

## Locally Available Services

**Chilliwack & District Seniors' Resources Society (CDSRS)**, located in the Evergreen Hall, assists seniors by providing information on services and programs they require to maintain a healthy, independent lifestyle. These may include housing, health, transportation, social or recreational programs. Open 9:00 am - 4:00 pm Monday to Friday.

- **Information and Referral Service** provides information and referral to the Community Response Network, Community Services, Department of Veteran Affairs, Home Health Care, Home Support Services, Red Cross Loan Cupboard, Respite Care and other seniors' resources.
- **Health Support Groups Listing** is a complete listing of groups and contact telephone numbers for support available in the areas of arthritis, Alzheimer's disease, diabetes, cancer, Hospice Society, Parkinson's, etc.
- **Assistance With Income Tax Preparation** is provided by trained volunteers, year round, to assist low income seniors (by donation).

- **Assistance with Online and Paper Forms** is available for seniors, free of charge.

**Phone:** 604-793-9979

**Chilliwack Senior Peer Counsellors**, a non-profit organization, provides numerous program and volunteer opportunities.

- **Senior Peer Counsellor Program**, is a free one-on-one service which is provided by trained senior volunteers who offer emotional support, guidance and empathy to at-risk peers troubled by loneliness, depression, isolation from family and friends, loss of loved ones, intergenerational conflict and life changes.

**Phone:** 604-793-7204

**Chilliwack Hospice Society** partners with Fraser Health to provide support to meet the physical, social, emotional and spiritual needs of dying people and their families. Office hours are 9:00 am - 4:00 pm, Monday to Friday. The Society offers volunteer training, community presentations, an annual Horse Whisperer Grief Camp, and the following support services:

## Palliative Services

- **Team of hospice volunteers** visit palliative patients and their families at the Cascade Hospice Residence, Chilliwack General Hospital or in the patient's home. Caregiver respite can sometimes be arranged.
- **Vigil Services** are available to provide bedside support from a team of trained volunteers for individuals and their families during the final 72 hours of a person's life in the setting that is home to the individual at the time of the visit. Call **604-798-5355**, 9:00 am - 5:00 pm, Monday to Friday if the need for a vigil is anticipated.

## Support Groups

- **One to One Support** for palliative and bereaved individuals, offered by hospice staff and trained volunteers.
- **First Step Grief Support Group** (8 weeks) and a **Second Step Grief Support Group**, that meets twice monthly for a social luncheon and a meeting. The

Second Step group is for people interested in attending social events and/or who wish to continue to support others and be supported in their grief.

- **Relaxation Program** (weekly) is also offered (on request) in a client's home, the hospital, and the Cascade Hospice Residence.
- **Suicide/Homicide Grief Support Group** for individuals/families who have had a loved one die by suicide or a tragic death. It is an 8 session, 2 hour long group, that meets once a week for 8 weeks.

**Phone:** 604-795-4660

**Patient Attachment Mechanism (PAM), Chilliwack Division of Family Practice** is a dedicated phone line that serves as a single point of contact for residents from Chilliwack to Boston Bar who do not have a primary care provider (family doctor or nurse practitioner) and are looking for one. Individuals without a regular primary care provider who are experiencing complex health conditions and/or vulnerable circumstances will be prioritized for immediate attachment to a primary care provider.

**Phone:** 604-795-0034 or 1-844-795-0034

**Did You Know...**

[InfoChilliwack.ca](http://InfoChilliwack.ca) is a website that provides access to up-to-date information about the range of health and social services and programs that are available to residents of Chilliwack.

**Mobile Laboratory Service, BC Biomedical Laboratories**

provides free home collection service, at the request of a doctor, for patients who are home or bed bound for medical reasons. Talk to your doctor for specific eligibility criteria.

**Chilliwack Mental Health Centre** aims to help those who are either temporarily or chronically disabled by mental illness or serious emotional distress. Services include: adult community support, adult short-term assessment and treatment, community residential programs, geriatric programs, crisis intervention, day and outpatient programs, addictions counselling, concurrent disorders services, group therapy, peer support and after-hours mental health support.

**Phone:** 604-702-4860

**Chilliwack Grief Support** offers mutual support, comfort, and information following the death of a significant loved one. The Spousal/Partner Grief Network meets every Saturday from

1:00 pm -3:00 pm at The Lynnwood on Corbould Avenue. The Parents' Grief Group meets Thursday at 6:30 pm at the Lynnwood. Women's Walk Rain or Shine Grief Group meets Tuesday at 9:30 am on the Rotary Trail at Peach Road. Coffee Group meets Thursday at 9:00 am in the Food Court at the Chilliwack Mall.

**Phone:** 604-793-7239 or 604-792-5436

**Chilliwack Alzheimer Resource Centre** provides information, education, and support services related to Alzheimer's disease and other dementias. Early Stage Support Groups are available for people in early stages of dementia, while Caregiver Support Groups are offered to those caring for someone with the disease.

**Phone:** 604-702-4603

**Canadian Cancer Society, Chilliwack** provides educational information and support to cancer patients and caregivers. They also provide free rides for cancer treatment appointments, and help patients to access wigs and breast prosthesis, accommodation, and financial assistance for those who qualify. Volunteer opportunities are available.

**Phone:** 604-792-3984



**Canadian Hard of Hearing Association (CHHA)** provides information and support for managing hearing loss, and provides advocacy and consultation for hearing accessibility in BC.

**Phone:** 604-795-9238

**Canadian National Institute for the Blind (CNIB)** provides assistance to blind and partially sighted Canadians. Services include counseling, rehabilitation training, independent travel training, adaptive aids and devices, and library services.

**Phone (toll-free):** 1-800-563-2642

## Provincially Available Services

**SeniorsBC** provides information about government programs and services.

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

**HealthLink BC** is a service designed to help individuals learn about health topics, check symptoms, and find health services and resources. **Call in to speak with a nurse, pharmacist, or dietitian**, or learn about local health services. Translation services are available in more than 130 languages upon request. Also available for seniors free of charge:

- *Healthy Eating for Seniors* handbook
- *Move for Life!* a physical activity DVD
- *It's Never Too Late to Quit Smoking*, a brochure with information on programs like QuitNow

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

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

**BC 211** provides free, confidential information about a full range of community, social, health and government services. Available 24 hours a day, seven days a week.

**Phone (toll-free): 2-1-1**

### Did You Know..

The **BC SPCA** offers a Pet Survivor Care Program to take in, care for and find a loving new home for your animal companion in the event that you are no longer able to care for them. For more information call the Chilliwack **BC SPCA** at 604-823-6612.

**BC Seniors' Guide, BC Ministry of Health** is a book-style compilation of information and resources on provincial and federal programs, with sections on benefits, health, lifestyle, housing, transportation, finances, safety and security, and other services.

**BC Elders' Guide, First Nations Health Authority and the BC Ministry of Health** is based on the BC Seniors' Guide and is specifically designed for First Nations and Aboriginal Elders. A PDF version of either guide is available online or a free print copy can be ordered.

**Phone (toll-free):** 1-877-952-3181 BC Seniors' Guide

**Phone (toll-free):** 1-866-913-0033 BC Elders' Guide

**People's Law School** is a non-profit charitable society providing public legal education and information. The following free booklets are available on-line or in print.

- **When I'm 64: Services** describes services available to seniors in the following areas: health care, housing, transportation, and recreation.
- **When I'm 64: Benefits** contains information about benefits such as Old Age Security Program, Canada Pension Plan, and Employment Insurance Benefits.
- **When I'm 64: Controlling Your Affairs** contains information about power of attorney, representation agreement, and wills.
- **A Death in Your Family** is for people who want to know more about what to do first when a family member dies; making funeral arrangements; and where to find support.

**Phone:** 604-331-5400

**Screening Mammography Program, BC Cancer Agency** provides free screening mammograms for eligible BC women age 40 and up. For more information and to book a screening contact:

**Phone (toll-free):** 1-800-663-9203

**Health Promotion Workshops, Council of Senior Citizens Organizations of BC** offers 36 different free workshops to any seniors' group. The sessions are 90 minutes long and are delivered by a trained senior volunteer facilitator who presents practical and useable information, free of technical jargon. Contact the organization to book a specific workshop.

**Phone:** 604-684-9720

**Chronic Health Condition, Self-Management BC** offers programs which provide information, teach practical skills and give people the confidence to manage their health condition(s). To learn about programs and upcoming workshops contact:

**Phone:** 1-866-902-3767

**First Nations Health Authority, Health Benefits Program** provides coverage for health goods and services in the following benefit areas: mental health and crisis intervention, dental, medical supplies and equipment, medical transportation, MSP coverage, pharmacy, and vision. An individual is eligible for First Nations Health Benefits if they are a First Nations person with a Canadian status number, a

resident of BC, and are not covered under any other benefits provided by the Federal Government or First Nations organization through self-government or land claims agreements.

**Phone (toll-free):** 1-855-550-5454

**The Fraser Health Crisis Line** provides 24-hour telephone support and crisis intervention counselling, seven days a week from trained volunteers.

**Phone (toll-free):** 1-877-820-7444

**MedicAlert Safely Home Program, Alzheimer Society of Canada & MedicAlert Foundation of Canada** is a nationwide program designed to help identify a person who is lost and assist in a safe return home. Members receive an engraved identification, which allows police and emergency responders to quickly identify the person who has wandered and bring the family back together. An annual fee applies.

**Phone:** 1-855-581-3794

### Did You Know....

- The provincial government offers a free on-line **Advance Care Planning Guide** and workbook that outlines the steps in preparing for future health care treatment.
- Think about making an advance care plan and identifying a substitute decision maker in the event that others need to make health care decision on your behalf. Available from [gov.bc./advancecare](http://gov.bc./advancecare) or request a copy for \$9.00 from 1-800-663-6105.

**Alcohol and Drug Information Referral** provides 24-hour information about province-wide addictions services.

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

**Dementia Help Line, Alzheimer Society of BC**, is available 10:00 am – 4:00 pm, Tuesday to Friday.

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

**Parking Permits for Persons with Disabilities, Social Planning and Research Council of BC** provides parking permits for persons with disabilities.

**Phone (toll-free):** 1-888-718-7794