

Fraser Health's  
Family Guide to  
Services for Seniors

Support from **Fraser Health** to  
help seniors remain independent

**Help with bathing, using the toilet, grooming and managing medications — Regular visits by a community health worker**

Who to call: Fraser Health Service Line  
1-855-412-2121  
([fraserhealth.ca/health-info/seniors](http://fraserhealth.ca/health-info/seniors))

**Help with surgical wounds — Nursing care, either at home or in a community Home Health clinic**

Who to call: Fraser Health Service Line  
1-855-412-2121  
([fraserhealth.ca/health-info/seniors](http://fraserhealth.ca/health-info/seniors))

**Advice about equipment and/or exercises for using the toilet, bathing, grooming or moving around in your home — In-home assessment by an occupational or physical therapist**

Who to call: Fraser Health Service Line  
1-855-412-2121  
([fraserhealth.ca/health-info/seniors](http://fraserhealth.ca/health-info/seniors))

**Short-term borrowing of a bath seat, walker, wheelchair, lift, hospital bed or other necessary equipment if you can't afford to rent — Referral to the Red Cross Health Equipment Loan Program**

Who to call: Fraser Health Service Line  
1-855-412-2121  
([fraserhealth.ca/health-info/seniors](http://fraserhealth.ca/health-info/seniors))

**Rehabilitation after a hospital stay — Short-term in-home physiotherapy or occupational therapy**

Who to call: Fraser Health Service Line  
1-855-412-2121  
([fraserhealth.ca/health-info/seniors](http://fraserhealth.ca/health-info/seniors))

**Respite for caregivers and social connections for seniors — Referral to an adult day program for activities in a group setting**

Who to call: Fraser Health Service Line  
1-855-412-2121  
([fraserhealth.ca/health-info/seniors](http://fraserhealth.ca/health-info/seniors))

**Personal emergency response system at home — Subscription to Lifeline; help at the push of a button**

Who to call: Fraser Health Service Line  
1-855-412-2121  
([fraserhealth.ca/health-info/seniors](http://fraserhealth.ca/health-info/seniors))

**Free by-phone emotional support with mental health problems or addictions 24/7**

Who to call: Fraser Health Crisis Line  
1-877-820-7444

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After a diagnosis of chronic obstructive pulmonary disease (COPD), education at home to manage the disease and prevent flare-ups and hospitalization

Who to call: Fraser Health Service Line  
1-855-412-2121  
([fraserhealth.ca/health-info/seniors](https://fraserhealth.ca/health-info/seniors))

Mental health or substance use concerns among older adults

Who to call: Your community Fraser Health Mental Health Centre for older adult services  
([fraserhealth.ca/find-us/mental-health-substance-use-centres/](https://fraserhealth.ca/find-us/mental-health-substance-use-centres/))

Mobility problems from stroke, acquired brain injury, multiple sclerosis etc. — Together in Motion and Time (TIME) exercise program at community centres

Who to call: Register at your local community centre  
([fraserhealth.ca/health-info/home-and-community-care/services/occupational-physical-therapy/together-in-movement-and-exercise-classes/](https://fraserhealth.ca/health-info/home-and-community-care/services/occupational-physical-therapy/together-in-movement-and-exercise-classes/))

Rehabilitation as outpatient using Fraser Health services, or in private clinics in the community

Who to call: See your family doctor for a referral and/or call the clinic directly for info

Palliative care at home, in hospital or hospice

Who to call: Fraser Health Service Line  
1-855-412-2121  
([fraserhealth.ca/health-info/seniors](https://fraserhealth.ca/health-info/seniors))

To find out if you are eligible for subsidized residential care or assisted living

Who to call: Fraser Health Service Line  
1-855-412-2121  
([fraserhealth.ca/health-info/seniors](https://fraserhealth.ca/health-info/seniors))

To diagnose dementia and acquire a care plan

Who to call: Referral by your doctor to Fraser Health's Specialized Seniors Clinics  
([fraserhealth.ca/health-info/seniors/](https://fraserhealth.ca/health-info/seniors/))

Respite for family members providing some care to loved one — Visits by a community health worker, or respite care beds

Who to call: Fraser Health Service Line  
1-855-412-2121  
([fraserhealth.ca/health-info/seniors](https://fraserhealth.ca/health-info/seniors))

To report a senior experiencing abuse, neglect or self-neglect who appears unable to get help on their own due to a physical or mental disability

Who to call: Fraser Health toll-free  
1-877-732-2808 or  
[react@fraserhealth.ca](mailto:react@fraserhealth.ca)

Support from **community organizations** to help seniors remain independent

**Serious health emergency**

Who to call: 9-1-1 any time of the day or night

**Free advice about any health concern**

Who to call: 8-1-1 (HealthLinkBC) and speak to a nurse any time, day or night, or visit [healthlinkbc.ca](http://healthlinkbc.ca) to check symptoms

**Help with tasks around the house plus friendly visiting and transportation to appointments. A fee may apply**

Who to call: Better at Home in your community or at their regional Lower Mainland number 604-268-1312 or visit [betterathome.ca](http://betterathome.ca)

**Free advice about medications during the evening and overnight**

Who to call: 8-1-1 (HealthLinkBC) and speak to a pharmacist any evening from 5 p.m. – 9 a.m.

**Social connections and a wealth of information**

Who to call: Local Seniors Services organizations or visit community libraries

**Emergency fee-for-service dental care**

Who to call: 123Dentist at 604-805-2500 24/7 or visit [123dentalemergency.com](http://123dentalemergency.com)

**Free copy of the 11th edition of the BC Seniors' Guide**

Who to call: Toll-free 1-877-952-3181. To access a copy online, visit [gov.bc.ca/seniorsguide](http://gov.bc.ca/seniorsguide)

**Free nutritional information**

Who to call: 8-1-1 (HealthLinkBC) and speak to a dietitian any weekday, or visit [healthlinkbc.ca](http://healthlinkbc.ca)

**Help with meals**

Who to call: Programs such as Meals on Wheels, frozen meal delivery programs, other volunteer-run organizations

**Free access to computers, audio books, videos, DVDs, CDs to help seniors stay connected. Plus home borrowing program**

Who to call: Community libraries

**Free info about how to find other services for seniors in your community**

Who to call: 2-1-1 or visit [bc211.ca](http://bc211.ca) and/or visit FETCH, online sites from some local groups of doctors in Mission, White Rock South Surrey and south Delta to date ([divisionsbc.ca/provincial/fetch/](http://divisionsbc.ca/provincial/fetch/))

Support from **community organizations** to help seniors remain independent

**Help with seniors' programs and services**

Who to call: Toll-free 1-877-952-3181 and speak to an information and referral analyst in the office of the BC Seniors Advocate

**Help managing chronic diseases/conditions**

Who to call: Look for organizations dedicated to helping: Alzheimer's Society of BC, Stroke Recovery Association of BC, Heart and Stroke Foundation, for example

**Housing issues across the Fraser region**

Who to call: Seniors Services Society  
604-520-6621  
([seniorsservicessociety.ca](http://seniorsservicessociety.ca))

**Support and information if you or someone else is being mistreated**

Who to call: Senior Abuse & Information Line  
1-866-437-1940

How much does Fraser Health home support cost?

In-home services from Fraser Health health care professionals – nursing, case management, occupational therapy or physiotherapy – are free of charge.

Home support for personal needs such as bathing, dressing and grooming is available at no cost when there is a time-limited need for it – for example, after emergency hip surgery to help with personal care. Care needs that become chronic may need long-term home support services which may be subject to a charge depending on client/spousal income.

All support from private agencies is subject to a charge.

Read in Fraser Health's Newsroom: <http://news.fraserhealth.ca/News/March-2016/Fraser-Health-Family-Guide-to-Services-Seniors.aspx>

[www.fraserhealth.ca](http://www.fraserhealth.ca)

This information does not replace the advice given to you by your health care provider.