

## LIFESTYLES

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. 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.

The Health and Seniors Information Line provides information and assistance to help you solve issues or concerns that you have. We provide referrals to other agencies and assistance and advocacy in making contact with organizations and agencies for needed services and programs.

## A Vibrant Quality of Life

B.C.'s diverse and growing population, including seniors, are a vital asset to our communities and our province as volunteers, caregivers, teachers and mentors. The province wants to make sure that all British Columbians have access to information on topics that are important to them.

## Programs and Services

The Health and Seniors Information Line provides information on a variety of programs and services to all British Columbia residents, including assistance in identifying the program or person that the caller needs to speak to.

For example:

- ▶ Housing
- ▶ Financial
- ▶ Health Services
- ▶ Public Health
- ▶ Home and Community Care

We are one of the province's busiest centres and have responded to thousands of enquiries.



## Supporting Seniors

The Health and Seniors Information Line provides a one-stop location to obtain both health and non-health related federal and provincial government programs and services for British Columbian seniors. The Health and Seniors Information Line also provides B.C. residents with information about health services, the health care system and interpretation of a wide variety of health media releases, legislation, policies, programs and services.

The line is accessible from 8:30 a.m. - 4:30 p.m., Monday to Friday (excluding holidays).  
In Victoria: (250) 952-1742  
Toll Free: 1-800-465-4911

Translation services are available in 130 languages.

## Other Important Numbers

### BCNurse Line

24 hours a day, 7 days a week  
Pharmacist available:

5 p.m. to 9 a.m. daily  
Toll Free: 1-866-215-4700  
Greater Vancouver: (604) 215-4700

### Dial-A-Dietitian

Free Nutrition Information  
Toll Free: 1-800-667-3438  
Greater Vancouver: (604) 732-9191

## Home and Community Care

Home and community care services provide a range of health care and support for eligible residents who have acute, chronic, palliative or rehabilitative health care needs.

Home support services are also designed to help clients remain independent in their own homes as long as possible. Home support provides personal assistance with daily activities, such as bathing, dressing, grooming and light household tasks that help seniors to maintain a safe and supportive home.

If home support assistance is recommended, a case manager will help the client determine the assistance that will best suit their needs and make the necessary arrangements.

For more information on home and community care services, please give us a call; we will provide you with information and a phone number to contact your local health authority.



photos: Health Canada

- ▶ Promote the well-being, dignity and independence of clients;
- ▶ Clients and their families should have the information required to make their own decisions about lifestyle and care.

## What People Are Saying

WHAT ARE CALLERS ASKING?

1. What programs are available to seniors, do you have information on SAFER, Shelter Aid for Elderly Renters? (Yes, we can answer those questions.)
2. Who do I contact for water testing and how do I report food poisoning and unsafe food handling? (Yes, we can provide direction and a phone number for the appropriate office.)
3. How do I obtain the phone number for information on equipment and assistive devices? (Give us a call.)
4. What is Guaranteed Income Supplement?

PUBLICATIONS THAT ARE AVAILABLE:

- ▶ BC HealthGuide
- ▶ Healthy Eating for Seniors
- ▶ BC Seniors' Guide

Visit our websites at:

[www.gov.bc.ca/health](http://www.gov.bc.ca/health)  
[www.gov.bc.ca/seniors](http://www.gov.bc.ca/seniors)

Ministry of Healthy Living and Sport  
Ministry of Health Services

# Health & Seniors Information Line

Helping all British Columbians and Seniors Live Well



  
BRITISH  
COLUMBIA  
The Best Place on Earth