

8 numbers every senior needs

How to get help for any health concern

1

Fraser Health Virtual Care

📞 **1-800-314-0999**

🏠 Fraser Health Virtual Care

🌐 fraserhealth.ca/virtualcare

When : 10:00 a.m. – 10:00 p.m., 7 days-a-week

Why : If you have a health concern or need health advice. Or if you need a referral to appropriate Fraser Health programs and services or health resources.

What : Speak, hear or see a registered nurse or other members of your health care team, from your home. Translation services available.

2

Health information

📞 **8-1-1**

🏠 HealthLink BC

🌐 healthlinkbc.ca

When : 24 hours a day, 7 days-a-week

Why : If you're feeling unwell or have a minor injury and are unsure about what to do. Or if you just have a health question or need advice about a health issue.

What : Health advice from a nurse; nutrition information from a dietitian; advice about drugs and pills from a pharmacist; where to find health services in your community. Translation services available.

3

Personal health

YOUR DOCTOR'S # _____

Nearest walk-in clinic # _____

When : Office/clinic hours

Why : Your doctor is your health expert. Call if you have an urgent concern you think needs to be seen to soon. If you don't have a family doctor a walk-in clinic may be a good option. Otherwise, call Fraser Health Virtual Care at 1-800-314-0999, available 10:00 a.m. - 10:00 p.m., 7 days-a-week or 811 for advice.

4

Help at home

📞 **604-268-1312**

🏠 Better at Home

🌐 betterathome.ca

When : Office hours vary by community

Why : If you need friendly visiting; transportation to appointments; light yard work; minor home repairs; snow shoveling; light housekeeping; grocery shopping (services vary by community). Some services may be free, based on your income.

5

Home health

📞 **1-855-412-2121**

🏠 Fraser Health Service Line

When : 8:30 a.m. - 4:30 a.m., 7 days-a-week

Why : To find out if you qualify for in-home personal care, home care nursing or rehab, palliative care, day programs for adults or respite services for caregivers.

What : Trained phone staff will identify your needs and refer you to the services you need. Some services may be free, based on your income. Translation services available.

6

Mental health

📞 **604-951-8855 or 1-877-820-7444**

🏠 Fraser Health Crisis Line

When : 24 hours a day, 7 days-a-week

Why : For anything that's causing you concern, worry or distress, for example suicide thoughts or feelings, mental health problems, addictions, family violence, abuse, relationship conflicts, loss, or just plain loneliness.

What : Free confidential emotional support, crisis intervention and community resource information.

7

Community services

📞 **2-1-1**

🏠 bc211.ca

When : 24 hours a day, 7 days-a-week

Why : If you need a service and aren't sure what it's called or where to find it. One call connects you to an information and referral specialist with numbers for all community, social and government services.

8

Emergency services

📞 **9-1-1**

When : 24 hours a day, 7 days-a-week

Why : Any serious emergency. An ambulance will arrive with attendants to assess whether you need to be transported to the local Emergency department.



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Better health. Best in health care.