

# CAPITAL REGION SENIORS SERVICES



# Help Numbers

## **BC Mental Health & Crisis Response**

Offers emotional support and information on appropriate referral options and a wide range of support relating to mental health concerns.

### **Call:**

☎ 310-6789 (No Area Code Needed)

## **BC 211**

Resource navigation, 24/7.

### **Call:**

☎ 2-1-1 (No Area Code Needed)

## **HealthLink BC**

Navigators will guide you to reliable health information or connect you with a health professional.

### **Call:**

☎ 811 (No Area Code Needed)

## **National Suicide line**

For anyone who is thinking about suicide, or who is worried about someone they know. Connect to a responder to get help without judgement, in English or French.

### **Call:**

☎ 9-8-8

## **Residential School Crisis Line**

Provides culturally appropriate support and crisis referral services to former residential school students and their families 24 hours a day, seven days a week.

### **Call:**

☎ 1-866-925-4419

## **Seniors Advocate Line**

Provides seniors and their families with support for health-care related issues. Available Monday to Friday from 8:30 a.m. to 4:30 p.m.

### **Contact Information**

☎ 250-952-3181

## **Seniors Abuse & Information Line (SAIL)**

Safe place for older adults, and those who care about them, to talk to someone about situations where they feel they are being abused or mistreated.

### **Call / Text:**

☎ 1-866-437-1940 (toll free)

# Help Numbers

## Seniors Distress Line

Provides a free and confidential telephone support service for seniors, their caregivers or anyone concerned about a senior. Calls are answered 24 hours a day, 7 days a week.

### Call:

☎ 604-872-1234

## Service Link

Provides information and help navigating mental health and substance use services,

### Call:

☎ 1-888-885-8824

## Trans Lifeline

Provides crisis and peer support by and for transgender and non binary people, based on the understanding that the best support can sometimes come from shared lived experience.

### Contact Information

☎ 877-330-6366

## Vancouver Island Crisis Line

Provides accessible voice, text and chat crisis intervention and suicide prevention services, including postvention programs.

### Call / Text:

☎ 1-888-494-3888

## VictimLINK

Confidential, multilingual service for victims of crime and trauma across B.C. and Yukon. Available 24 hours a day, 7 days a week

### Call / Text:

☎ 1-800-563-0808

## Victoria Women's Transition House 24hr Crisis Line

Provides support and information and potential emergency housing for women (cisgender and transgender) who are currently experiencing intimate partner violence and abuse.

### Call:

☎ 250-385-6611



## About the Guide:

This guide offers a selection of free and low-cost resources available to seniors in the Capital Region, covering areas such as healthcare, food, and other services. It was designed to be a helpful starting point for seniors seeking support in finding and connecting with community services. Please note that this is not an exhaustive list of resources. The services highlighted here are **specifically tailored to seniors**, but there are many additional resources across the Capital Regional District that are open to people of all ages and genders, which may also be helpful.

**\*Please note: not all of the information provided may be current, it is best to contact the organization directly for more information.**

To view our more extensive guide of the Capital Region, please visit our website.  
<https://victoriahomelessness.ca/take-action/resourceguide2025/>

Funded by the  
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New Horizons for Seniors Program

Canada



# Seniors Food Supports

## **Burnside Gorge Community Centre: Seniors Lunch**

Thursdays 12pm-2pm. Call front desk before 4pm on Wednesdays to book your spot.

### **Contact Information**

- ☎ 250-388-5251
- 🌐 [www.burnsidegorge.ca](http://www.burnsidegorge.ca)
- 📍 471 Cecilia Rd., Victoria
- ✉ [info@burnsidegorge.ca](mailto:info@burnsidegorge.ca)

## **James Bay Community Project Food Security Programs**

Lunch and socializing on Thursdays at 1-3pm (free; donations welcome; registration required) and Coffee Club on Wednesdays at 1:30-2:30pm (free; registration required). Phone to register.

### **Contact Information**

- ☎ 250-388-7844
- 🌐 [www.jbcp.bc.ca/seniors/social-programs](http://www.jbcp.bc.ca/seniors/social-programs)
- 📍 547 Michigan St., Victoria
- ✉ [askus@jbcp.bc.ca](mailto:askus@jbcp.bc.ca)

## **James Bay New Horizons for Seniors**

Produce table available to seniors on Thursday. \*Membership Fee Required.\*

### **Contact Information**

- ☎ 250-386-3035
- 🌐 [www.jamesbaynewhorizons.weebly.com/contact-us.html](http://www.jamesbaynewhorizons.weebly.com/contact-us.html)
- 📍 234 Menzies St., Victoria

## **Silver Threads Service for Seniors**

Affordable daily cafeteria service, frozen meal options, weekly free food share.

### **Contact Information**

- ☎ 250-388-4268
- 🌐 [www.silverthreads.ca](http://www.silverthreads.ca)
- 📍 1911 Quadra St., Victoria
- ✉ [inquiries@silverthreads.ca](mailto:inquiries@silverthreads.ca)

# Seniors Resources

## **Alzheimer Society Victoria**

Connects people living with dementia to support services, education, and information.

### **Contact Information**

☎ 1-800-936-6033

🌐 [www.alzheimerbc.org/](http://www.alzheimerbc.org/)

📍 202-306 Burnside Road West., Victoria

✉ [info.victoria@alzheimerbc.org](mailto:info.victoria@alzheimerbc.org)

## **BC Housing: Shelter Aid for Elderly Renters (SAFER)**

### **Contact Information**

Provides monthly cash payments to subsidize rents for eligible BC residents 60+.

☎ 1-800-257-7756

🌐 [www.bchousing.org/housing-assistance/rental-assistance-programs/SAFER](http://www.bchousing.org/housing-assistance/rental-assistance-programs/SAFER)

📍 201-3440 Douglas St., Victoria

✉ [vanislandregion@bchousing.org](mailto:vanislandregion@bchousing.org)

## **Beacon Community Services: SHOAL Centre**

Promotes senior health, supports and community building. Programs include: Peer support programs, mental wellness, caregiver supports, meals, advocacy and housing navigation.

☎ 250-656-5537

🌐 [www.beaconcs.ca/shoal-senior-support-services/](http://www.beaconcs.ca/shoal-senior-support-services/)

📍 10030 Resthaven Dr., Sidney

✉ [shoalreception@beaconcs.ca](mailto:shoalreception@beaconcs.ca)

## **Capital City Volunteers: Home Support**

Volunteers who can assist with tasks including: In-home friendly visits, walking, light gardening, reading and writing assistance, Income tax preparation, etc.

### **Contact Information**

☎ 250-388-7844, Ext. 310

🌐 [www.capitalcityvolunteers.org/services-for-seniors/](http://www.capitalcityvolunteers.org/services-for-seniors/)

📍 547 Michigan St., Victoria

✉ [info@capitalcityvolunteers.org](mailto:info@capitalcityvolunteers.org)

## **Elder Law Clinic**

Pro bono legal advice to eligible older adults (55+) residing in BC.

### **Contact Information**

☎ 1-866-437-1940

🌐 [www.seniorsfirstbc.ca/programs/elder-law-clinic](http://www.seniorsfirstbc.ca/programs/elder-law-clinic)

📍 BC Wide

# Seniors Resources

## **Elderdog**

Supports older adults in the care of their canine companion such as dog walking, transport to vet, groomer appointments, etc. Can also provide temporary foster care and/or rehoming.

### **Contact Information**

☎ 778-587-5212

🌐 [www.elderdog.ca/](http://www.elderdog.ca/)

✉ [info@elderdog.ca](mailto:info@elderdog.ca)

## **Esquimalt Neighborhood House- Senior Services**

Non-medical services for seniors living in Esquimalt, services include: transportation, light repairs, maintenance and light housekeeping. etc. Fees may apply on a sliding scale depending on income.

### **Contact Information**

☎ 250-385-2635 ext. 201

🌐 [www.enh.bc.ca/seniors/](http://www.enh.bc.ca/seniors/)

📍 511 Constance Ave., Victoria

✉ [info@enh.bc.ca](mailto:info@enh.bc.ca)

## **Oakbay Volunteers: Social Prescribing**

Non medical support that helps older adults set and achieve personal health and wellness goals. Includes exercise classes, social groups, housing support etc.

### **Contact Information**

☎ 672-974-2323

🌐 [oakbayvolunteers.org](http://oakbayvolunteers.org)

✉ [connector@oakbayvolunteers.org](mailto:connector@oakbayvolunteers.org)

## **Island Community Mental Health: Seniors' Support Network**

Activity-based program for adults 65+ who are experiencing mental health challenges.

### **Contact Information**

☎ 250-389-1211 ext. 128

🌐 [www.icmha.ca/seniors-support-24](http://www.icmha.ca/seniors-support-24)

📍 125 Skinner St., Victoria

✉ [krysten.ocoffey@icmha.ca](mailto:krysten.ocoffey@icmha.ca)

## **Island Health**

Provides outreach assessment and treatment to people 65+ who have age-related decline in physical and mental health.

### **Contact Information**

☎ 250-388-2273

🌐 [www.islandhealth.ca/our-services/community-health-services](http://www.islandhealth.ca/our-services/community-health-services)

# Seniors Resources

## **John Howard Society of Victoria:** Veterans Housing Supports

Dedicated to preventing and reducing homelessness among Canadian veterans.

### **Contact Information**

- ☎ 250-386-3428
- 🌐 [www.jhsvic.ca/housing/](http://www.jhsvic.ca/housing/)
- 📍 100-637 Bay St., Victoria
- ✉ [veterans@jhsvic.ca](mailto:veterans@jhsvic.ca)

## **Luther Court Society**

Ongoing programs including weekly craft and connect group, and a variety of health education and skill building events.

### **Contact Information**

- ☎ 250-477-7241
- 🌐 [www.luthercourt.org/community-health-centre/community-programs/](http://www.luthercourt.org/community-health-centre/community-programs/)
- 📍 1525 Cedar Hill Cross Rd., Victoria
- ✉ [Community@luthercourt.org](mailto:Community@luthercourt.org)

## **Office of the Seniors Advocate BC**

Information and referrals.

### **Contact Information**

- ☎ 250-952-3181
- 🌐 [www.seniorsadvocatebc.ca](http://www.seniorsadvocatebc.ca)
- 📍 6th Floor, 1405 Douglas St., Victoria
- ✉ [info@seniorsadvocatebc.ca](mailto:info@seniorsadvocatebc.ca)

## **Quadra Village Community Centre:** Seniors' Entitlement Services

Trained volunteer support seniors ages 55+.

### **Contact Information**

- ☎ 250-388-7696 ext. 230
- 🌐 [www.qvcc.ca/seniors-entitlement-services](http://www.qvcc.ca/seniors-entitlement-services)
- 📍 901 Kings Rd., Victoria
- ✉ [ses@quadravillagecc.com](mailto:ses@quadravillagecc.com)

## **Royal Candian Legion:** Seniors Outreach

### **Contact Information**

- ☎ 250-642-2052
- 🌐 [www.sookeregionchn.org](http://www.sookeregionchn.org)
- 📍 6726 Eustace Rd., Sooke
- ✉ [srchn@sookeregionchn.org](mailto:srchn@sookeregionchn.org)



# Seniors Resources

## Seniors Serving Seniors

Provides referral services and information for such things as recreation, housing, home help, legal resources and transportation. Also provides a seniors abuse information line.

### Contact Information

- ☎ 250-413-3211, 1-888-437-1940 (Seniors Abuse & Information Line)
- 🌐 [www.sssbc.org](http://www.sssbc.org)
- ✉ [sl@sssbc.org](mailto:sl@sssbc.org)

## Silver Threads Community Centre

Offers a variety of programs for seniors aged 55+ Services include recreation and fitness programs, social events, health and wellness, arts and crafts, information and referral.

### Contact Information

- ☎ 250-388-4268
- 🌐 [www.silverthreads.ca](http://www.silverthreads.ca)
- 📍 1911 Quadra St., Victoria
- ✉ [inquiries@silverthreads.ca](mailto:inquiries@silverthreads.ca)

## Victoria Women's Transition House Society

Offers up to 2 years transitional housing to women 45-65 years of age who have a history of experiencing intimate partner abuse.

### Contact Information

- ☎ 250-592-2927
- 🌐 [www.transitionhouse.net/our-programs/50-program/](http://www.transitionhouse.net/our-programs/50-program/)
- 📍 100-3060 Cedar Hill Rd., Victoria
- ✉ [info@vwth.bc.ca](mailto:info@vwth.bc.ca)

## Work BC: Mature Workers Program

Work BC provides job-search services that can help individuals get back to work.

### Contact Information

- ☎ 250-388-0858
- 🌐 [www.workbc.ca/plan-career/resources/mature-workers](http://www.workbc.ca/plan-career/resources/mature-workers)
- 📍 201-1483 Douglas Street, Victoria
- ✉ [info-victoria-douglas@workbc.ca](mailto:info-victoria-douglas@workbc.ca)

# Resource Guides

## **Alliance to End Homelessness in the Capital Region- Street Survival Guide 2022**

<https://victoriahomelessness.ca/wp-content/uploads/2022/01/2022SSGBW.pdf>

## **BC211**

[BC.211.ca](https://bc211.ca)

## **Connections Place**

<https://www.connectionsplace.org/wp-content/uploads/2022/01/Connections-Place-Resource-Guide-2022.pdf>

## **Food Share Network**

<https://crfoodsharenetwork.wixsite.com/website/resources>

## **Greater Victoria Alliance for Literacy**

<https://literacyalliance.ca/>

## **Healthlink BC**

<https://www.healthlinkbc.ca/>

## **Intercultural association**

<https://www.icavictoria.org/wp-content/uploads/2023/06/LGBTQ2S-Resource-Directory-V2-Digital.pdf>

## **Legal Aid BC**

<https://info.legalaid.bc.ca/>

## **Pathways Victoria**

<https://victoria-southisland.pathwaysbc.ca/programs/2452>

## **Shades**

The Garden City Resource Guide

## **Seniors Serving Seniors Association of British Columbia**

<https://sssbcc.org/service-directory/>

## **Victoria Women in Need**

[https://docs.google.com/document/d/1-](https://docs.google.com/document/d/1-4MYDu7FLCpNoSzbu2QY8hYGHJSrCZ398nRXPVvUF2w/edit?tab=t.0#heading=h.r36t43e1iw2w)

[4MYDu7FLCpNoSzbu2QY8hYGHJSrCZ398nRXPVvUF2w/edit?tab=t.0#heading=h.r36t43e1iw2w](https://docs.google.com/document/d/1-4MYDu7FLCpNoSzbu2QY8hYGHJSrCZ398nRXPVvUF2w/edit?tab=t.0#heading=h.r36t43e1iw2w)

# About Us



The Alliance to End Homelessness in the Capital Region (AEHCR) consists of local housing, health & social service providers, non-profit organizations, all levels of government, businesses, post-secondary institutions, the faith community, people with lived & living experiences of homelessness, and members of the general public. This diverse membership referred to as the Alliance Partners, comes together to collectively address the needs of individuals experiencing homelessness in the Capital Region.