



# CHILLIWACK SENIORS' LIVING WELL RESOURCE GUIDE



2015/2016

On behalf of City Council, I am pleased to introduce the Chilliwack Seniors' Living Well Resource Guide, funded by the City of Chilliwack and the Union of British Columbia Municipalities.

Part of being an age-friendly community is ensuring information about community supports and health services are available to all members of our community. It is our hope that this one stop guide will assist seniors and their caregivers in accessing the wide range of services and programs available in our community.



We hope you will use this guide to take advantage of excellent services and programs that will help you to continue to live a long, healthy and productive life.

A handwritten signature in black ink, appearing to read 'Sharon Gaetz'.

Mayor Sharon Gaetz



Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Telephone: \_\_\_\_\_

Care Card #: \_\_\_\_\_ Old Age Security #: \_\_\_\_\_

Current Medications: \_\_\_\_\_

Pets in the home: \_\_\_\_\_

**EMERGENCY CONTACTS**

Relative: \_\_\_\_\_

Friend: \_\_\_\_\_

Relative: \_\_\_\_\_

Friend: \_\_\_\_\_

Clergy: \_\_\_\_\_

Doctor: \_\_\_\_\_

Pharmacy: \_\_\_\_\_

Lawyer: \_\_\_\_\_

Ambulance: \_\_\_\_\_

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

**Police, Fire, Ambulance (Emergency) Phone: 9-1-1**

**Poison Control Phone: 1-800-567-8911**

In the *Chilliwack Seniors' Living Well Resource Guide* phone numbers are listed alongside service and program information. To obtain a service's full contact information please flip to the directory, in the last section of the Resource Guide, where all services are listed alphabetically.

The *Chilliwack Seniors' Living Well Resource Guide* was printed in 2015. To view an online version or leave a comment about the Resource Guide visit [chilliwack.com](http://chilliwack.com).

Effort was made to accurately represent all of the programs, services and organizations servicing seniors in Chilliwack, however some may have unintentionally been missed. This information is intended to serve only as a guide and the City of Chilliwack does not endorse any of the organizations, their views, or the products/services they offer. For the most recent updates about health and social services and programs that are available to residents of Chilliwack, see the [infochilliwack.ca](http://infochilliwack.ca) website.

## **Acknowledgements**

The *Chilliwack Seniors' Living Well Resource Guide* has been developed through the collaborative efforts of numerous organizations, service providers, and community members. A special thanks to the steering committee members who contributed their time and expertise to oversee this project.

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## Subsidized Home Care Services

**Chilliwack Home Health, Fraser Health** is a home and community care service that provides health care and support services for eligible residents who have acute, chronic, palliative or rehabilitative health care needs. Short-term support helps recovery from a hospital procedure or condition. Long-term programs provide ongoing care to promote independence at home. Services include:

**Personal Care** (e.g. bathing, toileting, feeding and/or grooming);

**Home Health Clinics**, available in the community, providing wound care, administering intravenous antibiotics, and also offering rehabilitation or social work consultation and group education on a chronic health condition;

**Community Care Professionals** who work closely with community doctors to support seniors and individuals with complex functional and care needs;

### Did You Know...

- Seniors who have had one fall are at twice the risk of future falls
- 90% of hip fractures are due to falls
- 40% of long-term care admissions are fall related

*Fall Prevention, Fraser Health*

## Ways to Prevent Falls

- Improving your mobility and balance
- Increasing your physical activity and muscle strength
- Following the Canadian guidelines for Calcium and Vitamin D
- Having regular vision check-ups and correcting vision problems
- Reviewing your medications with your doctor or pharmacist
- Reducing trip and slip hazards in your home or outdoors

*Key Ways to Prevent Falls,  
Government of British Columbia*

- **Licensed Home Care Nurses** who provide medical treatment, health education, and referrals to other home health and community services;
- **Caregiver Respite** which provides caregivers a much-needed break from the emotional and physical demands of caring for a relative or friend; and
- **NetCare at Parkholm Place**, a day facility for seniors and seniors with disabilities, offering comprehensive health care, rehabilitation, and social support to seniors who live at home but are at risk of decline and admission to hospital or a residential care center if support is not provided.

## Eligibility

For Home Health Care services, clients must meet standard provincial health care eligibility criteria



and require care following discharge from a hospital, care at home rather than hospitalization, or care due to a terminal illness. Eligibility is determined by a Home Health professional. Some services are available to home-bound clients only.

**Cost** - Services provided free of charge to eligible Home Health clients include: case management, occupational and physical therapy, nutrition counselling and education, and health services for adults with developmental disabilities. Home care nursing services and caregiver respite services are also free, though there may be charges to cover the cost of supplies associated with these services. People who are considered to be palliative by their doctor and who are in the last six months of life are not charged for home support services.

### Services where charges apply:

- **Adult Day Programs** usually charge a nominal daily charge to supplement the cost of transportation, supplies and meals.



- **Home Support Services** are free for personal care on a short-term basis, a few days up to two weeks after discharge from a hospital. However, ongoing services may result in a daily charge depending on the client's income.

**Phone:** 1-855-412-2121 (Home Health Service Line for new clients)

**Phone:** 604-702-4800 (Chilliwack Home Health clients)

**Phone:** 604-792-7121 (NetCare clients)

### **The Chilliwack Primary Care Seniors Clinic, Fraser Health and Chilliwack Division**

**of Family Practice** offers assessment, diagnosis and individualized care planning for

patients with dementia concerns or multiple chronic conditions and complex health issues. A team of health care professionals, including primary care doctors, a nurse specializing in seniors care, a geriatrician and geriatric psychiatrist work alongside patients, their family members and family doctors to ensure seniors are supported in their ongoing health needs. Visits are by appointment only, with a referral from a family doctor.



**Convalescent Care Program, Fraser Health** is primarily for older adults with a chronic illness who require more time to recover before returning home following a period of hospitalization. The average length of stay is seven weeks. The current minimum client rate is \$30.65 per day or \$894.40 per month. If the cost will result in a serious financial hardship patients may apply for a **Temporary Rate Reduction**.

**Hospice Palliative Care** offers services to help relieve suffering and improve quality of life for people with a life-limiting illness or those grieving a loved one. People who choose hospice palliative care have made the decision with their doctor and family to move away from getting better to palliative, or comfort care. Clients continue receiving treatments that slow the progress of the disease and reduce uncomfortable symptoms. Hospice palliative care can be provided at home through Home Health Care nursing and other care services, at the Chilliwack General Hospital for patients needing diagnostic tests and treatment, in Residential Care and Assisted Living facilities, or in Cascade Hospice Residence. For information about home services contact the **Home Health Service Line** at **1-855-412-2121**.

**Cost** - Most palliative care services are covered by the BC Medical Services Plan or the BC Palliative Care Benefits Program. Eligible home support services are

provided free of charge, however, there may be some additional charges for certain services.

**Cascade Hospice Residence** is for patients in the last weeks or months of life, who cannot remain at home. Patients must be registered with the Fraser Health hospice palliative care program prior to admission. For an initial assessment regarding access and suitability of services, call **604-795-4141 ext. 612718**.

**Cost** - The cost for hospice residential care is a flat minimum daily rate billed monthly which is set by the BC Ministry of Health. If the charge represents a financial hardship, low income clients can request a financial assessment to get a **Temporary Rate Reduction**.

**Stó:lō Nation Health Services – Home and Community Care Program** provides the following services to community members through a referral process: wound management, home visits, health education, referrals to other health services, personal care and assisted living services, foot care, blood sugar and blood pressure monitoring, intake-client/home assessments, therapeutic care (i.e. emotional support, pain management, supportive care) and more.

- **The Aboriginal Diabetes Initiative** addresses the needs of the diabetic community members by offering diabetic management education, tools, clinics and one-on-one counseling.
- **Eye Clinics** are conducted monthly. Contact Stó:lō Nation Health Services to determine eligibility for an eye exam and glasses, and to make an appointment.

**Services are provided to status, on-reserve members only, due to funding limitations.**

**Phone:** 604-824-3200

**Toll-free:** 1-877-411-3200



### **Private-Pay Home Care Services**

Home health services can be purchased from private care agencies for individuals ineligible for publicly subsidized services or to supplement home health care provided through Fraser Health.

**Valley Alert Lifeline**, a non-profit society, assists individuals that are medically at risk, physically challenged or living alone. A telephone-based emergency response system can connect an individual to trained Lifeline staff 24 hours a day, 365 days of the year.

**Phone (toll-free):** 1-888-969-1818

**Care Connection Health Services Co-operative** offers nursing foot care, personal care services, companionship and respite care, homemaking, palliative care and dementia care services.

**Phone:** 604-826-6112

**Independent Lifestyles Homecare** is a company that offers private nursing and complex care, live-in care, transportation for seniors, respite care and personal support services such as help with cleaning, washing, ironing and other basic household duties. Home healthcare consultations are available free of charge.

**Phone:** 604-799-8400

### Did You Know...

- Adults aged 65 and over make up approximately 18% of Chilliwack's population
- As of 2011, there were 15 individuals 100 years old or older living in Chilliwack

*Statistics Canada Catalogue  
No. 98-310-XWE2011004. Ottawa,  
Ontario  
2011 Census*

**Melody's House Calls** is a private company offering home nursing, foot care services, medication assistance, wound care, home care, appointment escort, meal preparation, housekeeping, and other nursing treatments as requested.

**Phone (toll-free):** 1-855-510-5155

**Nurse Next Door** is a private company that offers a variety of services to assist seniors including: visiting, meal preparation, light housekeeping, transportation, grocery shopping, medication reminders, nursing care, and end-of-life care.

**Phone:** 604-856-5553

**Silver Strands** is a private company that offers one-to-one assistance to seniors and their families navigating the health care system, planning for future transitions, and aging in place. Their aim is to help coordinate health care services, expediting access to care.

They also offer help to older adults who are downsizing and relocating to a more suitable home for their health care needs.

**Phone:** 604-792-7440

**We Care Home Health Services** offers personalized care services, available 24 hours a day, 7 days a week, wherever they are needed - at home or retirement and long-term care communities. Care services include: personal care, home making, companion services, nursing services, foot care, caregiver relief, and live-in care. The company also offers health risk assessment, diabetes awareness clinics, wellness clinics, immunization programs, and osteoporosis/bone density screening and education. We Care offers a free assessment to evaluate needs and formulate a personalized Care Plan.

**Phone (toll-free):** 1-866-729-3227



### Did You Know...

- You should try to get the influenza vaccine as soon as possible, to give your body enough time – about 2 weeks – to build immunity before the flu season starts
- Influenza vaccines are usually available in October
- Immunity typically lasts through the flu season which usually ends in April

*HealthLinkBC File #12a*

*HealthLinkBC, 2013*

## Immunizations and Flu Clinics

**Immunization Services** provides information regarding immunization, including locations of influenza (flu) clinics during the flu season. For more information contact [www.immunizebc.ca](http://www.immunizebc.ca). Influenza vaccines are provided free for seniors, and those living or working in close proximity to them. Pneumonia vaccines are also free for seniors and both types of vaccines are available from a family doctor, walk-in clinic, local pharmacy, or **Public Health** at the Chilliwack Health Unit.

**Phone:** 604-702-4900



## Subsidized Medical Equipment Programs

**Health Equipment Short Term Loan Program, Canadian Red Cross** loans basic medical equipment including wheelchairs, walkers, crutches and bathroom aids. Equipment is available by donation, for home use, for a maximum of six months. A referral from a health care professional such as a doctor, nurse, occupational therapist or physiotherapist is required. The service is operated by volunteers, 9:00 am – 12:00 pm, Monday to Friday.

**Phone:** 604-792-2343

**Home Oxygen Program, Fraser Health** provides assistance with the cost of oxygen and oxygen equipment. In order to obtain Fraser Health funding for home oxygen, a primary care doctor must complete an application along with an oxygen prescription, and submit them to Community Respiratory Services.

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

**Did You Know...**

- Most pharmacies in Chilliwack offer free prescription delivery (for some pharmacies, restrictions apply).
- Many pharmacies also offer senior-friendly, free blister packaging, which can reduce the likelihood of dosing errors.

**Medical Equipment Loans/Leases, Mount Cheam Lions Club** assists people with hearing aids and batteries and operates a lend-lease program which lends wheelchairs, medical equipment and mobility aids. For more information call the Hall and leave a message, including a contact phone number.

**Phone:** 604-792-3810

**Recycled Medical Equipment Program, Opportunities for the Disabled Foundation** provides used medical equipment for successful grant applicants. Online applications are available on the website.

**Phone (toll-free):** 1-888-242-7202

**Aids to Independent Living Program, Canadian Red Cross** provides free loans of medical equipment (e.g. wheelchairs, bathing aids, toileting aids, cushions, floor to ceiling poles, grab bars, walkers, hospital beds and pressure relief mattresses) for

low-income Home Health clients with long-term disability. Clients must have a referral from a physiotherapist or occupational therapist.

**Phone:** 604-859-5960

**HELP Plus, Canadian Red Cross** provides a range of advanced equipment (such as hospital beds, specialty mattresses and patient lifts) to British Columbians. Delivery and installation services are also available. Clients must have a referral from a physiotherapist or occupational therapist.

**Phone:** 604-930-9073

**Equipment Registry, Chilliwack and District Seniors' Resources Society (CDSRS)** is a service which links people who wish to sell new or used rehabilitation equipment with those wanting to purchase equipment such as a scooter, wheelchair, etc. There is no cost to register equipment and the list is regularly updated.

**Phone:** 604-793-9979

## Home Support

**Chilliwack Home Support Services, Fraser Health** provides assistance and support to those who have difficulty with daily activities due to health and mental related problems. Community Health Workers help with tasks such as bathing and dressing that clients are unable to do but promote and encourage the client to be as independent as possible. Services may be provided on a short-term basis for those needing more help immediately following a hospital discharge or longer term for those needing ongoing support. Home Support Services do not provide housekeeping, laundry, or meal preparation.

**Phone (toll-free):** 1-855-412-2121

**Better At Home, United Way and Chilliwack Community Services** provides non-medical services for seniors age 65 years or older with the aim of promoting healthy aging and independent living at home. Volunteers and paid contractors assist with transportation, friendly visits, minor home repair, and light housekeeping. A sliding scale subsidy is available, determined by annual income.

**Phone:** 604-393-3251 ext. 240

## Delivery Services

**Library For You, Fraser Valley Regional Library** provides materials to people who are unable to visit the library due to illness, age, or disability. Services include a variety of library materials, including audiobooks, delivered for free and/or one-time loans and free demonstrations of audiobook players.

**Phone (toll-free):** 1-888-668-4141 ext. 7034

**Meals on Wheels, Chilliwack Community Services** delivers fresh or frozen nutritious meals to recipients' homes. The service is available to individuals who, because of age, illness, or disability, cannot prepare adequate meals for themselves. Volunteers deliver lunch time meals Monday to Friday. Cost per meal applied.

**Phone:** 604-793-7242

## **Volunteer Grocery Shopping Program, Market Place IGA & CDSRS**

provides a grocery shopping and delivery service for senior citizens.

There is a \$10 delivery charge.

Orders can be placed on Wednesday from 9:00 am - 11:30 am. Groceries are delivered after 12:00 pm the same day.

**Phone:** 604-795-3727



## **Grocery Shopping and Home Delivery Service, Cooper's Foods**

is available every Thursday. Call to place an order Thursday morning and groceries will be delivered later that afternoon. A \$10.00 charge applies.

**Phone:** 604-824-6667

**Grocery Delivery Service** is available, for a fee, through Community Direct Delivery at both Safeway locations, Monday to Saturday until 4:00 pm daily. Request this service through a cashier.

**Phone:** Safeway (Yale Rd.) 604-795-6428

**Phone:** Safeway (Luckakuck) 604-858-8115

**Better Meals** is a foods service provider that prepares and delivers frozen meals to your door (free delivery with a \$25.00 minimum order). Orders must be placed by 3:00 pm at least 2 business days before the delivery day. Payment is taken in cash only. Cost of a meal is between \$6.25 and \$6.50 for an entrée, soup and dessert. Diabetic, low sodium and pureed meals are available.

**Phone (toll-free):** 1-888-838-1888

**Mae's Elite Foods** makes home-style meal entrees, frozen fresh and delivered to your home. Hours of business are 8:00 am - 4:00 pm, Monday to Friday. Meal prices begin at \$6.50 per dinner. Delivery is free with a \$50.00 order.

**Phone:** 604-702-1844



## Definitions and Resources: Independent Housing

### Did You Know..

BC Housing provides SAFER subsidies to more than 16,000 senior households renting apartments in the private market, including singles, couples and people sharing a unit.

**Seniors' Subsidized Rental Housing, BC Housing** is affordable rental housing for individuals over 55 years of age with low incomes (an annual household income less than \$58,000 in the Lower Mainland). Rent is subsidized by the government or another source, and is normally set at 30% of one's income. Generally (though not always) there are no services provided and the apartment units are small bachelor suites. There are often long wait lists for subsidized housing.

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

**Shelter Aid for Elderly Renters (SAFER), BC Housing** program helps make rents affordable for BC seniors with low to moderate incomes. SAFER provides monthly cash payments to subsidize rents for eligible BC residents who are age 60 or over and who pay rent for their homes. Seniors who pay pad rental fees for owner-occupied manufactured homes are also eligible for SAFER funding.

**Phone (toll-free):** 1-800-267-7756

**Rental Housing Registry, CDSRS** offers updated information on all rental apartments in Chilliwack suitable for seniors, including low rental complexes and care facilities.

**Phone:** 604-793-9979

**Rental Housing List, The Salvation Army** is a weekly listing of affordable, available rentals in the Chilliwack area. The list is published every Wednesday and can be picked up at the Care and Share Centre.

**Phone:** 604-792-0001

**The Residential Tenancy Office** provides landlords and tenants with information regarding their rights and responsibilities, as well as forms for entering into a tenancy agreement, dispute resolution and others. All forms can be found on their website.

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

## Housing with Supports

**Supportive Housing** offers a combination of on-site support services including at a minimum: a private living space with a lockable door, monitoring and emergency response, at least one meal a day, housekeeping, laundry, and recreational opportunities. Nursing and other health related services are delivered by Fraser Health or privately as they would be to other individuals living independently in the community, not through the facility itself. Supportive housing is usually not subsidized, though if an individual is eligible, a **SAFER** subsidy may be applied to the room portion of the monthly rent.

**Mental Health Housing** is available for individuals with serious and persistent mental health issues. Referrals are required through the **Chilliwack Mental Health Centre**. Eligibility is based on a person's mental illness and their need for daily assistance with routine tasks.

**Phone:** 604-702-4860

### Did You Know...

If couples wish to move into a publically subsidized Assisted Living residence, **only one member needs to meet the eligibility requirements** for both to move in together.

**Assisted Living** is for clients whose personal care needs can no longer be met at home but who do not need 24 hour nursing care. It includes meal services, emergency response system, housekeeping, social and recreational opportunities with additional assistance with personal activities such as bathing or taking medications.

**Private-Pay Assisted Living** can be accessed by applying directly to the building.

**For Publicly Subsidized Assisted Living**, clients must meet eligibility requirements for Home Health services. For individuals who are not Home Health clients, contact the **Home Health Service Line** at **1-855-412-2121** (7 days a week, 8:30 am - 4:30 pm) for more information. Home Health clients receiving home support and/or health care services, can access this service through their Home Health Community Care Professional at the **Chilliwack Home Health** office.

Subsidized Assisted Living allows clients to choose their community and preferred site amongst publicly available locations. Wait times will vary from site to site. Individuals currently in Private-Pay Assisted Living wishing to transfer to a subsidized facility may be able to do so providing they meet the eligibility requirements.

**Eligibility** - For public subsidized suites, eligibility depends on: health care needs, age, level of risk in the current home living situation, ability to communicate and be understood by others, ability to make decisions, behavior that does not put the safety of others at risk, ability to take direction from others in an emergency, and ability to use an emergency response system.

**Cost** - There is a monthly charge based on 70% of a client's after-tax income. For low income seniors Fraser Health works with BC Housing's **Independent Living BC (ILBC)** program to offer subsidized Assisted Living services through local service providers.

**Residential Care** provides care and supervision for individuals who can no longer be looked after in their own homes due to complex health needs. Twenty-four hour nursing care is provided as well as personal care, meals, linens and laundry.

**Private-Pay Residential Care** can be accessed by contacting the building directly.

For **Public Subsidized Residential Care** individuals may request an assessment for eligibility. Existing Home Health clients should contact their Community Care Professional or new clients can contact the **Home Health Service Line** at **1-855-412-2121** (7 days a week, 8:30 am - 4:30 pm).

**Eligibility** - For public subsidized residential care, seniors must have health care needs that require access to 24-hour nursing care, have Canadian citizenship or permanent residency and meet BC's residency requirements, and agree to the assessment process including the release of financial information.

**Cost** - The cost of care is paid by Fraser Health, while residents contribute toward the daily costs of food and accommodation. These rates are based on 80% of a client's after-tax income.

### Did You Know...

- 3% of seniors live in assisted living in B.C., with 20% receiving a subsidy
- 4% of seniors live in residential care in B.C. with 95% receiving a subsidy

*Seniors' Housing in BC: Affordable, Appropriate, Available.  
Office of the Seniors Advocate;  
2015*

Lower income residents may request a financial assessment for a **Temporary Rate Reduction** or waiver if the charge represents a financial hardship. Admission is on a priority placement basis.

## **Local Housing Directory**

The following table provides information compiled from the **Seniors Housing Directory of BC**, available from the **Seniors Services Society**. To obtain updates and more information about available seniors housing contact:

**Phone:** 604-520-6621

	<b>Assisted Living</b>	<b>Independent Living/ Supportive Housing</b>	<b>Residential Care</b>	<b>Subsidized Housing</b>	<b>Mental Health Housing</b>	<b>Wheel-chair Units</b>	<b>Pets</b>	<b>Smoking</b>
Auburn Seniors Residence of Chilliwack - 604-792-3545		✓					✓	
Birchwood Retirement Suites/ Cottages - 604-792-8793		✓				✓		
Bradley Centre 604-795-4103			✓P			✓		
The Cascades 604-795-2500	✓P		✓P			✓	✓	
Cheam Housing 604-792-9420				✓				✓
Chilliwack Lifestyles 604-824-0109		✓				✓		
Columbus Manor Chilliwack - 604-970-8444				✓				✓
Cottonwood Cottage 604-702-9544		✓				✓	✓	

\*P indicates publicly subsidized units/rooms are available through Fraser Health at these locations. Contact information for the facilities can be found in the directory.



	Assisted Living	Independent Living/ Supportive Housing	Residential Care	Subsidized Housing	Mental Health Housing	Wheel-chair Units	Pets	Smoking
Crystal Ridge Manor 604-858-0955		✓				✓		
Eden Care Centre 604-792-8166			✓P			✓		
Garden Villa 604-792-1531				✓		✓		
Hampton House 604-703-1982		✓				✓	✓	
Heritage Village 604-858-1833			✓P					
Jubilee Place 604-792-5018				✓		✓		✓
Lion Roy Campbell Lodge 604-824-1385				✓			✓	✓
Lynnwood Retirement 604-792-0689		✓				✓		✓

\*P indicates publicly subsidized units/rooms are available through Fraser Health at these locations. Contact information for the facilities can be found in the directory.

	Assisted Living	Independent Living/ Supportive Housing	Residential Care	Subsidized Housing	Mental Health Housing	Wheel-chair Units	Pets	Smoking
Norman Manor 604-792-6666		✓				✓	✓	✓
Piper Richards on V.C.				✓				✓
Redwood Manor 604-792-0205				✓		✓		
Stó:lō Elders' Lodge 604-858-5414	✓P					✓		
Topaz Place 604-850-6608					✓	✓		
Valleyhaven 604-792-0037			✓P			✓		
Waverly Seniors Village 604-792-6340	✓P	✓	✓P			✓	✓	

\*P indicates publicly subsidized units/rooms are available through Fraser Health at these locations. Contact information for the facilities can be found in the directory.

## Home Maintenance and Housing Adaptations

### Did You know....

- 93% of BC seniors live independently
- 80% are homeowners, of which 22% carry a mortgage

*Seniors' Housing in BC:  
Affordable, Appropriate, Available  
Office of the Seniors Advocate;  
2015*

The **Home Owner Grant** reduces the amount of property taxes home owners pay on their principal residence. There is also an additional grant available for individuals who are over 65 during the calendar year. An application for this grant is attached to the property tax bill sent to homeowners and is administered by the City of Chilliwack. To submit an application, refer to your tax notice.

**Property Tax Deferment** is available for homeowners aged 55 and over or a surviving spouse of any age. Individuals may defer the payment of annual property taxes on their principal residence. The deferred taxes with interest (currently 1%) and an administration fee must be repaid to the Province, either: before the home can be transferred to a new owner other than to a surviving spouse, or upon the homeowner's death, with repayment through the estate.

**Phone (toll free):** 1-800-663-7867  
and ask to be transferred to 250-356-8121

**Moving Made Easier** is a company that offers assistance in moving and buying/selling a home. Services available include down-sizing and organizing household goods, home staging, cleaning, utilities disconnection, and a full range of real estate services.

**Phone:** 604-997-6505

**Upstage** is a private company that assists people transitioning from one home to another including staging the home to get the best price, downsizing a lifetime of accumulated items, coordinating a move and setting up a new home.

**Phone:** 604-845-0851

**Home Adaptations for Independence Program** helps low-income seniors finance home modifications for accessible, safe and independent living. Eligible homeowners, and landlords with eligible tenants can receive up to \$20,000 per home in the form of a forgivable loan.

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

**BC Seniors' Home Renovation Tax Credit** is a refundable Personal Income Tax credit to assist with the cost of permanent home modifications that improve accessibility. The maximum credit will be \$1000 annually calculated as 10% of eligible expenditures. The credit can be claimed by seniors, whether they own their home or rent and by individuals who share a home with a senior relative.

**Phone (toll-free):** 1-877-387-3332

## 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.ca/advancecare](http://gov.bc.ca/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

## The Chilliwack and District Seniors' Resources Society

- **The Bus Program** provides a variety of day and overnight trips in the lower mainland and Fraser Valley, giving seniors the opportunity to get out and about, stay independent and be socially connected, all at a reasonable price.
- **Wanda's Tea Dance** is held at Mt. Cheam Lions Hall on the last Monday of each month from 1:00 pm - 3:00 pm, September to June.

**Phone:** 604-793-9979

## Chilliwack Senior Peer Counsellors

- **Outreach Phone Line** provides regular calls to seniors in their homes. Call to arrange for a phone call or to be a volunteer caller.
- **Volunteer Visitors Program** matches volunteers with clients for regular visits.

**Phone:** 604-793-7204

**Did You Know..**

Seniors who regularly engage in social activities have better self-rated health and report less loneliness and greater life satisfaction.

*Gilmour H. Health Reports  
Statistics Canada; 2012*

**The Chilliwack Seniors Recreation Centre** is a drop-in social and activity centre open to all. Activities include bingo on the 1st and 3rd Friday evening of every month, duplicate bridge, line dancing, pool, table tennis, an art club, rug hooking, and pot luck dinners. Coffee and light lunches are offered. Regular hours are 10:00 am - 4:00 pm, Monday to Friday. Membership is \$20 per year.

**Phone:** 604-792-4549

**Chilliwack Seniors' Social Society** offers line dancing Monday, Wednesday and Friday, Tuesday bingo, weekly tap dancing, and monthly "Sons of Scotland" meetings for all seniors. Most programs run September to June.

**Phone:** 604-792-6696

**Mount Cheam Lions Club** holds a seniors' lunch on Tuesday and Thursday at their Hall. All are welcome. Drop-in for coffee/tea and bingo beginning at 9:30 am. A hot lunch is served at 12:00 pm for \$5.00. The last lunch is held in June before the program ends for the summer months.

**Phone:** 604-792-3810

**BC Old Age Pensioners Organization** works for the benefit of all elderly citizens, to promote their best interests and well-being. Social activities include: paper tolle, bingo, carpet bowling, whist, line dancing, floor shuffle board, darts, cards, rummoli, ham radio and pot luck dinners.

**#173- Sardis**

**Phone:** 604-858-4066

**#164- Cultus Lake**

**Phone:** 604-858-7633

**Boomers and Beyond, Sardis Library** is a monthly library social with coffee and treats, as well as great conversation and games. The group meets on Monday from 1:00 pm-3:00 pm with guest speakers discussing various topics and resources for seniors and caregivers from 2:00 pm-3:00 pm.

**Phone:** 604-858-5503

Chilliwack Seniors' Living Well Resource Guide

**Rainbow Country Seniors, The Salvation Army** offers a social group for people 55 years and older to promote physical and spiritual wellbeing. Some special outings are also offered. A \$2 donation is taken at each event. Meetings take place on the 2nd and 4th Tuesday of every month at 12:30 pm. Participants are asked to bring a bagged lunch.

**Phone:** 604-792-0001

**Columbia Valley Senior Citizens** offers social and recreational activities for people 50 years and over - newcomers are welcome. The group meets in the Columbia Valley Ratepayers Community Hall. Activities are held on Wednesday afternoons 12:00 pm - 3:30 pm. Sessions run from October to May.

**Phone:** 604-858-3694

**Yarrow Senior Citizens Society** has social gatherings every Wednesday at 12:30 pm except for the first Wednesday of the month when a potluck lunch is held at 12:00 pm.

**Phone:** 604-823-4325

**Chilliwack Senior Veterans Society** provides a drop-in centre for all seniors 50 years of age and over. Various activities include pool, carpet bowling on Monday at 1:00 pm, cribbage on Tuesday, bingo on Wednesday and Friday from 12:30 pm - 3:30 pm. Homemade lunch and snacks available. Regular hours are Monday to Friday, 8:00 am - 3:30 pm. Call for summer hours.

**Phone:** 604-792-5850

**National Association of Federal Retirees** (formerly the Federal Superannuates National Association) is a not-for-profit association dedicated to protecting the rights and enhancing the benefits of federal retirees, including retired: military, public service, RCMP and judges. The objective of the group is to promote the general welfare of retirees and to provide information and referral services.

The group provides income tax counselling and filling out income tax forms for seniors. Hours are 10:00 am - 12:00 pm Monday to Wednesday. General meetings are the second Tuesday of each month at 10:00 am, September to June.

**Phone:** 604-795-6011

**Volunteer Chilliwack** helps connect people in the community who are looking for volunteer opportunities with organizations needing volunteers.

**Phone:** 604-793-7203 or 604-792-4267



**ElderCollege Chilliwack, University of the Fraser Valley** provides adults over the age of 50 with access to educational and learning opportunities for the purpose of expanding knowledge. There is an annual fee of \$12. Current course listings are available on-line. ElderCollege has an easy-to-use personal hearing system available for use in any of their classes, courtesy of a grant from Soroptimists International of Chilliwack. Business hours are Monday, Wednesday, Friday from 9:00 am - 3:00 pm.

**Phone:** 604-702-2611

Courses offered at the ElderCollege cover a wide variety of topics including:

Architecture	Caregiving
Computers	Drawing
First Aid	Genealogy
Investing	Languages
Literature	Music Appreciation
Photography	Taxes
Theatre	Travel
Writing	and More

**Senior Citizen Discount, University of the Fraser Valley** is available for individuals 65 years of age and older. Seniors may enroll in most credit courses without having to pay tuition or ancillary fees, provided they do not displace fee-paying students. They will be charged the application fee and will be responsible for the cost of any supplies required for the course(s). Some course restrictions apply.

Course calendars are available on-line. International students are excluded from this discount. Office hours are Monday to Friday, 9:00 am - 4:00 pm.

**Phone (toll-free):** 1-888-823-8734

**Fraser Valley Regional Library** offers a variety of educational and literacy programs, general interest programs, author readings, book clubs, conversation circles and more, some which are geared specifically toward seniors. All programs are free. For a listing of all programs contact:

**Phone:** Chilliwack Library 604-792-1941

Sardis Library 604-858-5503

Yarrow Library 604-823-4664

**Chilliwack Hospice Society** offers a number of educational programs for volunteers, caregivers and the public including:

- **Basic Hospice Volunteer Training** which is a core 30-hour training prerequisite for those who wish to become hospice volunteers. The training covers topics such

as: Palliative Approach to Care; Pain Management; Advance Care Planning; Communication and Healthy Boundaries; Family Dynamics; Loss, Grief and Bereavement.

- **Family Caregiver Education**, designed specifically for those caring for an ill friend or family member. This five-week education series will provide practical skills and knowledge about the physical-emotional-spiritual challenges and issues that family caregivers and friends face throughout the trajectory of an illness, and provide concrete strategies, tools and resources to prevent caregiver burnout and compassion fatigue.
- **Vigil Training**, a one-day training program aiming to provide hospice volunteers and family caregivers with increased knowledge and understanding of the psychosocial and physical needs of palliative patients and their families during the last 72 hours of life.
- **Community Education Workshops** which are held several times a year and provide participants with practical hands-on skills, knowledge and education on topics about aging, death, dying, loss, grief and bereavement.

- **Hospice Film Series** which provides entertaining, thought provoking films that will encourage viewers to explore concepts, questions, and issues related to aging, illness, end of life, grief, loss, and healing. All films include a post-screening Q & A with invited guests. The film series begins in January, the second Tuesday of the month, and is held at Cottonwood 4 Cinemas in Sardis.

**Phone:** 604-795-4660

**Chilliwack Learning Society (CLS)** aims to promote literacy for all groups and individuals in the community by running programs such as the Silver Surfers Project, which offers free iPad training for seniors. Volunteers are needed for the Volunteer Tutor Program and English as a Second Language Program.

**Phone:** 604-392-2404

**Chilliwack Cultural Centre** offers plays and performances, creative classes, meeting rooms and music instruction studios. Visit their website to access information about their partner organizations including: Chilliwack Academy of Music, Chilliwack Arts &

Cultural Centre Society, Chilliwack Players Guild, Chilliwack School of Performing Arts, Chilliwack Symphony Orchestra and Chorus.

**Phone:** 604-392-8000

**Cultus Lake Golden Palette Club** runs year round on Tuesdays from 10:00 am - 2:00 pm. Artists of all levels, working with all mediums, are welcome. Members hold at least one show per year, and also display their work at the Cultural Centre. Pre-registration required.

**Phone:** 604-769-2787

**The Chilliwack Community Band**, a non-profit group, provides musical services for civic functions in the Chilliwack area, including extended care facilities. It also provides a social musical environment for seniors and some students. Members age from late teens to late 80s. Some instruments and training can be provided.

**Phone:** 604-795-7371

**Chilliwack Family YMCA** is a charitable association dedicated to the development of people in spirit, mind and body as well as the improvement of local, national and international communities. The Hocking Centre houses a pool, squash courts and a range of fitness facilities as well as offering fitness and wellness programs. Membership plans for seniors are available, and there is an opportunity for financial assistance if necessary. The following wellness programs, of interest for seniors, require registration.

- **Cardiac Care** is a specialized program, delivered under medical supervision, which provides a phased-in exercise program for those with chronic or post-acute cardiac conditions. Doctor's referral required.
- **Osteofit** is an exercise and education program promoting independent function and mobility and the prevention of falls. This program aims to improve posture, strength, balance and endurance.

### Did You Know....

- Adults aged 65 years and older should accumulate at least 150 minutes of moderate to vigorous intensity, aerobic physical activity per week; and
- Add muscle and bone strengthening activities, at least 2 days per week.

*Canadian Physical Activity Guidelines.  
Canadian Society for Exercise  
Physiology; 2012*

### Did You Know....

- Just over half of adults age 18-64 are overweight or obese, but more than two-thirds of seniors age 65+ are overweight or obese
- Physical activity levels begin to drop dramatically for seniors after age 70 increasing the risk of chronic disease
- A healthy lifestyle can slow the aging process

*Aging Well in BC Report  
Premier's Council on Aging and Seniors'  
Issues: 2007*

Contact the YMCA to find out more about other seniors-friendly programs such as: Lifestyle Fitness, Stretch, Fundamental Fitness, Better Bones and Balance, Synergy Gold, Zumba Gold, Yoga and Aquafit.

**Phone:** 604-792-3371

**Leisure Centres** offer swimming pools, gyms, and squash and basketball courts. They also offer a variety of fitness and aquatic programs. For more information regarding fitness programs of interest for seniors, such as Sit & Be Fit and Cardio Light, contact:

**Chilliwack Landing Leisure Centre**

**Phone:** 604-793-7946

**Cheam Leisure Centre**

**Phone:** 604-824-0231

**Seniors' Skate Time, City of Chilliwack, Recreation & Culture** offers Seniors' Skate times and Seniors' Drop-In Hockey at the arenas. Visit the website for a skate schedule.

**Phone:** 604-793-2904

**Chilliwack and District Seniors' Resources Society (CDSRS)** weekly activities include badminton, table tennis, carpet bowling, floor curling, bocce ball, pickle ball, chair yoga and line dancing. Activities take place at the Evergreen Hall and the Landing Sports Centre between Monday and Friday. Days and times vary.

**Phone:** 604-793-9979

## Athletic Clubs

Contact the **Chilliwack and District Seniors' Resources Society (CDSRS)** for more information about the following athletic clubs for older adults.

Chilliwack Seniors Soccer Club  
Seniors' Indoor Soccer (over 60)  
Evergreen Senior Carpet Bowlers

Chilliwack Oldtimers Soccer  
Oldtimers' Hockey League  
Chilliwack Lawn Bowling

Jolly Miller Senior's Hockey  
Chilliwack Seniors Slo-Pitch



**Gwynne Vaughan Park Community Garden** offers community garden plots for rent for Chilliwack residents. Annual cost of a garden plot includes: membership in the GVP \$10 (lifetime membership for \$100), annual fee for a plot \$10, and storage space for tools, if desired \$5. Plots are in high demand, and there is often a waiting list.

**Phone:** 604-858-6310

**Sunshine Garden, Chilliwack Society for Community Living** provides 60 garden plots for rent for \$26 annually for community members to garden. There are several raised garden beds and gravel pathways to accommodate people with mobility issues.

**Email:** [community.garden@cscl.org](mailto:community.garden@cscl.org)

**Community Schools, School District #33** offer a variety of recreation, education & cultural activities that may be of interest for older adults. The six community schools are **Central Elementary Community School, Cultus Lake Community School, Greendale Elementary Community School, Promontory Community School, Rosedale Traditional Community School, and Yarrow Community School**. Check each location for program options. See the directory for contact information for each school.

**The 55+ BC Games, BC Seniors Games Society** is an annual multi-sporting event for people aged 55+. There are 20 to 29 individual sports events. To register for the Games you must be a resident of BC, and 55 years old by December 31 of the year of the Games, except for Track and Field, where you must be 55 years old by the date of the Games. Registration deadlines and a complete list of games available on-line.

**Phone:** 604-824-7963

**Provincial Park Seniors' Camping Discounts** are available at many parks for BC residents 65 years of age and older. The discounts apply from the day after Labour Day to June 14th. The seniors' rate is half of the regular summer camping fee. If the winter camping fee is less than the seniors' rate, it will apply. For more details, contact the specific park of interest or call **Service BC**.

**Phone:** 604-795-8415

**BC Seniors' Fishing License** is available for BC residents who are 65 years of age or older at the time of licence purchase. Seniors can buy a basic annual Non-tidal Angling licence for a reduced fee. For more information contact **Service BC**.

**Phone:** 604-795-8415

The **Seniors' Hunting License Discount** is applicable for BC residents, who are Canadian citizens and 65 years of age or older. A licence to hunt wildlife is reduced from \$32.00 to \$7.00 plus tax, for seniors. Contact **Service BC** for more information or to purchase a licence.

**Phone:** 604-795-8415



**Chilliwack handyDART** provides door-to-door service for persons with a physical or cognitive disability who cannot use regular public transportation without assistance. There are two types of service: regular subscription trips (once a week or more) and one-time trips, which require a reservation at least 24 hours in advance. Passengers must be registered with handyDART and will receive a handyPASS. Application forms are available on the website or can be picked up in person at the office.

**Phone:** 604-795-5121

**Taxi-Saver Program** is available through BC Transit for persons registered for handyDART. The program provides a 50% subsidy toward the cost of taxi rides. Passengers use coupons for taxi travel by booking with a participating taxi company. Taxi Saver coupons are sold at the local handyDART office to any permanent, registered handyDART user. Contact **handyDART** for more information.

**The Bus Pass Program** offers a universal bus pass for low-income seniors and persons with disabilities, providing unlimited access on any scheduled BC Transit bus. Cost is \$45 per year, expiring on December 31. To qualify for the program, an individual

must be receiving any of the following: Federal Old Age Security (OAS) and Guaranteed Income Supplement (GIS), Spouses Allowance to Old Age Security, or Income Assistance for those over 60 years of age.

**Phone (toll-free):** 1-866-866-0800

**Emergency Transit Assistance Program (ETAP)** is an initiative of the United Way, which allows individuals without the financial resources to access transit to attend medical appointments, job interviews and other programs that improve their lives. The **Chilliwack Resource Centre** manages the program in Chilliwack.

**Phone:** 604-702-9595

### Did You Know....

Older adults generally live 7 to 10 years beyond their driving ability.

*BC Seniors' Guide, 10th Edition  
Government of British Columbia, 2012*

**Community Drivers, Chilliwack Community Services** coordinates volunteer drivers who provide transportation seven days a week to hospital, medical, and other appointments from Hope to Vancouver. A per kilometer fee is charged.

**Phone:** 604-847-2244

**Driving Miss Daisy** is a private service that provides accompaniment and transportation for seniors needing assistance with: medical/dental appointments, grocery/personal shopping, Alzheimer's companionship and more.

**Phone:** 1-877-613-2479

**Travel Assistance Program (TAP)** is a provincial program offering travel discounts for individuals who must travel within the province for doctor-referred, non-emergency medical specialist services not available in their own community. A doctor's referral is required.

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

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

**Elders Transportation Program** provides partial funding towards travel costs for Aboriginal Elders to attend the Annual BC Elders Gathering. Applications are accepted each year between January and the second Friday in June. For more information contact the **BC Association of Aboriginal Friendship Centres**.

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

**Seniors' Vehicle Insurance Discounts** of 25% off the basic Autoplan insurance premium, may apply if a person is 65 or over, the principal operator of the vehicle is also 65 or over, and the vehicle is driven for pleasure only. Individuals who are 65 or over and have a disability, may be eligible for a further 25% disability discount off of the basic Autoplan insurance premium. For more information contact an Autoplan broker or **ICBC** at:

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

**Drivers' Licence Renewal Fees** and fees for original B.C. Identification Cards are reduced for those 65 years of age or older. Seniors' driver examinations, including knowledge and road tests, are also free and seniors who give up driving and surrender their driver's licence are entitled to a free BC Identification Card. Contact **Service BC** for more information.





**BC Centre for Elder Advocacy and Support (BCCEAS)** is committed to protecting the legal rights of older adults, preventing elder abuse, and supporting those who have been abused, through the following services:

- **Seniors Abuse and Information Line (SAIL)** is a 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, or to receive information about elder abuse prevention. Hours are 8:00 am - 8:00 pm daily (except Statutory Holidays). Language interpretation and TYY (for the hearing impaired) available Monday to Friday, 9:00 am - 4:00 pm.
- **Elder Law Clinic and Legal Advocacy Program**, provides legal advice, advocacy and representation to people aged 55+ who are not able to access legal help due to low income or other barriers or legal issues involving abuse/neglect, financial exploitation, guardianship/capacity, debt, housing (residential tenancy and assisted living issues), government benefits and institutional care issues.
- **Victim Services Program** provides information, support and referrals to people aged 55+ who are victims of abuse, including family and sexual violence.

- **Free Workshops and Presentations** are available to provide training and information on elder abuse prevention, financial literacy, bullying prevention and residential tenancy. Workshops are listed on-line. To book a workshop, call **1-604-688-1927** ext. **225**.

**Phone (toll-free):** 1-866-437-1940 (Seniors' Abuse and Information Line)  
**Hearing impaired [TTY]:** 1-855-306-1443

**Assisted Living Registrar, Ministry of Health** has the authority to respond to complaints about health and safety in assisted living residences. For concerns about care in a **private** assisted living facility, call the Assisted Living Registry. For concerns about care in a **publicly subsidized** assisted living facility, contact your Home Health Case Manager and/or the **Fraser Valley Patient Care Quality Office**. If the matter is not satisfactorily resolved after contacting these resources, contact the Assisted Living Registry.

**Phone (toll-free):** 1-866-714-3378

**BC Association of Community Response Networks (BCCRNS)** facilitates prevention and education activities with local stakeholders toward an end to abuse, neglect and self-neglect of adults in communities across B.C.

**Website:** [bccrns.ca](http://bccrns.ca)

**Office of the Public Guardian and Trustee** investigates reports of financial abuse, and can provide financial management services for adults incapable of managing their own affairs.

**Phone (toll-free):** 1-800-663-7867 and ask to be transferred to the Public Guardian and Trustee

**Nidus: Personal Planning Resource Centre and Registry** is a registered charity that supplies information on how to create a Representation Agreement, to appoint a substitute decision maker in the event that you become incapable of making your own health care and personal decisions. They also supply information on how to write a valid Advance Directive health care consent, and Enduring Power of Attorney to authorize someone to assist you or to act on your behalf to manage your financial and legal affairs.

**Did You Know....**

Abuse affects between 4% and 10% of older adults in Canada, yet it is estimated that only 20% of incidents of elder abuse are reported.

*Elder Abuse  
Public Health Agency of Canada, 2012*

Free Representation Agreement forms are available to download as well as an online Registry where you can store your planning documents.

**Phone (toll-free):** 1-877-267-5552 (voicemail)

**Legal Aid, Legal Services Society (LSS)** offers legal services ranging from legal information and/or legal advice, to legal representation for people with low incomes. Clients must qualify under financial eligibility guidelines. Applications can be made in person on a first come first serve basis in Chilliwack on Tuesdays and Wednesdays from 9:00 am – 3:00 pm or by calling the province-wide Legal Services Society (LSS) at **1-866-577-2525**.

**Phone:** 604-793-7243

**Chilliwack RCMP Victim Services Program** provides support and information to people affected by crime or trauma. Services include emotional support, information on the status of a police investigation and/or court case, assistance with Victim Impact Statements and Crime Victim Assistance Program, referral to other community agencies for further assistance, and court orientation and accompaniment. Hours are Monday to Friday, 9:00 am – 4:00 pm.

**Phone:** 604-393-3020

**VictimLink BC** provides information, referrals and support for victims of family and sexual violence and other crimes.

**Phone (toll-free):** 1-800-563-0808

**Emergency Preparedness Guides, Canadian Government** are free guides containing practical information for preparing for an emergency.

**Phone (toll-free):** 1-800-830-3118

**Did You Know....** The B.C. government and the Better Business Bureau has warned seniors to be aware of a phone scam that tricks grandparents into sending money to individuals posing as grandchildren in an emergency. In recent years, at least two seniors in Chilliwack and six from Surrey have been victimized by the "grandparent scam".

*"Grandparent Scam"  
Hits Surrey Old-Folks Home , CBC News. 2009*

**Avoiding Scams and Fraud, BC Securities Commission (BCSC)** can help answer questions about investment planning, unsuitable investments, and scams. Their *Be Fraud Aware* campaign, provides information on fraud warning signs to help identify scams. To report a scam, contact the BCSC or fill out the *Report a Scam* form on their website.

**Phone (toll-free):** 1-800-373-6393

**Donating to Charities: Get the Facts Before You Give** is a seniors-friendly brochure providing facts on charitable giving and tips for recognizing fraudulent organizations.

**Phone (toll-free):** 1-800-465-4911

**Charities Listings, Canada Revenue Agency** is a list of all the registered charities in Canada. The list provides contact information, a description of the charity's activities, and financial information.

**Phone (toll-free):** 1-800-267-2384

**The Care & Share Centre, The Salvation Army** offers numerous social services in the community including a Voucher Program (providing free clothing and household items), Correctional Services (providing services to prison inmates and their families), Emergency Shelter and Homeless Outreach programs, as well as:

- **The Soup Kitchen** which offers one free meal a day, Monday to Friday from 12:00 pm - 1:00 pm.
- **The Bread Room** which is open Monday to Friday from 9:00 am - 4:00 pm daily. Free bread, pastries, and donated close-to-date food is available.
- **The Food Bank** which offers emergency food to unemployed and underemployed people who are hungry. This service is available by appointment.

**Phone:** 604-792-0001

**Did You Know....**

As of 2015, 36% of BC's seniors have a household income of less than \$30,000.

Seniors' Housing in BC: Affordable, Appropriate, Available. Office of the Seniors Advocate; 2015



**Ruth and Naomi's Street Mission** works with members of the Chilliwack community to help find solutions for their needs. They provide an evening meal for families with kids, laundry, showers, clothing distribution, 30 day emergency shelter, and operate a residential recovery centre. In addition, they offer:

- A free evening meal for adults Monday - Saturday at 7:00 pm
- Emergency food hampers

**Phone:** Daytime - 604-795-2322, Evening - 604-795-0226

**Chilliwack United Church and the Chilliwack Kiwanis** run a soup kitchen, offering free lunch every 2nd and 3rd Saturday of the month at the United Church at 12:00 pm.

**Phone:** 604-792-4634



Aids to Independent Living Program, Canadian Red Cross	Phone: (604) 859-5960 Website: <a href="http://redcross.ca">redcross.ca</a>
Alcohol and Drug Information Referral	Phone (toll-free): 1-800-663-1441
Assisted Living Registrar, Ministry of Health	Phone (toll-free): 1-866-714-3378 Website: <a href="http://health.gov.bc.ca">health.gov.bc.ca</a> Address: 300-1275 West 6th Avenue, Vancouver, BC V6H 1A6
Auburn Residences in Chilliwack	Phone: 604-792-3545 Website: <a href="http://retirementconcepts.com">retirementconcepts.com</a> Address: 8531 Young Road, Chilliwack, BC, V2P 0E1
BC 211	Phone: 2-1-1
BC Association of Community Response Networks (BCCRNS)	Website: <a href="http://bccrns.ca">bccrns.ca</a>
BC Centre for Elder Advocacy and Sup- port (BCCEAS)	Phone (toll-free): 1-866-437-1940 Hearing impaired [TTY] 1-855-306-1443 Website: <a href="http://bcceas.ca">bcceas.ca</a> Address: 150-900 Howe Street, Vancouver, BC V6E 2R1
BC Elders' Guide, First Nations Health Authority & BC Ministry of Health	Phone: 1-866-913-0033 Website: <a href="http://seniorsbc.ca">seniorsbc.ca</a>
BC Housing	Website: <a href="http://bchousing.org">bchousing.org</a>

BC Old Age Pensioners Organization	<p><b>#173- Sardis</b>  Phone: (604) 858-4066  Address: 5725 Tyson Road, Sardis, BC V2R 3R6</p> <p><b>#164- Cultus Lake</b>  Phone: (604) 858-7633  Address: Cultus Lake Community Hall, 4220 Columbia Valley Highway, Cultus Lake, BC V2R 5B6</p>
BC Palliative Care Benefits Program	Website: <a href="http://health.gov.bc.ca">health.gov.bc.ca</a>
BC Securities Commission, Scams and Fraud	Phone: (toll-free): 1-800-373-6393 Website: <a href="http://investright.org">investright.org</a>
BC Senior's Fishing License	Website: <a href="http://fishing.gov.bc.ca">fishing.gov.bc.ca</a>
BC Seniors Games Society, 55+ BC Games	Phone: 604-824-7963 Website: <a href="http://bc seniorsgames.org">bc seniorsgames.org</a>
BC Seniors' Guide	Phone: 1-877-952-3181 Website: <a href="http://seniorsbc.ca">seniorsbc.ca</a>
BC Seniors' Home Renovation Tax Credit, BC Income Taxation Branch	Phone (toll-free): 1-877-387-3332 Website: <a href="http://www2.gov.bc.ca">www2.gov.bc.ca</a>
Better At Home, United Way & Chilliwack Community Services	Phone: 604-393-3251 Ext 240 Website: <a href="http://comserv.bc.ca">comserv.bc.ca</a> Address: 9214 Mary Street, Chilliwack, BC

Better Meals	Phone (toll-free): 1-888-838-1888 Website: <a href="http://bettermeals.com">bettermeals.com</a> Address: 5742 Beresford Street, Burnaby, BC V5J 1J1
Birchwood Retirement Suites/Cottages	Phone: 604-792-8793 Website: <a href="http://chartwell.com">chartwell.com</a> Address: 45650 Patten Avenue, Chilliwack, BC V2P 1S4
Boomers and Beyond, Sardis Library	Phone: (604) 858-5503 Website: <a href="http://fvrl.bc.ca">fvrl.bc.ca</a> Address: 5819 Tyson Road, Sardis, BC V2R 3R6
Bradley Centre	Phone: 604-795-4103 Website: <a href="http://fraserhealth.ca">fraserhealth.ca</a> Address: 45600 Menholm Road, Chilliwack, BC V2P 1P7
Bus Pass Program, BC Transit	Phone: 1-866-866-0800 Website: <a href="http://bctransit.com">bctransit.com</a>
Canadian Cancer Society, Chilliwack	Phone: 604-792-3984 Email: <a href="mailto:chilliwack@bc.cancer.ca">chilliwack@bc.cancer.ca</a> Address: 9240 Young Road, Chilliwack, BC V2P 4R4

Contact & Address Info

Canadian Hard of Hearing Association	Phone: 604-795-9238 or toll-free 1-866-888-2442 Website: <a href="http://chha-bc.org">chha-bc.org</a> Address: 216-9181 Main Street, Chilliwack, BC V2P 4M9
Canadian National Institute for the Blind (CNIB)	Phone (toll-free): 1-800-563-2642 Website: <a href="http://cnib.ca">cnib.ca</a> Address: Unit #7-2630 Bourquin Crescent West, Abbotsford, BC V2S 5N7
Care & Share Centre, Salvation Army	Phone: 604-792-0001 Website: <a href="http://salvationarmychilliwack.ca">salvationarmychilliwack.ca</a> Address: 45746 Yale Road, Chilliwack, BC V2P 2N5
Care Connection Health Services Co-operative	Phone: 604-826-6112 Website: <a href="http://careconnectionco-op.ca">careconnectionco-op.ca</a>
Cascades Residential Care	Phone: 604-795-2500 Website: <a href="http://balticproperties.ca">balticproperties.ca</a> Address: 5586 McIntosh Drive, Chilliwack, BC V2P 7W8
Central Elementary Community School	Phone: 604-792-8539 Website: <a href="http://central.sd33.bc.ca">central.sd33.bc.ca</a> Address: 9435 Young Street, Chilliwack V2P 4S7

Charities Listings, Canada Revenue Agency	Phone (toll-free): 1-800-267-2384 Website: <a href="http://cra.gc.ca/donors">cra.gc.ca/donors</a>
Cheam Housing	Phone: 604-792-9420 Address: 29 9478 Broadway Street, Chilliwack, BC V2P 5T9 Website: <a href="http://chf.bc.ca">chf.bc.ca</a>
Cheam Leisure Centre	Phone: 604-824-0231 Website: <a href="http://myreccentre.com">myreccentre.com</a> Address: 45501 Market Way, Chilliwack, BC V2R 0M9
Chilliwack Alzheimer Resource Centre	Phone: 604-702-4603 Website: <a href="http://alzheimer.ca">alzheimer.ca</a> Address: 9291 Corbould Street, Chilliwack, BC V2P 4A6
Chilliwack and District Seniors' Resources Society (CDSRS)	Phone: 604-793-9979 Website: <a href="http://cdsrs.ca">cdsrs.ca</a> Address: 9291 Corbould Street, Chilliwack, BC V2P 4Y6
Chilliwack Community Band	Phone: 604-795-7371 Address: 9 - 45905 Yale Road, Unit 130 Chilliwack, BC V2P 8E6

Chilliwack Cultural Centre	Phone: 604-392-8000 Website: <a href="http://chilliwackculturalcentre.ca">chilliwackculturalcentre.ca</a> Address: 9201 Corbould Street, Chilliwack, BC, V2P 4A6
Chilliwack Family YMCA	Phone: 604-792-3371 Website: <a href="http://chilliwackYMCA.ca">chilliwackYMCA.ca</a> Address: 45844 Hocking Street, Chilliwack, BC V2P 1B4
Chilliwack Grief Support	Phone: 604-793-7239 or 604-792-5436 Website: <a href="http://chilliwackgriefsupport.ca">chilliwackgriefsupport.ca</a> Address: C/O 45938 Wellington Avenue, Chilliwack, BC V2P 2C7
Chilliwack Health Unit	Phone: 604-702-4900 Website: <a href="http://fraserhealth.ca">fraserhealth.ca</a> Address: 45470 Menholm Road, Chilliwack, BC V2P 1M2
Chilliwack Home Health, Fraser Health	Phone (toll-free): 1-855-412-2121 Website: <a href="http://fraserhealth.ca">fraserhealth.ca</a> Address: 45470 Menholm Road, Chilliwack, BC V2P 1M2

Chilliwack Home Support Services, Fraser Health	Phone: 604-858-0338 Website: <a href="http://fraserhealth.ca">fraserhealth.ca</a> Address: 101-45485 Knight Road, Chilliwack, BC V2R 3G3
Chilliwack Hospice Society	Phone: 604-795-4660 Website: <a href="http://chilliwackhospice.org">chilliwackhospice.org</a> Address: 45360 Hodgins Avenue, Chilliwack, BC V2P 1P5
Chilliwack Landing Leisure Centre	Phone: 604-793-7946 Website: <a href="http://myreccentre.com">myreccentre.com</a> Address: 1-9145 Corbould Street, Chilliwack, BC V2P 4A7
Chilliwack Learning Society (CLS)	Phone: 604-392-2404 Website: <a href="http://chilliwacklearning.com">chilliwacklearning.com</a> Address: Suite 227-8472 Harvard Place, Chilliwack, BC, V2P 7Z5
Chilliwack Lifestyles	Phone: 604-824-0109 Website: <a href="http://optima-living.com">optima-living.com</a> Address: 6980 Vedder Road, Chilliwack, BC V2R 4E1



Chilliwack Mental Health Centre	Phone: 604-702-4860 Website: <a href="http://fraserhealth.ca">fraserhealth.ca</a> Address: 2nd floor, 4570 Menholm Road, Chilliwack, BC V2P 1M2
Chilliwack Primary Care Seniors Clinic	Website: <a href="http://divisionsbc.ca">divisionsbc.ca</a> Address: 45600 Menholm Road, Chilliwack, BC V2P 1P7
Chilliwack RCMP Victim Services Program	Phone: 604-393-3020 Website: <a href="http://chilliwack.com">chilliwack.com</a> Address: Community Policing Office, 45877 Wellington Avenue, Chilliwack, BC V2P 2C
Chilliwack Resource Centre	Phone: 604-702-9595 Website: <a href="http://cwkresourcecentre.com">cwkresourcecentre.com</a> Address: 3-46240 Yale Road Chilliwack, BC V2P 2P3
Chilliwack Senior Peer Counsellors	Phone: 604-793-7204 Website: <a href="http://chilliwackseniorpeercounsellors.org">chilliwackseniorpeercounsellors.org</a> Address: 45938 Wellington Avenue, Chilliwack, BC V2P 2C7
Chilliwack Seniors Recreation Centre	Phone: 604-792-4549 Address: 9400 College Street, Chilliwack, BC V2P 4L6

Chilliwack Seniors' Social Society	Phone: 604-792-6696 Address: 45795 Victoria Avenue, Chilliwack, BC V2P 2T4
Chilliwack Senior Veterans Society	Phone: 604-792-5850 Address: 9233 Main Street Chilliwack, BC V2P 4M8
Chilliwack United Church and the Chilliwack Kiwanis Soup Kitchen	Phone: 604-792-4634 Website: <a href="http://chilliwackunitedchurch.com">chilliwackunitedchurch.com</a> Address: 45835 Spadina Avenue Chilliwack, BC V2P 1T4
Chronic Health Condition, Self- Management BC	Phone: 1-866-902-3767 Website: <a href="http://selfmanagementbc.ca">selfmanagementbc.ca</a>
Columbia Valley Senior Citizens	Phone: 604-858-3694 Address: 1291 Columbia Valley Road, Chilliwack, BC V2R 4X6
Columbus Manor Chilliwack	Phone: 604-970-8444 Website: <a href="http://colchar.org">colchar.org</a> Address: 8980 Edward Street Chilliwack, BC V2P 6K3

Community Drivers, Chilliwack Community Services	Phone: 604-847-2244 Website: <a href="mailto:ccsinfo@comserv.bc.ca">ccsinfo@comserv.bc.ca</a> Address: 7112 Vedder Road, Chilliwack, BC, V2R 3T6
Cooper's Foods	Phone: 604-824-6667 Website: <a href="http://coopersfoods.com">coopersfoods.com</a> Address: 45635 Tamihi Way, Garrison, BC V2R 0M4
Cottonwood Cottage	Phone: 604-702-9544 Website: <a href="http://cottonwoodcottage.ca">cottonwoodcottage.ca</a> Address: 10170 Kenswood Drive, Chilliwack, BC V2P 7N7
Crystal Ridge Manor	Phone: 604-858-0955 Website: <a href="http://crystalridgemanor.com">crystalridgemanor.com</a> Address: 45665 McIntosh Drive, Chilliwack, BC V2P 7L1
Cultus Lake Community School	Phone: 604-858-6266 Website: <a href="http://cultuslake.sd33.bc.ca">cultuslake.sd33.bc.ca</a> Address: 71 Sunnyside Avenue, Cultus Lake V2R 5B5

Cultus Lake Golden Palette Club	Phone: 604-769-2787 Address: Cultus Lake Community Hall, 4220 Columbia Valley Highway, Cultus Lake, BC V2R 5B6
Dementia Help Line	Phone (toll-free): 1-800-936-6033
Donating to Charities: Get the Facts Before You Give	Phone: (toll-free) 1-800-465-4911 Website: <a href="http://seniorsbc.ca/shls/charities.html">seniorsbc.ca/shls/charities.html</a>
Driving Miss Daisy	Phone (toll-free): 1-877-613-2479 Website: <a href="http://chilliwack.drivingmissdaisy.net">chilliwack.drivingmissdaisy.net</a>
Eden Care Centre	Phone: 604-792-8166 Address: 9100 Charles Street, Chilliwack, BC V2P 5K6
ElderCollege Chilliwack, University of the Fraser Valley	Phone: 604-702-2611 Website: <a href="http://ufv.ca/eldercollege">ufv.ca/eldercollege</a> Address: Room A1367, 45190 Caen Avenue Chilliwack, BC V2R 0N3
Elders Transportation Program, BC Association of Aboriginal Friendship Centres	Phone (toll-free): 1-800-990-2432 Website: <a href="http://bcaafc.com">bcaafc.com</a>
Emergency Preparedness Guide / Guide for People with Disabilities	Phone (toll-free): 1-800-830-3118 Website: <a href="http://www.getprepared.gc.ca">www.getprepared.gc.ca</a>

Emergency Transit Assistance Program, United Way	Phone: 604-702-9595 Website: <a href="http://cwkresourcecentre.com">cwkresourcecentre.com</a> Address: 3-46240 Yale Road, Chilliwack, BC V2P 2P3
Equipment Registry	See Chilliwack and District Seniors' Resources Society (CDSRS)
First Nations Health Authority, Health Benefits Program	Phone (toll-free): 1-855-550-5454 Website: <a href="http://fnha.ca/benefits">fnha.ca/benefits</a> Address: 1166 Alberni Street, Room 701, Vancouver BC, V6E 3Z3
Fraser Health Crisis Line, The	Phone (toll-free): 1-877-820-7444
Fraser Health Patient Care Quality Office	Phone (toll-free): 1-877-880-8823 Website: <a href="http://fraserhealth.ca">fraserhealth.ca</a> Address: 4 <sup>th</sup> Floor, 11762 Laity Street Maple Ridge, BC V2X 5A3

Fraser Valley Regional Library	Address: <b>Chilliwack Library</b> , 45860 First Avenue, Chilliwack, BC V2P 7K1 Phone: 604-792-1941 <b>Sardis Library</b> , 5819 Tyson Road, Sardis, BC V2R 3R6 Phone: 604-858-5503 <b>Yarrow Library</b> , 4670 Community Street, Yarrow, BC V2R 5E1 Phone: 604-823-4664
Garden Villa	Phone: 604-792-1531 Address: 9155 Garden Drive, Chilliwack, BC V2P 5M8
Greendale Elementary Community School	Phone: 604-823-7281 Website: <a href="http://gcs.sd33.bc.ca">gcs.sd33.bc.ca</a> Address: 6621 Sumas Prairie Road, Chilliwack, BC, V2R 4K1
Grocery Delivery Service	See Safeway
Grocery Shopping and Home Delivery Service	See Cooper's Foods

Gwynne Vaughan Park Community Garden	Phone: 604-858-6310 Website: <a href="http://gwynnevaughanpark.ca">gwynnevaughanpark.ca</a> Address: Gwynne Vaughan Society, Box 530, Chilliwack, BC V2P 7V5
Hampton House Retirement Residence	Phone: 604-703-1982 Website: <a href="http://chartwell.com">chartwell.com</a> Address: 45555 Hodgins Avenue, Chilliwack, BC, V2P 1P3
HandyDART	Phone: 604-795-5121 Website: <a href="http://bctransit.com">bctransit.com</a> Address: 44580 Yale Road West, Chilliwack, BC V2R 4H1
Health Equipment Short Term Loan Program, Canadian Red Cross	Phone: 604-792-2343 Address: 9290 Mary Street, Chilliwack, BC V2P 6J1
HealthLink BC	Phone (toll-free): 8-1-1 Phone (Deaf/hearing - impaired [TTY]): 7-1-1 Website: <a href="http://healthlinkbc.ca">healthlinkbc.ca</a>
Health Promotion Workshops, Council of Senior Citizens Organizations of BC	Phone: 604-684-9720 Website: <a href="http://coscobc.ca/cosco-workshops">coscobc.ca/cosco-workshops</a>
HELP Plus, Canadian Red Cross	Phone: 604-930-9073 Website: <a href="http://redcross.ca">redcross.ca</a>

Heritage Village	Phone: 604-858-1833 Website: <a href="http://fraserhealth.ca">fraserhealth.ca</a> Address: 7525 Topaz Drive, Chilliwack, BC V2R 3C9
Home Adaptations for Independence Program, BC Housing Homeowner Protection Branch	Phone (toll-free): 1-800-407-7757 (ext. 7055) Website: <a href="http://bchousing.org/HAFI">bchousing.org/HAFI</a>
Home Owner Grant	Phone: 604-792-9498 Website: <a href="http://chilliwack.com">chilliwack.com</a> Address: City of Chilliwack, Tax Department, 8550 Young Rd., Chilliwack, BC V2P 8A4
Home Oxygen Program, Fraser Health	Website: <a href="http://fraserhealth.ca">fraserhealth.ca</a>
Immunization Services	Website: <a href="http://immunizebc.ca">immunizebc.ca</a> or see Chilliwack Health Unit
Independent Lifestyles Homecare	Phone: 604-799-8400 Website: <a href="http://independentlifestyles.ca">independentlifestyles.ca</a>
Jubilee Place	Phone: 604-792-5018 Address: 45440 Hodgins Avenue, Chilliwack, BC V2P 1P6



Legal Aid, Legal Services Society	Phone: 604-793-7243 Website: <a href="http://lss.bc.ca">lss.bc.ca</a> Address: 45938 Wellington Avenue, Chilliwack, BC V2P 2C7
Library for You, FVRL	Phone: 1-888-668-4141 ext. 7034
Lion Roy Campbell Lodge	Phone: 604-824-1385 Address: 141 School Street, Chilliwack, BC V2P 4L3
Lynnwood Retirement Residence	Phone: 604-792-0689 Website: <a href="http://chartwell.com">chartwell.com</a> Address: 9168 Corbould Street Chilliwack, BC V2P 8A1
Mae's Elite Foods	Phone: 604-702-1844 E-mail: <a href="mailto:maeselitefoods@telus.net">maeselitefoods@telus.net</a> Address: 44915 B Yale Road West, Chilliwack, BC V2R 4H3
Meals on Wheels, Chilliwack Community Services	Phone: 604-793-7242 Website: <a href="http://comserv.bc.ca">comserv.bc.ca</a> Address: 45938 Wellington Avenue, Chilliwack, BC, V2P 2C7
Medical Equipment Loans/Leases	See Mount Cheam Lions Club

MedicAlert Safely Home Program, Alzheimer Society of Canada & MedicAlert Foundation of Canada	Phone: 1-855-581-3794 Website: <a href="http://alzheimer.ca">alzheimer.ca</a> Address: 2005 Sheppard Ave East, Suite 800, Toronto, ON M2J 5B4
Melody's House Calls	Phone: 1-855-510-5155 Website: <a href="http://housecallsnursing.ca">housecallsnursing.ca</a>
Mount Cheam Lions Club,	Phone: Hall 604-792-3810 Website: <a href="http://mountcheamlions.com">mountcheamlions.com</a> Address: Mount Cheam Lions Hall, 45580 Spadina Avenue, Chilliwack, BC Mailing Address: Box 249, Chilliwack, BC, V2P 6J1
Moving Made Easier	Phone: 604-997-6505 Website: <a href="http://movingmadeeasier.org">movingmadeeasier.org</a>
National Association of Federal Retirees	Phone: 604-795-6011 Website: <a href="http://fsna.com">fsna.com</a> Address: 9400 College Street, PO Box 463, Chilliwack, BC V2P 6J7
NetCare, Fraser Health	Phone: 604-792-7121 Website: <a href="http://fraserhealth.ca">fraserhealth.ca</a> Address: 9090 Newman Road, Chilliwack, BC V2P 3Z8

Nidus: Personal Planning Resource Centre and Registry	Phone (toll-free): 1-877-267-5552 (voicemail) Website: <a href="http://nidus.ca">nidus.ca</a> Address: 1440 West 12 <sup>th</sup> Avenue, Vancouver, BC V6H 1M8
Norman Manor	Phone: 604-792-6666 Website: <a href="http://optima-living.com">optima-living.com</a> Address: 8515 Young Street, Chilliwack, BC V2P 4P2
Nurse Next Door	Phone: 604-856-5553 Website: <a href="http://nursenextdoor.com">nursenextdoor.com</a> Address: 34334 Forrest Terrace, Abbotsford, BC V2S 1G7
Office of the Public Guardian and Trustee	Phone (toll-free): 1-800-663-7867 Website: <a href="http://trustee.bc.ca">trustee.bc.ca</a>
Parking Permits for Persons with Disabilities, Social Planning and Research Council of BC	Phone (toll-free): 1-888-718-7794 Email: <a href="mailto:permits@sparc.bc.ca">permits@sparc.bc.ca</a> Address: 4445 Norfolk Street, Burnaby, BC V5G 0A7
Patient Attachment Mechanism (PAM), Chilliwack Division of Family Practice	Phone: 604-795-0034 / 1-844-795-0034 Website: <a href="http://divisonsbc.ca/chilliwack">divisonsbc.ca/chilliwack</a>

Patient Care Quality Office	Phone (toll-free): 1-877-880-8823 Website: <a href="http://fraserhealth.ca">fraserhealth.ca</a> Address: 4 <sup>th</sup> Floor, 11762 Laity Street, Maple Ridge, BC V2X 5A3
People's Law School	Phone: 604-331-5400 Website: <a href="http://publiclegaled.bc.ca">publiclegaled.bc.ca</a> Address: 150 – 900 Howe Street, Vancouver, BC V6Z 2M4
Piper Richards on V.C.	Address: 9576 Broadway Street, Chilliwack, BC V2P 5T6
Promontory Community School	Phone: 604-858-2999 Website: <a href="http://promontory.sd33.bc.ca">promontory.sd33.bc.ca</a> Address: 46200 Stoneview Drive, Chilliwack, BC V2R 5W8
Property Tax Deferment, Province of BC	Phone (toll free): 1-800-663-7867 ask to be transferred to 250-356-8121 Website: <a href="http://www2.gov.bc.ca">www2.gov.bc.ca</a>
Prospera Centre	Phone: 604-793-2904 Website: <a href="http://chilliwack.com/skate">chilliwack.com/skate</a> 45323 Hodgins Avenue, Chilliwack, BC V2P 8G1
Provincial Park Camping Discounts	Website: <a href="http://env.gov.bc.ca/bcparks">env.gov.bc.ca/bcparks</a>

Rainbow Country Seniors, The Salvation Army	Phone: 604-792-0001 Website: <a href="http://salvationarmychilliwack.ca">salvationarmychilliwack.ca</a> Address: 46420 Brooks Avenue, Chilliwack, BC V2P 1C5
Recycled Medical Equipment Program, Opportunities for the Disabled Foundation	Phone (toll-free): 1-888-242-7202 Website: <a href="http://oftdf.org">oftdf.org</a> Address: 319-4538 Kingsway, Burnaby, B.C. V9G 1G5
Redwood Manor	Phone: 604-792-0205 Address: 46530 Karen Drive, Chilliwack, BC V2P 1K1
Rental Housing List	See Salvation Army
Rental Housing Registry	See Chilliwack and District Seniors' Resources Society
Residential Tenancy Office	Phone: 1-800-665-8779 Website: <a href="http://rto.gov.bc.ca">rto.gov.bc.ca</a> Address: 400 - 5021 Kingsway, Burnaby, BC, V5H 4A5
Rosedale Traditional Community School	Phone: 604-378-0300 Website: <a href="http://rtcsc.ca">rtcsc.ca</a> Address: 56850 Yale Road, Rosedale, BC, V0X 1X2

Ruth and Naomi's Street Mission	Phone: Daytime - 604-795-2322 Evening - 604-795-0226 Website: <a href="http://ranmission.ca">ranmission.ca</a> Address: 46130 Margaret Avenue, Chilliwack, BC V2P 2G5
Safeway (Chilliwack)	Phone: 604-795-6428 Website: <a href="http://safeway.ca">safeway.ca</a> Address: 45850 Yale Road, Chilliwack, BC V2P 4N6
Safeway (Sardis)	Phone: 604-858-8115 Website: <a href="http://safeway.ca">safeway.ca</a> Address: 45610 Luckakuck Way, Chilliwack, BC V2R 1A2
Salvation Army	Phone: 604-792-0001 Website: <a href="http://salvationarmychilliwack.ca">salvationarmychilliwack.ca</a> Address: 45746 Yale Road, Chilliwack, BC V2P 2N5
Screening Mammography Program, BC Cancer Agency	Phone (toll-free): 1-800-663-9203 Website: <a href="http://screeningbc.ca">screeningbc.ca</a>
SeniorsBC	Phone (toll-free): 1-800-663-7867 Website: <a href="http://seniorsBC.ca">seniorsBC.ca</a>

Seniors Housing Directory of BC, Senior Services Society	Phone: 604-520-6621 Website: <a href="http://seniorsservicessociety.ca">seniorsservicessociety.ca</a>
Seniors Hunting License Discount	Website: <a href="http://env.gov.bc.ca/fw/wildlife/hunting">env.gov.bc.ca/fw/wildlife/hunting</a>
Seniors' Skate Time	See Twin Rinks or Prospera Centre
Seniors' Vehicle Insurance Discounts, ICBC	Phone (toll-free): 1-800-663-3051 Website: <a href="http://icbc.com">icbc.com</a>
Service BC—Chilliwack	Phone: 604-795-8415 Website: <a href="http://servicebc.gov.bc.ca">servicebc.gov.bc.ca</a> Address: Suite 1– 45467 Yale Road West, Chilliwack, B.C. V2R 3Z8
Shelter Aid for Elderly Renters (SAFER), BC Housing	Phone: 1-800-257-7756 Website: <a href="http://bchousing.org">bchousing.org</a> Address: 101-4555 Kingsway, Burnaby, BC V5H 4V8
Silver Strands	Phone: 604-792-7440 Website: <a href="http://silverstrands.ca">silverstrands.ca</a>
Stó:lõ Elders' Lodge	Phone: 604-858-5414 Website: <a href="http://stolonation.bc.ca">stolonation.bc.ca</a> Address: 7519 Topaz Drive Chilliwack, BC V2R 0E8

Stó:lō Nation Health Services	Phone: 604-824-3200 Toll-free: 1-877-411-3200 Website: <a href="http://stolonation.bc.ca">stolonation.bc.ca</a> Address: 7-7201 Vedder Road Chilliwack, BC V2R 4G5
Sunshine Garden, Chilliwack Society for Community Living	Email: <a href="mailto:community.garden@cscl.org">community.garden@cscl.org</a> Address: 45195 Wells Road Chilliwack, BC V2R 1H6
Taxi-Saver Program	See handyDART
Topaz Place	Phone: 604-850-6608 Address: 45438 Knight Road Chilliwack, BC V2R 3E8
Travel Assistance Program, Province of BC	Phone (toll-free): 8-1-1 Deaf/hearing-impaired [TTY], toll-free 7-1-1 Website: <a href="http://health.gov.bc.ca/tapbc">health.gov.bc.ca/tapbc</a>
Twin Rinks	Phone: 604-793-2904 Website: <a href="http://chilliwack.com/skate">chilliwack.com/skate</a> Address: 5725 Tyson Road, Sardis, BC V2R 3R6
University of the Fraser Valley, Senior Citizen Discount	Phone (toll-free):1-888-823-8734 Website: <a href="http://ufv.ca/admissions/feeandpay/seniors/">ufv.ca/admissions/feeandpay/seniors/</a>



Upstage	Phone: 604-845-0851 Website: <a href="http://upstagenow.ca">upstagenow.ca</a>
Valley Alert Lifeline	Phone: 1-888-969-1818 Website: <a href="http://valleyalertlifeline.ca">valleyalertlifeline.ca</a> Address: 101 - 2445 West Railway Street, Abbotsford, BC V2S 2E3
Valleyhaven	Phone: 604-792-0037 Website: <a href="http://kaigo.ca">kaigo.ca</a> Address: 45450 Menholm Road Chilliwack, BC V2P 1M2
VictimLink BC	Phone (toll-free): 1-800-563-0808 Website: <a href="http://victimlinkbc.ca">victimlinkbc.ca</a>
Volunteer Chilliwack, Chilliwack Community Services	Phone: 604-793-7203 Address: 45938 Wellington Avenue Chilliwack, BC V2P 2C Website: <a href="http://comserv.bc.ca">comserv.bc.ca</a>
Volunteer Grocery Shopping Program, Market Place IGA & CDSRS	Phone: 604-795-3727 E-mail: <a href="mailto:iga028@igabc.com">iga028@igabc.com</a> Address: IGA, 9700 Menzies Street Nth., Chilliwack, BC V2P 5Z6

Waverly Seniors Village	Phone: 604-792-6340 Website: <a href="http://retirementconcepts.com">retirementconcepts.com</a> Address: 8445 Young Road Chilliwack, BC V2P 4P2
We Care Home Health Services	Phone: (toll-free): 1-866-729-3227 Website: <a href="http://wecare.ca">wecare.ca</a> Address: 301 – 10233 153 Street Surrey, BC V3R 0Z7
Yarrow Community School	Phone: 604-823-4408 Website: <a href="http://yarrow.sd33.bc.ca">yarrow.sd33.bc.ca</a> Address: Community School, 4605 Wilson Road, Yarrow, BC, V2R 4N3
Yarrow Senior Citizens Society	Phone: 604-823-4325 Address: 4670 Community Street, Chilliwack, BC V2R 5E1

The Chilliwack Division of Family Practice is a non-profit society that represents family doctors and nurse practitioners in Chilliwack, Agassiz-Harrison, Seabird Island and Hope. Here are some of the initiatives the Chilliwack Division is working on to help improve primary health care in our communities.

### **Call PAM** (*Patient Attachment Mechanism*)

From Chilliwack to Boston Bar, any community member without a family doctor or nurse practitioner who wants one can just “Call PAM”. Depending on where you live, you may be directly matched to a family doctor or nurse practitioner in your community, or attached to the Chilliwack Primary Care Clinic (CPCC) where you will receive care until you are ready for transition to a community family practice. Some patients with complex conditions may continue to receive ongoing services from the CPCC. Call 604-795-0034, or toll-free at 1-844-795-0034, to start the process today!

### **Primary Care Seniors Clinic**

The Primary Care Seniors Clinic is accessed through a referral from your family doctor. It offers assessment, diagnosis and individualized care planning for patients with dementia concerns or multiple chronic conditions and complex health issues. A team of health care professionals including primary care doctors, a nurse specializing in seniors care, a geriatrician and geriatric psychiatrist work alongside patients, their family members and family doctors to ensure seniors are supported in their ongoing health needs.

### **Residential Care Program**

For the best care of the frail elderly, specifically those in residential care, family doctors have a pivotal role in defining, supporting and leading quality of care. This includes complex patients whose health challenges impact cognition and behavior, and those that have chronic, long-term disease impacts. The Residential Care Program allows family doctors the ability to provide an effective and efficient method for the delivery of comprehensive and high quality care to patients. Residential care remains an important part of full service family practice and the Chilliwack Division remains committed to assisting in the provision of that care.

Phone 604-795-0034  
Website [www.divisionsbc.ca/chilliwack](http://www.divisionsbc.ca/chilliwack)  
Facebook [www.facebook.com/cdofp](http://www.facebook.com/cdofp)

Family physicians working together to improve health care.

