assistance may be eligible to be paid under this program. Those who live with the client usually are not eligible, although some exceptions may be made.

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. Client support groups manage support services on their client's behalf.

Health Services

Home Care Nursing and Community Rehabilitation Services

Home care nursing and community rehabilitation provide non-emergency, in-home nursing care and rehabilitation therapy. They assist British Columbians with acute or chronic illnesses, adults recovering from a hospital stay and clients nearing the end of their life.

Adult Day Centres

Adult day programs assist seniors and adults with disabilities to continue to live in their own homes. They provide supportive group programs and activities that assist with daily activities or encourage community involvement. Activities vary with each centre, but may include personal care, social activities and caregiver respite.

Caregiver Relief/Respite

Respite care offers caregivers temporary relief from the emotional and physical demands of caring for a friend or family member. It 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 arranging for clients to attend adult day centres or be temporarily admitted to a residential care facility.

Assisted Living

Health authorities and BC Housing are working with for profit and non-profit organizations to develop affordable housing and care options for people who want to live independently in their communities.

Health Services

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

Residences range from a high-rise apartment complex to a 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.

The health and safety of assisted living occupants are overseen by a provincial assisted living registrar. The registrar ensures that complaints about health and safety are cleared up in a timely and effective way (see Assisted Living Registrar page 67). For information on Independent Living BC, see page 37.

Residential Care

Residential care is for people who need 24-hour professional nursing care and can no longer be supported in their own homes. For seniors and people with disabilities with complex care needs, residential care provides a protective, supportive environment. Clients with the highest need and urgency have priority for the first available, appropriate bed, as determined by British Columbia's residential access policy.

Services include:

- Assistance with meals;
- Medication supervision;
- Personal assistance with daily activities; and
- A planned program of social and recreational activities.

Health Services

Group Homes

Adults with disabilities can 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, skills training, peer support and counselling.

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

End-of-life care preserves clients' comfort, dignity and quality of life by relieving or controlling symptoms, so those facing death can devote their energy to embracing the time they have with loved ones. Professional caregivers and support staff provide supportive, compassionate care in the home, hospital, hospice, assisted living residence or residential care facility.

Hospice

British Columbians who are in the end stages of a terminal illness or preparing for death, and who do not require hospital care, may prefer to spend their remaining time in a hospice. Hospices are home-like settings that provide medical and nursing care, pain and symptom management, and psychosocial, spiritual and bereavement support.

Health Services

BC Palliative Care Benefits Program

The BC Palliative Care Benefits Program assists people who are nearing the end of their life to receive palliative care at home. British Columbians can apply through their doctor. The program provides coverage for medications used in palliative care and some medical supplies and equipment.

For More Information

For more information on home and community care services, visit the home and community care website at: www.healthservices.gov.bc.ca/hcc/index.html

PHARMACARE

PharmaCare subsidizes eligible prescription drugs and designated medical supplies. PharmaCare provides financial assistance to British Columbians under Fair PharmaCare and other specialty plans.

B.C.'s Fair PharmaCare Plan

B.C.'s Fair PharmaCare Plan focuses financial assistance on those who need it most, based on their net income.

Monthly Deductible Payment Option

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

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

Health Services

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.

Registering for Fair PharmaCare

You can register for Fair PharmaCare by telephone or on the Internet. See the contact information below for the phone number and website address.

Here's what you will need to register:

- B.C. CareCard for yourself, your spouse and any dependents if applicable;
- Net income information from line 236 of your income tax return or from your Canada Revenue Agency Notice of Assessment from two years ago for you and your spouse if applicable; and
- Social insurance number and date of birth for you and your spouse if applicable.

Remember to sign and return the consent form to PharmaCare.

PharmaCare bases your assistance on your family net income from two years earlier (for example, assistance in 2006 is based on income information from 2004). 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 Fair PharmaCare Assistance based on more recent income information.

For More Information

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

| | |
|-------------------|----------------|
| Toll free | 1 800 663-7100 |
| Greater Vancouver | 604 683-7151 |

Health Services

Customer service representatives are available from Monday to Friday, 8 a.m. to 8 p.m., and Saturdays, 8 a.m. to 4 p.m.

Website www.healthservices.gov.bc.ca/pharme

MENTAL HEALTH AND ADDICTION SERVICES

The Ministry of Health funds a comprehensive and integrated system of mental health and addiction 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 addiction services are targeted to different age groups, including seniors, and provide the following services:

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

Contact your local health authority for information about available services. As well, the following provincial resources may be of assistance.

Crisis Intervention and Suicide Prevention Centre of British Columbia

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.

Health Services

24-Hour Distress Line

Toll free in B.C. 1 866 661-3311

TTY 1 866 872-0113

Greater Vancouver 604 872-3311

TTY 604 872-0113

Suicide-Related Crisis

Toll free in B.C. 1 800 784-2433

Translation services are available.

Website www.crisiscentre.bc.ca

B.C. Alcohol and Drug Information and Referral Service

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

Toll free in B.C. 1 800 663-1441

Greater Vancouver 604 660-9382

BC Partners for Mental Health and Addictions Information

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

- Anxiety Disorders Association of BC
- Awareness and Networking Around Disordered Eating
- 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

Health Services

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.

| | |
|-------------------|--|
| Toll free in B.C. | 1 800 661-2121 |
| Greater Vancouver | 604 669-7600 |
| Website | www.heretohelp.bc.ca |

Centre for Addictions Research of BC

| | |
|----------------------------------|--|
| Substance Information LINK phone | 604 408-7753 |
| Website | www.silink.ca |

BRITISH COLUMBIA AMBULANCE SERVICE

Public ambulance services, both ground and air, are provided to B.C. residents by the British Columbia Ambulance Service.

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. If the fee poses a financial problem, the Ministry of Health revenue section will work out a payment schedule to accommodate you. There is a \$50 fee if an ambulance is called by the patient, the patient's family, or a care facility and the patient is not transported to hospital.

In a medical emergency:

- Call 911, where available; or

Health Services

- 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 dialling 0.

For more information about ambulance services, contact the following number.

Victoria 250 953-3298

For ambulance billing, contact:

British Columbia Ambulance Service

Ambulance Billing Department

PO Box 9676 STN PROV GOVT

Victoria, B.C. V8W 9P7

Toll free 1 800 665-7199

Website www.hlth.gov.bc.ca/bcas

PUBLIC HEALTH

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

Nutrition Information

If you need advice on nutrition, the Ministry of Health provides it through the Dial-A-Dietitian Information Line. Service is available from 9 a.m. to 5 p.m., Monday to Friday, from a dietitian who will answer your food and nutrition questions. Translation services are available in 130 languages.

Health Services

Toll free 1 800 667-3438

Greater Vancouver 604 732-9191

More nutrition resources are available on the website at: www.dialadietitian.org

The Senior Chef Cookbook is available online from the Ministry of Health Services website at: www.healthservices.gov.bc.ca/prevent/pdf/senchef.pdf

The Senior Chef Cookbook can also be purchased from Crown Publications.

The cost is \$7.95 plus tax and shipping, and the code is 180-482-3.

To order your copy, contact:

Crown Publications, Inc.

521 Fort Street

Victoria, B.C. V8W 1E7

250 386-4636

Website

www.crownpub.bc.ca

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.

Information is also provided on the Internet on the following topics:

Why seniors should get flu vaccinations:

www.bchealthguide.org/healthfiles/hfile12a.stm

Pneumococcal vaccine information:

www.bchealthguide.org/healthfiles/hfile62b.stm

Health Services

Immunization during an influenza pandemic:

www.bchealthguide.org/healthfiles/hfile94d.stm

International travel immunizations for adults:

www.bchealthguide.org/healthfiles/hfile41c.stm

Falls Prevention Information

Information on how to prevent falls can be found by calling your local public health unit or visiting the website at: www.bchealthguide.org/seniors.stm

CHRONIC DISEASE SELF-MANAGEMENT PROGRAM

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

More information is available on the University of Victoria Centre on Aging website.

Website www.coag.uvic.ca/cdsmp

Or call the program's information line.

Toll free 1 866 902-3767



Housing

Helping seniors live well.

Services for Seniors

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Housing

Housing Choices for a Diverse Seniors' Population

British Columbia's seniors are a diverse group with widely varying needs. One thing all seniors share is a need for housing that meets individual requirements. While many seniors are faring well and are highly independent, some others need greater support. The Provincial Government is helping to meet these needs.

For example, in 2005, the B.C. Government doubled its funding for rent assistance under the Shelter Aid for Elderly Renters (SAFER) program. Rent ceilings have been increased across the entire province, and separate rent ceilings have been established for the higher average rents in the Greater Vancouver Regional District. The program has also been expanded to include seniors who pay pad rental fees for owner-occupied manufactured homes.

Another example is support for assisted living. The Provincial Government is working with various groups to create 3,500 affordable assisted living units across the province. Seniors with lower incomes and people with disabilities are able to rent the units. These units include accommodation, meals, personal care and hospitality services, such as housekeeping, laundry, recreational opportunities and a 24-hour response system.

The Province also provides funding to subsidize rents in affordable housing units built in partnership with non-profit and private housing providers and other levels of government.

With these and other initiatives, the Provincial Government is working to make sure that seniors have the housing options they need to stay active in their communities.

Housing

SHELTER AID FOR ELDERLY RENTERS (SAFER)

The Shelter Aid for Elderly Renters Program provides monthly cash payments to eligible residents of British Columbia who are 60 years or over and who pay rent for their homes. You may be eligible if:

- You are 60 years of age or older;
- You pay rent for your home;
- You pay more than 30 per cent of your total income for rent;
- You are not receiving income assistance;
- You are a Canadian citizen or a landed immigrant;
- You have lived in British Columbia for the full 12 months immediately preceding when you apply; and
- You have lived in Canada for at least 10 continuous years as an adult.

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

Website www.bchousing.org/programs/SAFER

For more information contact the numbers listed below.

Toll free 1 800 257-7756

Greater Vancouver 604 433-2218

Fax 604 439-4729

Email ApplicantandSAFERenquiries@bchousing.org

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

Housing

HOME OWNER GRANT FOR SENIORS

If you are a permanent resident in B.C., a Canadian citizen or landed immigrant, and own and occupy your residence, you may be eligible for the Provincial Home Owner Grant. The grant reduces the amount of property taxes you have to pay.

To apply for the Home Owner Grant, complete the application form on the back of the property tax notice that is sent to you in May of each year. You must confirm that you are the registered owner, that you are, or will be, at least 65 in the calendar year (to receive the additional grant) and provide your date of birth and phone number. The amount of the grant will be deducted from the property taxes you will pay.

In 2005 the maximum grant available to those eligible for the additional grant (including seniors) was \$745, but the amount you may claim may be less as you must pay a minimum property tax of \$100. The maximum grant available will also be reduced if you live on a property that is assessed at more than a specific threshold value. In 2005, the threshold value was \$685,000.

For more information contact the Home Owner Grant Administration Branch.

| | |
|------------------|-----------------------|
| Toll free | 1 888 355-2700 |
| Greater Victoria | 250 356-8904 |
| Email | hogadmin@gov.bc.ca |
| Website | www.rev.gov.bc.ca/hog |

Or call your local tax collector's office or government agent.

Housing

PROPERTY TAX DEFERMENT

Homeowners aged 60 years and over may defer the payment of annual property taxes on their principal residence. The Property Tax Deferment Program is a low interest loan program that assists qualified British Columbia homeowners in paying the annual property taxes on their home.

The deferred taxes are paid by the Province to the taxing authority (municipality or provincial collector), on behalf of the homeowner. The deferred taxes must be repaid with interest and an administration fee to the Province, either:

1. Before the home can be transferred to a new owner, other than to a surviving spouse; or
2. Upon the homeowner's death, with repayment through their estate.

The program is also available to homeowners of any age who are surviving spouses, or who meet the definition of a person with disabilities, in the *Disability Benefits Program Act*.

For more information on the Property Tax Deferment program, including other eligibility criteria for the program, contact the local government office or government agent office (refer to Government Agents page) where you pay your property taxes. Or call the following number.

Victoria 250 387-0555

Real Property Taxation Branch

Tax Deferment Section

Ministry of Small Business and Revenue

PO Box 9446 STN PROV GOVT

Victoria, B.C. V8W 9V6

Website www.rev.gov.bc.ca/rpt/property_tax_deferment.htm

Housing

INDEPENDENT LIVING BC

B.C. seniors are living longer, healthier lives and many want to remain independent as long as possible. But as seniors age, their health needs can change and some may need help with daily activities. In the past, seniors in this position had just two options: home care or residential care. Independent Living BC (ILBC) offers a middle option for those who need some assistance but do not want or need 24-hour care.

Seniors and people with disabilities are referred to the ILBC Program by their local health authority. These individuals pay 70 per cent of their after-tax income to live in assisted living homes offered through ILBC. This housing includes accommodation, hospitality services such as meals, housekeeping, recreational opportunities and 24-hour response, and personal care services such as grooming, mobility and medications.

Eligibility and Applying

If you wish to see if you are eligible to live in an assisted living apartment, contact your local health authority. For a listing of health authorities in B.C., see the earlier section on Health Authorities (page 12). A health authority case manager will work with you to find out whether assisted living works best for your needs.

For information about Assisted Living, see the Home and Community Care section under HEALTH SERVICES.

Website

www.bchousing.org/programs/independent

Housing

AFFORDABLE HOUSING FOR SENIORS

Seniors with low incomes who are able to live without any support services or who can continue to live independently with the assistance of home care, may apply for affordable housing developments managed by BC Housing or non-profit and co-op housing providers. BC Housing accepts applications and maintains a registry on behalf of some non-profit and co-op housing providers.

To apply, seniors can complete an application form that is available from any BC Housing office or can be downloaded from www.bchousing.org. However, many non-profit societies and housing co-ops maintain their own registries and seniors are encouraged to apply to these groups directly. Seniors can obtain contact information for societies and co-ops, and information about housing developments from "The Link," a resource directory that provides information on affordable housing across the province. "The Link" is available at all BC Housing offices, or housing listings information can be downloaded from BC Housing.

For information about Assisted Living, see the Home and Community Care section under HEALTH SERVICES.

For more information about subsidized housing, contact BC Housing.

Head Office

| | |
|-------------------|----------------|
| Toll free | 1 800 257-7756 |
| Greater Vancouver | 604 433-2218 |

LOWER MAINLAND

West Regional Office

| | |
|-----------|--|
| Vancouver | 604 609-7024 |
| Email | lmwmail@bchousing.org |
| Website | www.bchousing.org/applicants/housing_listing |

Housing

LOWER MAINLAND

East Regional Office

Burnaby

604 525-3033

Email

lmemail@bchousing.org

Vancouver Island Regional Office

Toll free

1 800 787-2807

Greater Victoria

250 475-7550

Email

icemail@bchousing.org

Interior Regional Office

Penticton

250 493-0301

Email

penmail@bchousing.org

Northern Regional Office

Prince George

250 562-9251

Email

pgmail@bchousing.org

Prince Rupert Office

Northern Region (Prince Rupert)

250 627-7501

Email

prmail@bchousing.org

HOME ADAPTATIONS FOR SENIORS' INDEPENDENCE PROGRAM

The Home Adaptations for Seniors' Independence Program (HASI) helps homeowners and landlords pay for minor home adaptations to extend the time that low-income seniors can live in their own homes independently. The maximum assistance available is \$3,500 and it is intended to cover adaptations such as handrails, lever handles on doors and bathtub grab bars.

Housing

To qualify for HASI, the senior(s) living in the home must have a household income below a set limit (the threshold varies according to where you live). This assistance is provided in the form of a loan that does not need to be repaid, as long as the homeowner continues to occupy the unit for six months.

To obtain full details and an application form, contact your local Canada Mortgage and Housing Corporation office listed in the white pages of the telephone book, or call the numbers listed below.

| | |
|-------------------|--|
| Toll free | 1 800 639-3938 |
| Greater Vancouver | 604 731-5733 |
| Website | www.cmhc-schl.gc.ca/en/prfias/hasi/readaspr_002.cfm |

RESIDENTIAL REHABILITATION ASSISTANCE PROGRAM

The Residential Rehabilitation Assistance Program (RRAP) for homeowners provides low-income homeowners with financial assistance for the repair of lower value homes. The money is provided in the form of a loan.

Financial assistance is also available for modifications that make homes more accessible for persons with disabilities.

| | |
|---------|--|
| Website | www.cmhc-schl.gc.ca/en/prfias/rrepr/readaspr_003.cfm |
|---------|--|

For more information on RRAP, contact your nearest Canada Mortgage and Housing Corporation office, listed in the white pages of your telephone book, or call the numbers listed below.

| | |
|-------------------|----------------|
| Toll free | 1 800 639-3938 |
| Greater Vancouver | 604 731-5733 |

Housing

RESIDENTIAL TENANCY OFFICE

The Residential Tenancy Office 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, or eviction notices. Where disputes cannot be resolved internally, you can apply for arbitration to decide the dispute. The Residential Tenancy Office 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 Office website. To speak to an information officer or listen to 24-hour recorded information on renting in B.C., call the numbers listed below.

| | |
|-------------------|-------------------|
| Toll free | 1 800 665-8779 |
| Greater Vancouver | 604 660-1020 |
| Email | hsrto@gov.bc.ca |
| Website | www.rto.gov.bc.ca |

SENIORS' HOUSING INFORMATION PROGRAM

This non-profit organization provides information on all types of housing options and services for seniors living in or wanting to live in British Columbia's Lower Mainland area. Housing directory information is available on the program's website.

For more information call the following number.

| | |
|--|---------------------------|
| New Westminister | 604 520-6621 |
| Email | info@seniorshousing.bc.ca |
| #209 – 800 McBride Blvd., New Westminister, B.C. V3L 2B8 | |
| Website | www.seniorshousing.bc.ca |



Transportation

Helping seniors live well.

Services for Seniors

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Transportation

Transportation Options to Help Seniors Stay Active

Whether it's ensuring accessible transit service in British Columbia's cities or keeping automobile insurance affordable for seniors living in all regions of the province, the Provincial Government's plan for transportation is all about opening up B.C. to create a brighter future.

Given the diversity of our seniors population, it's no surprise that choice is the key. Seniors need transportation options that allow them to stay active and involved in their communities.

All seniors benefit from initiatives such as fare discounts on BC Ferries and BC Transit, while other programs, such as a low-cost bus pass program for low-income seniors and people with disabilities, are targeted to those who are in need. The Bus Pass Program is offered in 44 B.C. communities and benefits more than 60,000 people each year.

Special transit services, including handyDART and Paratransit play a big part in helping seniors participate as fully as possible in their communities.

Transportation

TRANSIT SENIORS' FARE DISCOUNT

TransLink, in the Lower Mainland, and BC Transit-funded services elsewhere in B.C., offer discount fares for passengers 65 years of age or over. You will receive this discount by presenting your B.C. Gold CareCard when you pay your fare.

TransLink – Vancouver Region 604 953-3333

Website www.translink.bc.ca

Victoria Regional Transit System 250 382-6161

Website www.busonline.ca/regions/vic

BC Transit – rest of the province 250 385-2551

Website www.busonline.ca

BUS PASS PROGRAM

The Bus Pass Program provides affordable transportation to low-income seniors and persons with disabilities. Eligible people can buy a yearly pass for \$45.

The bus pass allows travel without additional cost on BC Transit and TransLink, including Skytrain and Seabus. The bus pass is not valid on handyDART.

To be eligible for the bus pass, you must live in an area serviced by public transit and:

- Be receiving federal Old Age Security (OAS), and either the Guaranteed Income Supplement (GIS) or Spouse's Allowance; or
- Be an immigrant to Canada who would qualify for OAS and either the GIS or Spouse's Allowance if not for the residency requirement; or
- Be between the ages of 60 and 64 and be receiving BC Employment and Assistance; or
- Be receiving BC Employment and Assistance disability assistance.

Transportation

The bus pass is valid from January 1 to December 31. For telephone inquiries contact the numbers listed below.

Toll free 1 888 661-1566

Greater Vancouver 604 682-0391

Greater Victoria 250 387-4331

If your name and/or address changes, please call one of the above telephone numbers to make sure your next year's pass is sent to you.

Website www.eia.gov.bc.ca/programs/other.htm#bp

handyDART CUSTOM TRANSIT

handyDART is a special transportation service for eligible persons with a disability who cannot use regular public transport due to mobility issues.

This custom 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 many smaller communities.

Other special transit services (Paratransit) are provided to seniors, persons with a disability, and others in many smaller communities. The BC Bus Pass (for those in receipt of an income supplement) cannot be used for custom transit service; however, provincial and local subsidies keep the costs of these services low.

For more information, contact handyDART listed in the white pages of your phone book, or contact the number listed below for information on accessible services by location.

Greater Vancouver 604 453-4634

Website

www.translink.bc.ca/Transportation_Services/Accessibility/handydart.asp

Transportation

Greater Victoria 250 727-9607
Website www.busonline.ca/regions/vic/accessible/handydart.cfm

Rest of B.C. 250 385-2551
Website www.busonline.ca

TAXI SAVER PROGRAM

BC Transit and TransLink offer a Taxi Saver Program for handyDART registrants living in Vancouver, 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.

Contact your local handyDART operator for more information or call the numbers listed below.

Greater Vancouver 604 453-4634
Website www.translink.bc.ca/Transportation_Services/Accessibility/HandyCARD_TaxiSaver.asp

Greater Victoria 250 385-2551
Website www.busonline.ca/regions/vic/accessible/taxi_saver.cfm

Rest of B.C. 250 385-2551
Website www.busonline.ca

Transportation

COMMUNITY TRAVEL TRAINING PROGRAM – VICTORIA

The Community Travel Training Program is a free service that provides training to Greater Victoria-area 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 work with you and your caregiver or family member. Training is free and follow-up is provided to make sure you are comfortable using the transit system.

Greater Victoria

250 384-7723

FERRY FARES – BC FERRIES

Seniors with the B.C. Gold CareCard enjoy free travel on BC Ferries' southern routes sailing Monday through Thursday, except on holidays. This applies only to the passenger fare. Special discount B.C. senior passenger fares are available on the Inside Passage, Mid Coast, Queen Charlotte Islands and Discovery Coast Passage routes. For more information, contact the number listed below.

Toll free

1 888 223-3779

Website

www.bcferries.com

INLAND FERRIES

Passage on inland ferries operated under contract with the Ministry of Transportation is available to the public free of charge. This includes both

Transportation

passengers and vehicles. Route and schedule information, plus telephone numbers for individual routes, are available at the Ministry website.

Website www.th.gov.bc.ca/bchighways/inlandferryschedule/ferryschedule.htm

Information is also available from the Ministry of Transportation's Marine Branch.

Victoria

250 387-7585

SENIORS' AUTOMOBILE INSURANCE DISCOUNTS

If you are 65 or older, plus the principal operator of your vehicle is also 65 or older, 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.

Toll free

1 800 663-3051

Greater Vancouver

604 661-2800

Website

www.icbc.com

Or contact your Autoplan broker.

DRIVERS' LICENCES

If you are 65 years or older, fees for some services offered by ICBC Driver Service Centres are reduced or are free of charge.

Reduced fees apply to:

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

Transportation

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.

| | |
|------------------|--|
| Toll free | 1 800 950-1498 |
| Greater Victoria | 250 978-8300 |
| Website | www.icbc.com |

DRIVER EXAMINATIONS AND MEDICAL REPORTS

All drivers 80 years of age and older are required to provide a medical report every two years to the Office of the Superintendent of Motor Vehicles. You will be mailed the medical examination report form, which you should then take to your doctor.

Because the requirement for a medical examination is a licensing matter and not a required medical service, it is not covered by the Medical Services Plan and your physician may charge you for this service.

In most cases, if the medical report indicates that you are medically fit to drive safely, no further action is taken. If the report indicates otherwise, a driver's re-examination or other medical information may be required.

A driver's re-examination includes a vision screening, a traffic signs and signals test, and a road test.

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

| | |
|-----------|----------------|
| Toll free | 1 800 950-1498 |
|-----------|----------------|

Transportation

Greater Victoria 250 978-8300

Website www.icbc.com

For more information on driver medical examination forms or medical requirements for driving, contact the Office of the Superintendent of Motor Vehicles.

Victoria 250 387-7747

Website www.pssg.gov.bc.ca/osmv/index.htm

LICENCE PLATES FOR VETERANS

Veteran specialty licence plates are available to veterans who served:

- 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/vetplate.html

Select one of the following authorizing service organizations to approve your eligibility.

British Columbia Veterans Commemorative Association 604 876-2838

Website www.geocities.com/bcvca

BC/Yukon Command, The Royal Canadian Legion 604 736-8166

Website www.pacificlegion.org

Transportation

Canadian Peacekeeping Veterans Association 250 391-1568
Website www.cpva.ca

For more information on the application process or eligibility requirements, please contact the authorizing service organization of your choice.

ELDERS TRANSPORTATION PROGRAM

The Elders Transportation Program supports Aboriginal Elders who want to share and celebrate aboriginal culture and oral traditions. Elders travelling to heritage, cultural and educational workshops and conferences can apply for funding of up to \$1,000 toward transportation-related travel costs. Travel within British Columbia for distances greater than 200 kilometres one way may be eligible. Applications are accepted between April 1 and May 15 of each year.

For further information, contact the B.C. Association of Aboriginal Friendship Centres.

Toll free 1 800 990-2432
Greater Victoria 250 388-5522
Website www.bcaafc.com/programs/provincial/elders.html
Email info@bcaafc.com

B.C. Association of Aboriginal Friendship Centres
200 – 506 Fort Street
Victoria, B.C. V8W 1E6



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Helping seniors live well.

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Finances

Helping Seniors Make Ends Meet

While many seniors are faring well financially, others need support to make ends meet. The B.C. Government is committed to providing the best system of supports in Canada for seniors. Now that the province's economy is on a stronger footing, one of the Provincial Government's first priorities is to make sure lower income seniors are among the first to benefit.

That's why the Provincial Government has restored the Senior's Supplement to about \$50 per eligible senior each month. Close to 40,000 seniors benefit from this change.

The Provincial Government also supports low income seniors through the annual sales tax credit, and all seniors who own their own homes are eligible for an enhanced homeowner grant, which reduces the cost of property taxes and helps seniors remain independent.

Further seniors' initiatives announced in the fall 2005 budget update included increasing the rent ceiling for the SAFER program and expanding it to owners of manufactured homes (see the Housing section of this guide for more information), and providing additional funding to strengthen and modernize the full range of health care services for seniors.

Finances

Federal Programs

For information on any Government of Canada program or service, contact Service Canada.

Toll free

1 800 622-6232

Website

www.servicecanada.gc.ca

INCOME SECURITY – PENSIONS

Old Age Security Pension

The Old Age Security Pension (OAS) is a federally-funded base monthly pension, paid to you once you have reached the age of 65, if you are a Canadian citizen or legal resident of Canada who meets the residence requirements. To receive OAS, you should apply at least six months before your 65th birthday or the date of your eligibility. If you live outside of Canada, you may qualify under an international agreement. For further information about the Old Age Security Pension, contact Social Development Canada.

Toll free

1 800 277-9914

Website www.sdc.gc.ca/asp/gateway.asp?hr=/en/isp/oas/oastoc.shtml&hs=ozs

Guaranteed Income Supplement

If you are a senior living on a low income, you may be eligible for the Guaranteed Income Supplement (GIS), which provides additional money, on top of the Old Age Security Pension. To receive the GIS, you must apply by providing an application, which can be obtained from Social Development Canada. The GIS is based on your annual income, or the combined income of you and your spouse. Since your annual income can change from year to year,

Finances

you must renew the supplement each year. For most seniors, this happens automatically when you file your income tax return. If an application is required, one will be sent to you.

Toll free

1 800 277-9914

Website www.sdc.gc.ca/asp/gateway.asp?hr=/en/isp/pub/oas/gismain.shtml&hs=ozs

Allowance/Allowance for the Survivor

If you are a spouse of someone receiving OAS and GIS, you may qualify for an Allowance. You must be between 60 and 64 years of age and meet residence requirements. Your benefit will be based on the combined incomes of you and your spouse. If your spouse dies (or has died), you may receive an Allowance for the Survivor until you reach age 65, depending on your income. As your annual income may change from year to year, you must provide your income, yearly either by application or by filing your income tax return.

Toll free

1 800 277-9914

Website www.sdc.gc.ca/asp/gateway.asp?hr=/en/isp/pub/oas/allowance.shtml&hs=ozs

CANADA PENSION PLAN

Canada Pension Plan (CPP) provides 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 contribution you made during the time you were employed. Canada Pension Plan retirement benefits may begin as early as age 60 or as late as 70. The CPP is adjusted for inflation every January to keep up with increases in the cost of living. You should apply for CPP at least six months before you want to receive it.

Finances

If you have contributed to the CPP for the necessary number of years, your estate may, upon application, receive a lump-sum benefit upon your death. Your legal or common-law partner may be eligible to receive a survivor's pension if he or she meets certain requirements. Your children will receive benefits until they reach age 18, or up to age 25, if they continue to attend school full-time.

Applications for Canada Pension Plan benefits are available from any federal Social Development Canada office. You can also apply online.

Website www.sdc.gc.ca/en/isp/common/rtrininfo.shtml

For further information, call the numbers listed below.

Toll free 1 800 277-9914

Deaf/Hearing-impaired please call toll free 1 800 255-4786

Website www.sdc.gc.ca/asp/gateway.asp?hr=/en/isp/cpp/cpptoc.shtml&hs=ozs

EMPLOYMENT INSURANCE BENEFITS

Seniors who are employed and wish to continue working after age 65 are eligible for the same Employment Insurance benefits as other workers in Canada. You must meet the criteria for eligibility.

It is possible to apply for Employment Insurance benefits online.

Website www100.hrdc-drhc.gc.ca/ae-ei/dem-app/english/home2.html

For more information, call Service Canada's automated telephone information service.

Toll free 1 800 206-7218

Website www.hrsdc.gc.ca/en/gateways/individuals/cluster/category/ei.shtml

Finances

VETERANS AFFAIRS CANADA

Veterans Affairs Canada offers a wide range of services and benefits to qualified, eligible veterans (and their dependants), members and ex-members of the Armed Forces, and members and ex-members of the RCMP.

Services and benefits may include disability pension for war time special duty and regular force veterans, economic support allowances, and health care (e.g. dental, glasses, hearing aides, medication, equipment, contributions towards home care). For more information call the numbers listed below.

| | |
|--------------------------|--|
| Toll free | 1 866 522-2122 |
| Foreign service veterans | 1 888 996-2242 |
| Website | www.vac-acc.gc.ca/general/sub.cfm?source=services |

FEDERAL NON-REFUNDABLE TAX CREDITS

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

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 level of net income.

Pension Income Amount

If you receive pension income, you may be able to claim an allowable amount for certain pension incomes. Your qualifying Pension Income Amount will be

Finances

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 tax credit.

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 or call the Canada Revenue Agency (CRA).

Toll free

1 800 959-8281

Website

www.cra.gc.ca

GOODS AND SERVICES TAX CREDIT

The Goods and Services Tax (GST) Credit is a tax-free quarterly payment that helps individuals and families with low and modest incomes offset all or part of the GST they pay.

To receive GST credit quarterly payments, people must file their 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. Individuals who move must inform the Canada Revenue Agency immediately to ensure that payments of their GST/HST credit are not disrupted, even if they use direct deposit and their bank account does not change.

Finances

General information regarding the GST credit can be obtained through the CRA's automated Tax Information Phone Service (T.I.P.S.).

Toll free 1 800 267-6999

Website www.cra-arc.gc.ca/benefits/gsthst/menu-e.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 and the Guaranteed Income Supplement 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.

Website www.eia.gov.bc.ca/programs/other.htm#ss

For more information, contact the Senior's Supplement call centre.

Toll free 1 866 387-3743

Greater Victoria 250 387-3743

BRITISH COLUMBIA SALES TAX CREDIT

The Provincial Government offers a tax credit of \$75 each for you and your spouse or common law partner if you are a low-income person or family living in British Columbia on December 31 in the year for which the income tax return is submitted. The application for this benefit can be found on the British Columbia Credits form (BC479) included with your income tax return package.

Finances

For more information contact the Canada Revenue Agency, which administers income taxes for the Province of British Columbia.

Toll free 1 800 959-8281

Website www.rev.gov.bc.ca/itb/itapit/other-credits.htm

INCOME ASSISTANCE FOR SENIORS NOT RECEIVING OLD AGE SECURITY

If you are 65 or over and not eligible for the Old Age Security Pension and its supplement (GIS), you may be eligible for income assistance from the Ministry of Employment and Income Assistance. Eligibility is based on your income, assets and shelter costs.

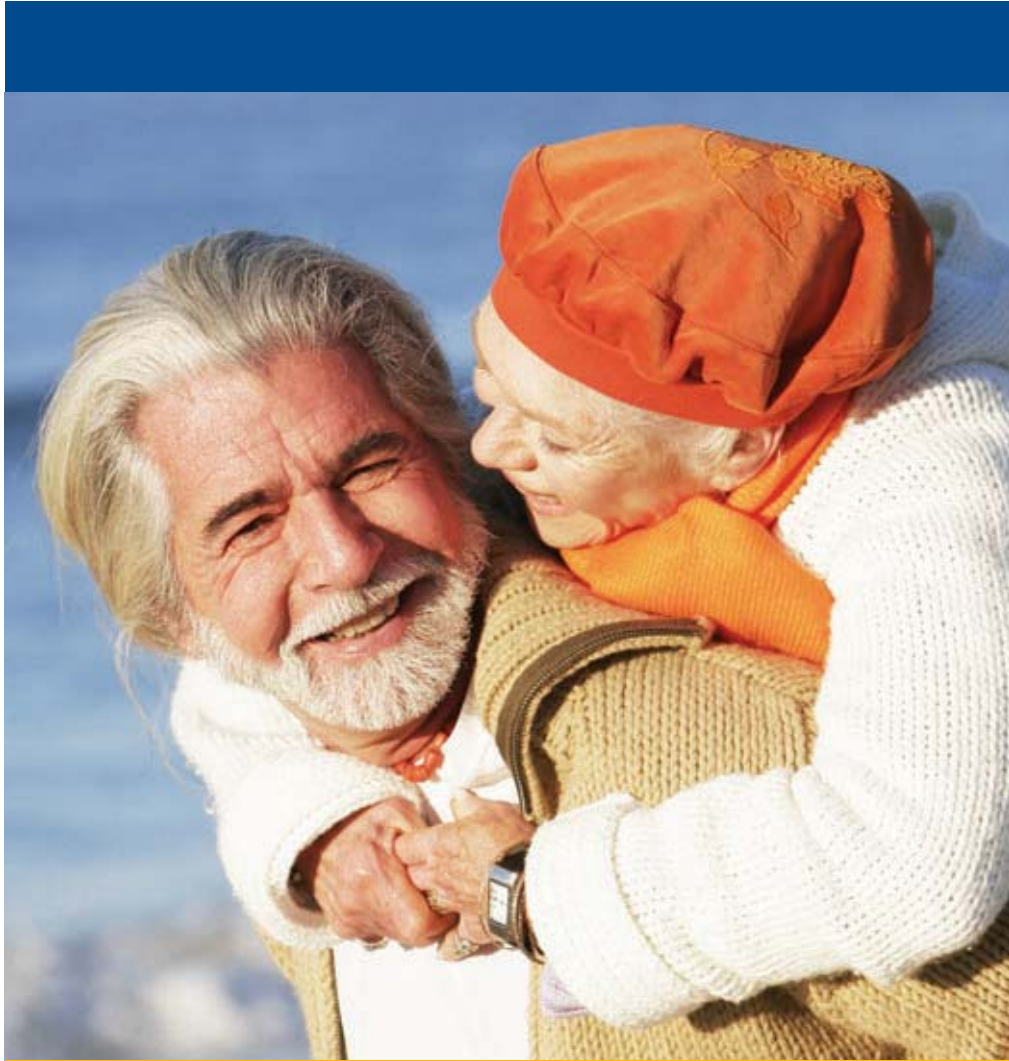
For more information contact your local Ministry of Employment and Income Assistance office listed under "Governments – British Columbia" in the blue pages of your telephone book, or call Enquiry BC.

Toll free 1 800 663-7867

Deaf/Hearing-impaired toll free 1 800 661-8773

Greater Vancouver 604 660-2421

Greater Victoria 250 387-6121



Lifestyles

Helping seniors live well.

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Lifestyles

A Vibrant Quality of Life for Seniors

For many B.C. seniors, life just gets better and better.

With a growing range of activities available and more and more understanding of the many things that contribute to a good quality of life, seniors are involved in their communities more than ever, enjoying vibrant lifestyles.

The BC Seniors Games are a wonderful example, as they bring together about 3,500 British Columbians over the age of 55 for four days of competition and celebration in a wide range of events organized by the BC Games Society. Participants qualify for the Games by taking part in zone play-offs.

The Province encourages active participation by seniors in the Games and in many other activities. This is encouraged through reduced fees for camping, hunting, fishing, and entry to the Royal British Columbia Museum, just to name a few activities that can help seniors get the most out of life.

And there is much more for active lifestyles than traditional recreational activities. For example, many of the province's post-secondary institutions offer seniors reduced or free tuition for some educational programs. This enables seniors to keep on learning, growing and interacting with people of various ages.

Active, happy seniors tend to be healthy, independent seniors. The Province is committed to helping create a positive quality of life for all B.C. seniors, including activities supporting increased physical activity and healthy living.

Lifestyles

EDUCATION

Post-Secondary Tuition

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

Website www.aved.gov.bc.ca/branches/psed/institut/institut.htm

English Language Training

The B.C. Settlement and Adaptation Program funds English language training and orientation to community services for immigrant seniors. These programs are available in Surrey and Vancouver. For more information, contact your closest immigrant settlement agency. The Settlement and Multiculturalism Branch of the Ministry of the Attorney General provides a list of these agencies on its website.

Website www.ag.gov.bc.ca/sam/newcomers_guide/agencies.htm

RECREATION

Hunting and Fishing Licences for Seniors

These programs allow B.C. residents 65 years of age or over to buy hunting and angling licences at a reduced rate. Information on hunting licences can be found online.

Website www.env.gov.bc.ca/fw

Information on fishing licences can be found online.

Website www.env.gov.bc.ca/fw

Lifestyles

More information about hunting and fishing licences may be obtained at any government agent office or by calling Enquiry BC.

| | |
|---------------------------------|----------------|
| Toll free | 1 800 663-7867 |
| Deaf/Hearing-impaired toll free | 1 800 661-8773 |
| Greater Vancouver | 604 660-2421 |
| Greater Victoria | 250 387-6121 |

Campsite Fee Discounts

B.C. seniors 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, backcountry, marine and day-use fees.

Website www.env.gov.bc.ca/fw

More information is available by calling Enquiry BC.

| | |
|---------------------------------|----------------|
| Toll free | 1 800 663-7867 |
| Deaf/Hearing-impaired toll free | 1 800 661-8773 |
| Greater Vancouver | 604 660-2421 |
| Greater Victoria | 250 387-6121 |

Royal BC Museum

Seniors pay reduced admission fees at the Royal BC Museum in Victoria.

For more information, contact the numbers listed below.

| | |
|------------------|----------------|
| Toll free | 1 888 447-7977 |
| Greater Victoria | 250 356-7226 |

Royal BC Museum
675 Belleville Street
Victoria, B.C. V8W 9W2

Lifestyles

The Royal BC Museum involves volunteers in a wide range of activities, including school programs, the Royal Museum shops, the coat check, exhibit interpreters and museum hosts. Seniors interested in volunteering their services can contact the Royal BC Museum.

Victoria

250 387-7902

Email

[gmiller@royalbcmuseum.bc.ca](mailto:gmillar@royalbcmuseum.bc.ca)

BC Seniors Games

The BC Seniors Games promote active participation in sport and recreation for B.C. seniors 55 years of age and over. This annual four-day celebration attracts about 3,500 older adults from all corners of the province.

Participants qualify through regional zone play-offs. Competitors are required to pay a registration fee and must be members of the BC Seniors Games Society.

One of the major funding partners of the BC Seniors Games is the Ministry of Tourism, Sport and the Arts.

Website

www.bcseniorgames.org

For more information, contact the BC Seniors Games Society.

Victoria

250 385-3610

Email

bcsogs@shaw.ca



Personal Security

Helping seniors live well.

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Personal Security

Protection and Support When Seniors Need It

To fully enjoy our province's tremendous quality of life, seniors – like other British Columbians – need to be confident that they will be protected when they are vulnerable. The Provincial Government is committed to ensuring law and order and promoting the safety of seniors and others. That's why the government provides or supports a range of legal and other protections for seniors.

The personal security of seniors is protected in a variety of ways. These include public guardian and legal trustee services, legal education, and consumer protection.

For example, through the Business Practices and Consumer Protection Authority consumers are protected from unfair business practices. This independent authority supports a fair marketplace for B.C. consumers and businesses. The authority licenses the travel industry, the debt collection industry, and the cremation, interment and funeral services industry.

Victims of certain crimes may be eligible for help from the Provincial Government's Crime Victim Assistance Program, which helps victims get the support they need. In addition, the Provincial Government funds more than 150 victim assistance programs. These programs are run by non-profit groups and police departments. They provide information about the justice system, practical help, emotional support and referrals to other programs.

The Provincial Government is committed to doing more to keep our citizens safe and build on the actions we have already taken to improve the personal security of seniors.

Personal Security

PUBLIC GUARDIAN AND TRUSTEE OF BRITISH COLUMBIA

The Public Guardian and Trustee is appointed to uphold the legal rights and safeguard the financial and personal care interests of children and adults, and to administer the estates of deceased and missing persons. For children and adults, this involves ensuring adequate legal representation, managing finances, auditing private trustees, investigating reports of financial abuse and making substitute health care decisions. For missing and deceased persons, this protection includes securing assets and administering and distributing estates.

The office was established in 1963. The Public Guardian and Trustee is an independent corporation operating under provincial legislative authority. The office provides services under the authority granted to the Public Guardian and Trustee under various provincial acts.

Website www.trustee.bc.ca

Further information can be obtained from:

Public Guardian and Trustee of British Columbia

700 – 808 West Hastings Street

Vancouver, B.C. V6C 3L3

Toll free (Enquiry BC)

1 800 663-7867

Vancouver

604 660-4444

Email

mail@trustee.bc.ca

Personal Security

MINISTRY OF COMMUNITY SERVICES – STOPPING THE VIOLENCE BRANCH

Stopping the Violence (STV) Branch funds, manages, and administers a continuum of programs and services for women and children who have experienced, or are at risk of, violence. Services include emergency residential shelter, counselling for women and children, outreach services, and community-based prevention projects.

SAFE HOMES FOR OLDER WOMEN

There are three safe homes in British Columbia that address the unique needs of older women in abusive relationships.

| | |
|---|--------------|
| Victoria – Victoria Women’s Transition House | 250 285-7527 |
| Crisis Line | 250 385-6611 |
| Penticton – South Okanagan Women In Need | 250 493-7233 |
| Creston – Kootenay Community Centre Society, Irvine House | 250 428-6856 |

Contact information for these safe homes and other programs and services is listed on the STV website.

Website www.mcaaws.gov.bc.ca/womens_services/stopping-violence/index.htm

ASSISTED LIVING REGISTRAR

The Assisted Living Registrar is appointed by the Minister of Health to protect the health and safety of people who live in assisted living residences. All assisted living residences in B.C. must be registered with the registrar. Operators of

Personal Security

registered assisted living residences must meet and maintain provincial health and safety standards.

Website www.healthservices.gov.bc.ca/assisted

For further information, contact the numbers listed below.

Toll free 1 866 714-3378

Greater Vancouver 604 714-3378

Email info@alregistrar.bc.ca

Office of the Assisted Living Registrar of British Columbia

200 – 1333 West Broadway Avenue, Vancouver, B.C. V6H 4C6

PEOPLE’S LAW SCHOOL

The People’s Law School is a non-profit society that provides free and impartial legal information in plain language. A wide range of law-related topics are covered in publications and community events, including scams to avoid.

The society also provides many of these services in languages other than English. They do not provide legal advice on individual legal problems; however, they can refer individuals to other sources of help.

Website www.publiclegaled.bc.ca

For more information contact the number listed below.

Vancouver 604 331-5400

Fax 604 331-5401

Email staff@publiclegaled.bc.ca

The People’s Law School

150 – 900 Howe Street, Vancouver, B.C. V6Z 2M4

Personal Security

LEGAL SERVICES SOCIETY

If you need legal assistance, but cannot afford a lawyer, the Legal Services Society may be able to help you. Through offices operated or funded by the society throughout the province, you will be able to get information and general guidance about legal problems. If you are financially eligible, the society may also be able to provide you with legal education.

More information about the Legal Services Society, including contact information for local offices, can be obtained by visiting their website.

Website www.lss.bc.ca

You may also contact the Legal Services Society at the numbers listed below.

Toll free 1 866 577-2525

Greater Vancouver 604 408-2172

Deaf/Hearing-impaired toll free 1 877 991-2299

CRIME PREVENTION, COMMUNITY POLICING AND VICTIM SERVICES

Municipal police and the Royal Canadian Mounted Police (RCMP) coordinate a number of programs focused on crime prevention to ensure the safety of B.C. seniors.

These programs, and the B.C. Government's Victim Assistance Program, help victims of crime protect themselves and their homes, and recover from these experiences. For more information on these programs, please contact your local police department or RCMP office.

Website www.pssg.gov.bc.ca/victim_services

Personal Security

If you are a victim of crime and need information on victim services, call theVictimLINK Information and Referral Line.

Toll free 1 800 563-0808
Email VSDVictimsServices@gov.bc.ca

CONSUMER PROTECTION

The Business Practices and Consumer Protection Authority (BPCPA) is a not-for-profit organization independent from government. The BPCPA provides information to consumers on unfair business practices and supports a fair marketplace for B.C. consumers and businesses.

To improve consumer protection, the BPCPA licenses the travel industry, the debt collection industry, and the cremation, interment and funeral services industry.

The BPCPA is responsible for the administration of the Travel Assurance Fund (which provides compensation for non-business travel services paid for, but not received, when those services are obtained from a licensed B.C. travel agency).

Website www.bpcpa.ca

The BPCPA offers complaint resolution through a toll free B.C. consumer call centre. For more information, contact the BPCPA.

Toll free 1 888 564-9963
Greater Vancouver 604 320-1667
Fax (in Victoria) 250 920-7181
Email info@bpcpa.ca

Personal Security

BC COALITION TO ELIMINATE ABUSE OF SENIORS

The BC Coalition to Eliminate Abuse of Seniors (BC CEAS) provides information, training, community development and materials on abuse and neglect of seniors to individuals, community agencies and organizations. The society also offers information on services and support groups available to seniors who have experienced abuse.

An information and referral line offers legal information, referral and legal advocacy to seniors, community agencies, organizations, victims' services and others throughout the province.

For further information, contact the numbers listed below.

| | |
|-------------------|--|
| Toll free | 1 866 437-1940 |
| Greater Vancouver | 604 437-1940 |
| Fax | 604 437-1929 |
| Email | ceas@telus.net |
| Website | www.bcceas.ca |

BC CEAS
411 Dunsmuir Street
Vancouver, B.C. V6B 1X4

Notes _____



Other Government Services for Seniors

Helping seniors live well.

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Other Government Services for Seniors

Information and Services for Seniors

In addition to services falling under the categories of health, housing, transportation, finances, lifestyles and personal security, the Provincial Government provides many other services to help meet the needs of seniors and support them in living active and fulfilling lives.

Many of these services involve providing information to seniors, so you have access to programs and services and are able to live as independently as possible. Information is available in printed form, such as through this guide, and also by telephone, on the Internet, and in person at government agent offices across British Columbia.

Seniors are also eligible for many programs and services that may not be described in this guide, as they are available to all British Columbians.

Other Government Services for Seniors

BC SENIORS' LINE

This toll free 1-800 telephone line offers seniors a single source of information about government services, including information about health services.

Telephone agents can answer individual questions about seniors' services provided by federal and provincial ministries and agencies.

The information line is available Monday to Friday from 8:30 a.m. to 4:30 p.m.

Translation services are available in more than 130 languages.

To contact the BC Seniors' Line, call the numbers listed below.

| | |
|------------------|----------------|
| Toll free | 1 800 465-4911 |
| Greater Victoria | 250 952-1742 |

SERVICE BC

Government services are available by telephone, in person and online.

Enquiry BC

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 phone/facsimile numbers or addresses;
- Assistance in identifying the level of government responsible for a program or services; and

Other Government Services for Seniors

- 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 Enquiry BC are 7:30 a.m. to 5 p.m. PST Monday through Friday.

| | |
|---|---------------------|
| Toll free | 1 800 663-7867 |
| Greater Vancouver | 604 660-2421 |
| Greater Victoria | 250 387-6121 |
| Email | EnquiryBC@gov.bc.ca |
| Deaf/Hearing-impaired toll free | 1 800 661-8773 |
| Deaf/Hearing-impaired (Greater Vancouver) | 604 775-0303 |

Service BC Centres – Government Agents

Government agents assist seniors in getting access to provincial government programs and services. Government agent 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 government agent for information and services, including permits, fishing licences, Medical Services Plan information and payments. To be transferred by phone free of charge to the office you wish to contact, call Enquiry BC.

For a listing of office locations, please refer to the Government Agents page of this guide. These offices are also listed under “Governments – British Columbia” in the blue pages of your telephone book.

Website www.governmentagents.gov.bc.ca

Other Government Services for Seniors

BC Seniors Website

The BC Seniors website provides information on services and programs for seniors offered by the British Columbia and federal governments.

Through an online version of this BC Seniors' Guide, seniors, their families, caregivers and supporting service organizations have access to reliable, consistent and up-to-date information. The online version of this guide is revised regularly. Your comments and suggestions for future updates are most welcome.

Other BC Seniors website features include links to key federal government websites, a "How to Contact" page, a publications page, and links to legislation affecting seniors.

Website

www.gov.bc.ca/seniors

CONGRATULATORY MESSAGES

Congratulatory messages may be requested for a significant birthday or wedding anniversary. Messages can be requested from a range of officials: your Member of the Legislative Assembly, the Premier, the Leader of the Opposition, the Lieutenant Governor, the Prime Minister, Governor General, or the Queen.

If you would like to request a congratulatory message, you must fill out a request form, which is available online or by mail. Nine weeks advance notice is required to ensure that you receive a message on time.

The Provincial Government's Protocol and Events website also includes information on what kind of events are eligible for greetings and from what official.

Website

www.protocol.gov.bc.ca/protocol/prgs/congrat/congrat.htm



Directory

Helping seniors live well.

Services for Seniors

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Directory

BC Seniors' Line

| | |
|------------------|----------------|
| Toll free | 1 800 465-4911 |
| Greater Victoria | 250 952-1742 |

Enquiry BC

For information on any Province of British Columbia service or program, call Enquiry BC.

| | |
|---|----------------|
| Toll free | 1 800 663-7867 |
| Greater Vancouver | 604 660-2421 |
| Greater Victoria | 250 387-6121 |
| Deaf/Hearing-impaired toll free | 1 800 661-8773 |
| Deaf/Hearing-impaired – Greater Vancouver | 604 775-0303 |

Service Canada

For information on any Government of Canada program or service, call Service Canada.

| | |
|-----------|----------------|
| Toll free | 1 800 622-6232 |
|-----------|----------------|

Following, is an alphabetical listing of services described in this guide.

Aboriginal Elders Transportation Program

(See Elders Transportation Program.)

Acute, Home and Community Care Services

Look in "Health Authorities" in the blue pages of your telephone book for the number in your area or call the BC Seniors' Line.

Directory

Addictions

Problem Gambling or Referral to Counselling Services toll free 1 888 795-6111

(See B.C. Alcohol and Drug Information and Referral Service.)

(See Centre for Addictions Research of B.C.)

(See BC Partners for Mental Health and Addiction Information.)

Affordable Housing

(See BC Housing.)

Assisted Living Registrar

Toll free 1 866 714-3378

Greater Vancouver 604 714-3378

Automobile Insurance Discounts

(See Seniors' Automobile Insurance Discounts.)

B.C. Alcohol and Drug Information and Referral Service

Toll free 1 800 663-1441

Greater Vancouver 604 660-9382

BC Ambulance Service

In a medical emergency:

- Call 911, 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 dialling 0.

For information about ambulance services, call the following number.

Victoria 250 953-3298

Directory

For ambulance billing, call the following number.

Toll free 1 800 665-7199

BC Coalition to Eliminate Abuse of Seniors (BC CEAS)

Toll free 1 866 437-1940

Greater Vancouver 604 437-1940

BC HealthGuide Program

(To get a free copy of the guide, visit your local pharmacy or government agent office, or call the BC Seniors' Line.)

(For information by telephone, see BC NurseLine.)

BC Housing

Head Office

Toll free 1 800 257-7756

Greater Vancouver 604 433-2218

Lower Mainland

West Regional Office (Vancouver) 604 609-7024

Lower Mainland

East Regional Office (Burnaby) 604 525-3033

Vancouver Island Regional Office

Toll free 1 800 787-2807

Greater Victoria 250 475-7550

Interior Regional Office

(Penticton) 250 493-0301

Directory

Northern Regional Office (Prince George) 250 562-9251

Northern Rupert Office (Prince Rupert) 250 627-7501

BC NurseLine

Toll free 1 866 215-4700

Greater Vancouver 604 215-4700

Deaf/Hearing-impaired toll free 1 866 889-4700

BC Partners for Mental Health and Addiction Information

Toll free 1 800 661-2121

Greater Vancouver 604 669-7600

BC Sales Tax Credit

Canada Revenue Agency

Toll free 1 800 959-8281

BC Seniors Games

Victoria 250 385-3610

BC Seniors' Line

Toll free 1 800 465-4911

Greater Victoria 250 952-1742

Bus Fare Discount for Seniors

(See Transit Seniors' Fare Discount.)

Bus Pass Program

Toll free 1 888 661-1566

Greater Vancouver 604 682-0391

Greater Victoria 250 387-4331

Directory

Business Practices and Consumer Protection Authority

| | |
|-------------------|----------------|
| Toll free | 1 888 564-9963 |
| Greater Vancouver | 604 320-1667 |

Canada Pension Plan

(See Federal Income Security.)

Centre for Addictions Research of BC

| | |
|----------------------------------|--------------|
| Substance Information LINK phone | 604 408-7753 |
|----------------------------------|--------------|

Chronic Disease Self-Management Program

| | |
|-----------|----------------|
| Toll free | 1 866 902-3767 |
|-----------|----------------|

Community Services Agencies

Abbotsford

| | |
|-------------------------------|--------------|
| Abbotsford Community Services | 604 859-7681 |
|-------------------------------|--------------|

Agassiz

| | |
|-------------------------------------|--------------|
| Agassiz-Harrison Community Services | 604 796-2585 |
|-------------------------------------|--------------|

Armstrong

| | |
|--|--------------|
| Armstrong-Spallumcheen Community Services Centre | 250 546-3465 |
|--|--------------|

Burnaby

| | |
|--|---------------------|
| Burnaby Information and Community Services | 604 299-5778 ext. 3 |
|--|---------------------|

Campbell River

| | |
|--|--------------|
| Campbell River Family Services Society | |
| Business Line | 250 287-2421 |
| Crisis Line | 250 287-7743 |

Castlegar

| | |
|--|--------------|
| Castlegar and District Community Services Centre | 250 365-2104 |
|--|--------------|

Directory

Chilliwack

Chilliwack Community Services 604 792-4267

Coquitlam

Greater Coquitlam Crisis & Information Line SHARE Family and
Community Services

Business Line 604 540-9161

Crisis Line 604 540-2221

Courtenay

Crossroads Crisis Centre Society

Business Line 250 338-0512

Crisis Line 250 334-2455

Cranbrook

Community Mental Health Association for the East Kootenay

Business Line 250 426-7477

Crisis Line (toll free) 1 800 667-8407

Crisis Line (local) 250 426-8407

Volunteers 250 426-8019

Delta

Deltassist Family and Community Services Society 604 946-9526

Duncan

Volunteer Cowichan 250 748-2133

Fort St. John

North Peace Community Resources Society 250 785-6021

Fraser Lake

Fraser Lake Community Society 250 699-6315

Toll free 1 800 279-5799

Golden

Golden Community Resource Society 250 344-2311

Directory

Hope

Hope Community Services 604 869-2466

Kamloops

Volunteer Kamloops 250 372-8313

Kelowna

Kelowna Community Resources Society
Business Line 250 763-8008
Crisis Line 250 763-9191

Kitimat

Kitimat Community Services Society 250 632-6581

Ladysmith

Ladysmith Resources Centre Association 250 245-3079

Langley

Langley Family Services Association 604 534-7921

Lumby

White Valley Community Resources Centre 250 547-8866

Maple Ridge

Maple Ridge Pitt Meadows Community Services Council 604 467-6911

Mission

Mission Community Services Society
Business Line 604 826-3634
Crisis Line 604 820-1166

Nakusp

Arrow and Slocan Lakes Community Services 250 265-3674

Nanaimo

Volunteer Nanaimo 250 753-3720

Directory

Nelson

Nelson Community Services Centre 250 352-3504

North Vancouver

North Shore Community Resources Society

Information North Shore

Business Line 604 985-7138

Seniors' One-Stop Information Line 604 983-3303

Parksville

District 69 Society of Organized Services 250 248-2093

Penticton

Penticton and District Community Resources Society 250 492-5814

Port Hardy

North Island Crisis and Counselling Centre Society

Business Line 250 949-8333

Crisis Line 250 949-6033

Powell River

Medichair 604 485-9310

Prince George

Prince George Crisis Intervention Society

Prince George Crisis and Information Centre

Business Line 250 564-5736

Crisis & Information Line 250 563-1214

Toll free 1 888 562-1214

Prince Rupert

Prince Rupert Community Enrichment Society 250 627-7166

Quesnel

Quesnel Contact Line and Centre Society 250 992-5658

Directory

Richmond

Volunteer Richmond Information Services
Information Centre 604 279-7020

Salmon Arm

Shuswap Family Resource & Referral Centre 250 832-2170

Salt Spring

Salt Spring Island Community Services Society 250 537-9971

Sechelt

Sunshine Coast Community Services Society 604 885-5881

Sicamous

Eagle Valley Community Resource Centre 250 836-3440

Sidney

Peninsula Community Services/Seniors' Hotline 250 655-4402

Smithers

Smithers Community Services Association 250 847-9515

Squamish

Sea to Sky Community Services Society 604 892-5796

Surrey

Surrey Community Services Society 604 584-5811

Option: Services to Communities Society 604 596-4321

Terrace

Terrace and District Community Services Society 250 635-3178

Trail

United Way of Trail 250 364-0999

Vancouver

Inform Vancouver Information Services 604 875-6431

Directory

Vancouver Community Net

| | |
|---------------|--------------|
| Business Line | 604 606-2603 |
| Help Line | 604 257-3811 |

Vanderhoof

| | |
|-----------------------------------|--------------|
| Nechako Valley Community Services | 250 567-9205 |
|-----------------------------------|--------------|

Vernon

| | |
|--|--------------|
| Seniors Information & Resources Bureau | 250 558-0040 |
| People In Need Crisis Intervention | |
| Business Line | 250 545-8074 |
| Crisis Line | 250 545-2339 |
| Revelstoke | 250 837-6601 |
| Salmon Arm | 250 833-1488 |
| Enderby | 250 838-0880 |

Victoria

| | |
|----------------------------------|--------------|
| Need Crisis and Information Line | |
| Business Line | 250 386-6328 |
| Crisis Line | 250 386-6323 |
| Seniors Serving Seniors | 250 382-4331 |

White Rock

| | |
|---|--------------|
| Peace Arch Community Services Volunteer and Information Services | 604 531-6226 |
|---|--------------|

Community Travel Training Program (Victoria only)

| | |
|------------------|--------------|
| Greater Victoria | 250 384-7723 |
|------------------|--------------|

Consumer Protection

(See Business Practices and Consumer Protection Authority.)

Directory

Crime Prevention and Community Policing

Contact your local police department or RCMP detachment.
(Also see Victim Services.)

Crisis Intervention and Suicide Prevention

| | |
|-------------------|----------------|
| Crisis Centre | |
| Toll free | 1 866 661-3311 |
| Greater Vancouver | 604 872-3311 |

Driver Examinations and Medical Reports, and Drivers' Licences

| | |
|------------------|----------------|
| ICBC | |
| Toll free | 1 800 950-1498 |
| Greater Victoria | 250 978-8300 |

Elders Transportation Program

| | |
|---|----------------|
| B.C. Association of Aboriginal Friendship Centres | |
| Toll free | 1 800 990-2432 |
| Greater Victoria | 250 388-5522 |

Employment Insurance

| | |
|----------------|----------------|
| Service Canada | |
| Toll free | 1 800 206-7218 |

Enquiry BC

Call for information on any Province of British Columbia service or program.

| | |
|---|----------------|
| Toll free | 1 800 663-7867 |
| Greater Vancouver | 604 660-2421 |
| Greater Victoria | 250 387-6121 |
| Deaf/Hearing-impaired toll free | 1 800 661-8773 |
| Deaf/Hearing-impaired – Greater Vancouver | 604 775-0303 |

Directory

Fair PharmaCare

(See PharmaCare.)

Federal Income Security

Toll free 1 800 277-9914

Federal Non-Refundable Tax Credits

Toll free 1 800 959-8281

Ferries – BC Ferries

Toll free 1 888 223-3779

Goods and Services Tax Credit

Canada Revenue Agency
Toll free 1 800 267-6999

Directory

Government Agents

100 Mile House

300 South Highway 97
Box 1600
100 Mile House, B.C. V0K 2E0
250 395-7832

Ashcroft

611 Railway Avenue
Box 189
Ashcroft, B.C. V0K 1A0
250 453-2412

Atlin

3rd Street
Box 100
Atlin, B.C. V0W 1A0
250 651-7595

Bella Coola

636 Cliff Street
Box 185
Bella Coola, B.C. V0T 1C0
250 799-5361

Burns Lake

33 – 3rd Avenue
Box 3500
Burns Lake, B.C. V0J 1E0
250 692-7117

Campbell River

115 – 1180 Ironwood Road
Campbell River, B.C. V9W 5P7
250 286-7555

Chetwynd

4744 52nd Street
Bag 105
Chetwynd, B.C. V0C 1J0
250 788-2239

Chilliwack

Suite 1 – 45467 Yale Road West
Chilliwack, B.C. V2R 3Z8
604 795-8415

Clinton

Room 102, Provincial Building
1423 Cariboo Highway, Box 70
Clinton, B.C. V0K 1K0
250 459-2268

Courtenay

2500 Cliffe Avenue
Courtenay, B.C. V9N 5M6
250 897-7500

Cranbrook

100 Cranbrook Street North
Cranbrook, B.C. V1C 3P9
250 426-1211

Creston

1404 Canyon Street
Box 1190
Creston, B.C. V0B 1G0
250 428-3211

Dawson Creek

1201 – 103rd Avenue
Dawson Creek, B.C. V1G 4J2
250 784-2224

Directory

Dease Lake

Highway 37
Bag 2000
Dease Lake, B.C. V0C 1L0
250 771-3700

Duncan

5785 Duncan Street
Duncan, B.C. V9L 3W6
250 746-1400

Fernie

401 – 4th Avenue
Box 1000
Fernie, B.C. V0B 1M0
250 423-6845

Fort Nelson

5315 – 50th Avenue South
Bag 1000
Fort Nelson, B.C. V0C 1R0
250 774-6945

Fort St. James

470 Stuart Drive
Box 1328
Fort St. James, B.C. V0J 1P0
250 996-7585

Fort St. John

10600 – 100th Street
Fort St. John, B.C. V1J 4L6
250 787-3350

Ganges

343 Lower Ganges Road
Salt Spring Island, B.C. V8K 2V4
250 537-5414

Golden

903 – 9th Street
Box 39
Golden, B.C. V0A 1H0
250 344-7550

Grand Forks

7290 – 2nd Street
Box 850
Grand Forks, B.C. V0H 1H0
250 442-4306

Hazelton

2210 Highway 62
PO Box 380
Hazelton, B.C. V0J 1Y0
250 842-7624

Houston

3400 – 11th Street
Bag 2000
Houston, B.C. V0J 1Z0
250 845-5828

Invermere

625 – 4th Street
Box 265
Invermere, B.C. V0A 1K0
250 342-4260

Directory

Kamloops

250 – 455 Columbia Street
Kamloops, B.C. V2C 6K4
250 828-4540

Kaslo

312 – 4th Street
Box 580
Kaslo, B.C. V0G 1M0
250 353-2219

Kitimat

334 City Centre
Kitimat, B.C. V8C 1T6
250 632-6188

Lillooet

Suite A – 639 Main Street
Bag 700
Lillooet, B.C. V0K 1V0
250 256-7548

Mackenzie

540 Mackenzie Boulevard
Bag 5000
Mackenzie, B.C. V0J 2C0
250 997-4270

Maple Ridge

175 – 22470 Dewdney Trunk Road
Maple Ridge, B.C. V2X 5Z6
604 466-7470

Merritt

2172 Coutlee Avenue
Box 4400, Stn. Main
Merritt, B.C. V1K 1B8
250 378-9343

Nakusp

204 – 6th Avenue
PO Box 128
Nakusp, B.C. V0G 1R0
250 265-4865

Nanaimo

460 Selby Street
Nanaimo, B.C. V9R 2R7
250 741-3636

Nelson

310 Ward Street
Nelson, B.C. V1L 5S4
250 354-6104

Oliver

Room 101, Court House
9971 – 350th Avenue
Box 5000
Oliver, B.C. V0H 1T0
250 498-3818

Penticton

40 Calgary Avenue
Penticton, B.C. V2A 2T6
250 487-4200

Directory

Port Alberni

4711 Elizabeth Street
Port Alberni, B.C. V9Y 6M1
250 724-9200

Port Hardy

8755 Granville Street
Bag 11000
Port Hardy, B.C. V0N 2P0
250 949-6323

Powell River

6953 Alberni Street
Powell River, B.C. V8A 2B8
604 485-3622

Prince George

1044 – 5th Avenue
Prince George, B.C. V2L 5G4
250 565-4488

Prince Rupert

201 – 3rd Avenue West
Prince Rupert, B.C. V8J 1L2
250 624-7415

Princeton

151 Vermilion Avenue
Box 9
Princeton, B.C. V0X 1W0
250 295-6957

Queen Charlotte

216 – 3rd Avenue
Box 309
Queen Charlotte City,
B.C. V0T 1S0
250 559-4452

Quesnel

102 – 350 Barlow Avenue
Quesnel, B.C. V2J 2C1
250 992-4313

Revelstoke

Room 104, Court House
1123 Second Street West
Box 380
Revelstoke, B.C. V0E 2S0
250 837-6981

Salmon Arm

850A – 16th Street, NE
Bag 100
Salmon Arm, B.C. V1E 4S4
250 832-1611

Sechelt

102 – 5710 Teredo Street
Box 950
Sechelt, B.C. V0N 3A0
604 885-5187

Smithers

1020 Murray Street
Bag 5000
Smithers, B.C. V0J 2N0
250 847-7207

Directory

Sparwood

96 Greenwood Shopping Mall
Box 1086
Sparwood, B.C. V0B 2G0
250 425-6890

Squamish

1360 Pemberton Street
Box 1008
Squamish, B.C. V0N 3G0
604 892-2400

Stewart

703 Brightwell Street
Box 127
Stewart, B.C. V0T 1W0
250 636-2294

Terrace

101 – 3220 Eby Street
Terrace, B.C. V8G 5K8
250 638-6515

Trail

1050 Eldorado Street
Trail, B.C. V1R 3V7
250 364-0591

Ucluelet

5 – 1620 Peninsula Road
Box 609
Ucluelet, B.C. V0R 3A0
250 726-7025

Valemount

1201 – 5th Avenue
Box 657
Valemount, B.C. V0E 2Z0
250 566-4448

Vanderhoof

189 East Stewart Street
Box 1459
Vanderhoof, B.C. V0J 3A0
250 567-6301

Vernon

3201 – 30th Street
Vernon, B.C. V1T 9G3
250 549-5511

Williams Lake

540 Borland Street
Williams Lake, B.C. V2G 1R8
250 398-4211

Directory

Guaranteed Income Supplement

(See Federal Income Security.)

handyDART Custom Transit

Contact your local handyDART operator, listed in the white pages of your phone book, or call:

| | |
|-------------------|--------------|
| Greater Vancouver | 604 453-4634 |
| Greater Victoria | 250 727-9607 |
| Rest of B.C. | 250 385-2551 |

BC Seniors' Line

Following, is an alphabetical listing of services described in this guide.

(See BC Seniors' Line.)

Health Authorities

Northern Health

| | |
|---------------|----------------|
| Toll free | 1 866 565-2999 |
| Prince George | 250 565-2649 |

Interior Health

| | |
|---------|--------------|
| Kelowna | 250 862-4200 |
|---------|--------------|

Vancouver Coastal Health

| | |
|-------------------|----------------|
| Toll free | 1 866 884-0888 |
| Greater Vancouver | 604 736-2033 |

Vancouver Island Health Authority

| | |
|-----------|----------------|
| Toll free | 1 877 370-8699 |
| Victoria | 250 370-8699 |

Directory

Fraser Health

Toll free 1 877 935-5669
Greater Vancouver 604 587-4600

Provincial Health Services Authority

Vancouver 604 675-7400

Home Adaptations for Seniors' Independence Program (HASI)

Call your local Canada Mortgage and Housing Corporation office listed in the white pages of the telephone book, or call the numbers listed below.

Toll free 1 800 639-3938
Greater Vancouver 604 731-5733

Home Owner Grant for Seniors

Call your local tax collector's office, or the Home Owner Grant Administration Branch.

Toll free 1 888 355-2700
Greater Victoria 250 356-8904

Hunting and Angling Licences for Seniors

(See Enquiry BC.)

Immunization Services

Contact your local public health office listed in the blue pages of your telephone book.

Income Security (Federal programs)

(See Federal Income Security.)

Directory

Information and Referral Organizations

Alzheimer Resource Centre

Toll free 1 800 667-3742
Website www.alzheimerbc.org

Arthritis Society

Toll free 1 800 321-1433
Greater Vancouver 604 875-5051
Website www.arthritis.ca/bc

BC Cancer Agency

Toll free 1 800 663-3333
Greater Vancouver 604 877-6000
Website www.bccancer.bc.ca

BC Care Providers Association

Greater Vancouver 604 736-4233
Website www.bccare.ca

BC Hospice Palliative Care Association

Toll free 1 877 422-4722
Greater Vancouver 604 806-8821
Website www.hospicebc.org

Canadian Diabetes Association

Toll free 1 800 268-4656
Greater Vancouver 604 732-1331
Information Centre 604 732-4636
Website www.diabetes.ca

Heart and Stroke Foundation of B.C. and Yukon

Toll free 1 888 473-4636
Greater Vancouver 604 736-4404
Website www.heartandstroke.ca

Directory

Multiple Sclerosis Society

Toll free 1 800 268-7582
Greater Vancouver 604 689-3144
Website www.mssociety.ca

Osteoporosis Society of Canada British Columbia Division

Toll free 1 800 363-1933
Greater Vancouver 604 731-4997
Email osteobc@shawbiz.ca
Website www.osteoporosis.ca

Insurance Corporation of BC

Toll free 1 800 663-3051
Greater Vancouver 604 661-2800

Legal Services Society

Toll free 1 866 577-2525
Greater Vancouver 604 408-2172
Deaf/Hearing-impaired toll free 1 877 991-2299

Licence Plates for Veterans

(See Veteran Specialty Licence Plates.)

Medical Services Plan

Health Insurance BC
Toll free 1 800 663-7100
Greater Vancouver 604 683-7151

Mental Health Services

Contact your local health authority for information on available services.

(See BC Partners for Mental Health and Addiction Information.)

(See Crisis Intervention and Suicide Prevention.)

Directory

Museum

| | |
|--------------------|----------------|
| Royal BC Museum | |
| Toll free | 1 888 447-7977 |
| Greater Victoria | 250 356-7226 |
| Volunteer services | |
| Victoria | 250 387-7902 |

Nutrition Information

| | |
|-------------------|----------------|
| Dial-A-Dietitian | |
| Toll free | 1 800 667-3438 |
| Greater Vancouver | 604 732-9191 |

Old Age Security

(See Federal Income Security.)

People's Law School

| | |
|-----------|--------------|
| Vancouver | 604 331-5400 |
| Fax | 604 331-5401 |

PharmaCare

| | |
|---------------------|----------------|
| Health Insurance BC | |
| Toll free | 1 800 663-7100 |
| Greater Vancouver | 604 683-7151 |

Property Tax Deferment

Contact the local government office or government agent office where you pay your property taxes, or call the following number.

| | |
|----------|--------------|
| Victoria | 250 387-0555 |
|----------|--------------|

Directory

Public Guardian and Trustee of British Columbia

Vancouver 604 660-4444
(For toll free access from the rest of province, see Enquiry BC.)

Public Health

(See Nutrition Information.)
(See Immunization Service.)

Residential Rehabilitation Assistance Program

Call your nearest Canada Mortgage and Housing Corporation office,
listed in the white pages of your telephone book, or call:

Toll free 1 800 639-3938
Greater Vancouver 604 731-5733

Residential Tenancy Office

Toll free 1 800 665-8779
Greater Vancouver 604 660-3456

Seniors' Automobile Insurance Discounts (ICBC)

Toll free 1 800 663-3051
Greater Vancouver 604 661-2800

Seniors' Housing Information Program (Lower Mainland only)

New Westminster 604 520-6621

Seniors' Information – BC Seniors' Line

Toll free 1 800 465-4911
Greater Victoria 250 952-1742

Directory

Seniors Not Receiving Old Age Security

Call your local Ministry of Employment and Income Assistance office listed under “Governments – British Columbia” in the blue pages of your telephone book, or call Enquiry BC.

Senior’s Supplement

| | |
|------------------|----------------|
| Toll free | 1 866 387-3743 |
| Greater Victoria | 250 387-3743 |

Service BC

(See Enquiry BC.)
(See Government Agents.)

Service Canada

For information on any Government of Canada program or service, call Service Canada.

| | |
|-----------|----------------|
| Toll free | 1 800 622-6232 |
|-----------|----------------|

Shelter Aid for Elderly Renters (SAFER)

(See BC Housing.)

Subsidized Housing

(See BC Housing.)

Taxi Saver Program

Call your local handyDART operator, or call:

| | |
|-------------------|--------------|
| Greater Vancouver | 604 453-4634 |
| Greater Victoria | 250 385-2551 |
| Rest of B.C. | 250 385-2551 |

Directory

Transit Seniors' Fare Discount

| | |
|-----------------------------------|--------------|
| TransLink – Vancouver Region | 604 953-3333 |
| Victoria Regional Transit System | 250 382-6161 |
| BC Transit – Rest of the province | 250 385-2551 |

Travel Assistance Program

| | |
|------------------|----------------|
| Toll free | 1 800 661-2668 |
| Greater Victoria | 250 952-2657 |

Veteran Specialty Licence Plates

Contact one of the following authorizing service organizations to approve your eligibility.

| | |
|---|------------------------------|
| British Columbia Veterans Commemorative Association BC/Yukon Command | 604 876-2838 |
| The Royal Canadian Legion Canadian Peacekeeping Veterans Association | 604 736-8166 250 391-1568 |

Veterans Affairs Canada

| | |
|-----------|----------------|
| Toll free | 1 866 522-2122 |
|-----------|----------------|

Victim Services

| | |
|---|----------------|
| VictimLINK information and referral line Toll free | 1 800 563-0808 |
|---|----------------|

Notes _____
