

Who Do You Call When...?

**West End – Coal Harbour
Community Policing Centre**



Safe Seniors Presentation

Join us for a discussion about the differences between calling 9-1-1 and the Vancouver Police Non-Emergency line

We will also cover other important agencies/phone number that can assist you with every day questions



When to Call 9-1-1

.Only Call 9-1-1 for Emergencies

.Where an immediate response is required

.When there is an emergency and lives are in danger, immediate action is required or there is a crime in progress.



Non Emergency Numbers

.Non-Emergency?

Call (604) 717-3321

.Should be used for all non-emergency situations, **where an immediate response or dispatch of the police IS NOT required** – when some time has elapsed since the incident occurred, the crime suspect is not on the scene or you are calling about a nuisance issue (e.g. noisy party, graffiti).

When to call 2-1-1

Provides information and referral to community, social, health and related government services.

- .Basic Human Needs
- .Food
- .Clothing
- .Shelter & Rent Assistance
- . Utility assistance
- . Financial assistance.



When to call 3-1-1

City Information Service

- .Government and non-emergency information
- .Traffic signal repairs
- .Traffic / parking issues
- .Parking tickets, noise, graffiti, etc.



When to call 4-1-1

White Pages Directory

.Call 4-1-1 for **phone numbers and addresses** for people and businesses.

.411 is **not free**. The cost depends on your phone provider. Check with your phone company to confirm the cost.

.It is free to search online at **411canada.ca.**



When to call 5-1-1

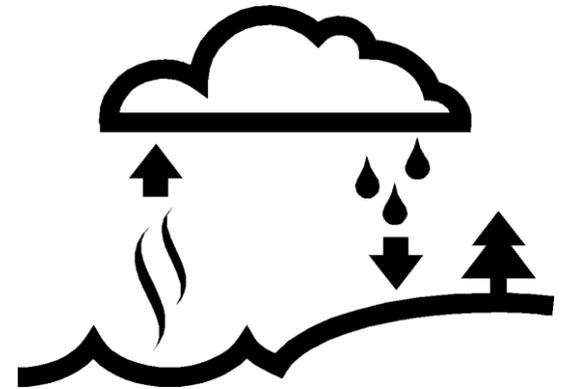
Drive BC

.Weather Conditions

.Weather Updates

.Border Information

.Inland Ferries Information



When to call 7-1-1 Hearing Impaired



.Standard number for accessing the relay system, which enables people with hearing loss using a text telephone (TTY or TDD) to conduct conversations with hearing people using a voice phone.

.Contact your doctor to find out how to set up TTY/TTD (Telecommunications Device for the Deaf)

When to call 8-1-1 Health Link BC



- **Nurses**-assist with non-emergency health concerns.
- **Pharmacists**- when your pharmacist is unavailable - every night from 5 pm to 9 am.
- **Dietitians**-available from 8am to 8pm, Monday to Thursday, and 8am to 5pm on Friday.
- **Health Services Representatives**-speak to a health services representative who will direct your call to the HealthLink BC service that fits your needs.
- **Translation Services**-provides translation services on rec more than 130 languages.



Specific Support Services



Senior Services Society

604-520-6621

- Based in New Westminster

In Vancouver they help with:

- Housing Counselling
- Temporary Housing/Homeless Outreach



Vancouver Coastal Health

604-736-2033

- Assisted Living
- Home and Community Care
- Residential Care

- **Re:Act** – VCH workers who investigate suspected elder abuse and self-neglect
 - 1-877-REACT-99
 - 604-984-5958

Bereavement Services

BC Bereavement Helpline
604-738-9950

Lower Mainland Grief Recovery
Society 604-696-1060



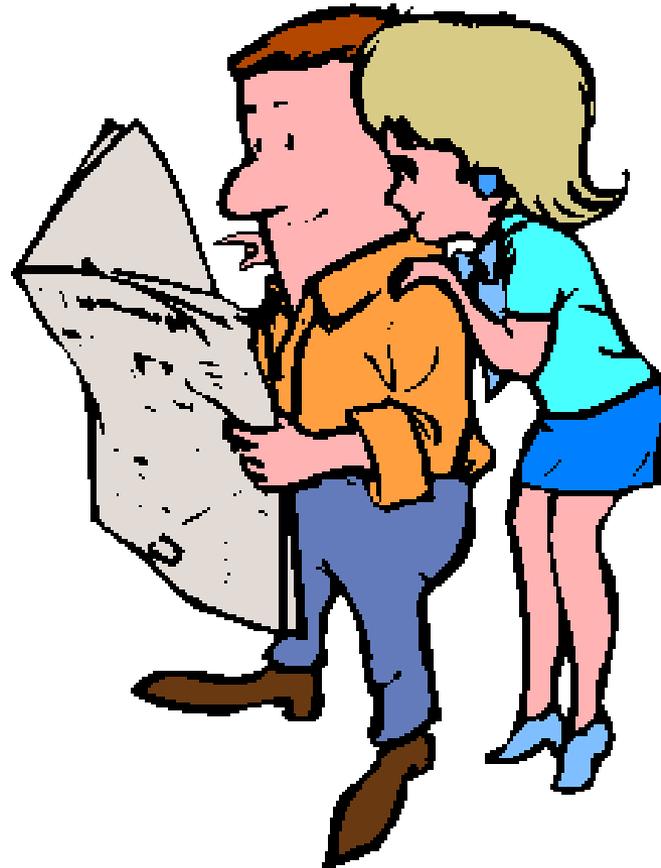
Emotional and Mental Well-Being

Seniors Distress Line 604-872-1234
24/7 Distress Line

Alzheimer Society of British Columbia
604-681-6530

Older Adult Mental Health Program
604-873-6733

General Interest



Filing Income Tax

411 Seniors Centre

604-684-8171

Suite 704, 333 Terminal Avenue

Gordon Neighbourhood House

604-683-2554

1019 Broughton Street



Groceries – Home Delivery

MarketPlace IGA

Free delivery for Seniors on Tuesday with
\$35.00 purchase or more
\$3.50 other days

Internet Based:

-SkyRise Foods www.skyrisefoods.com

Free delivery over \$40.00

Super Delivery www.superdeliveryguys.com

-groceries, household, office supplies, personal care





Advocacy



BC Centre for Elder Advocacy & Support

604-688-1927

- Seniors abuse & information line
 - 604-437-1940 (Mon-Fri 9 am – 1pm)

BC Ministry of Employment and Income Assistance

604-660-2941

Council of Senior Citizens Organizations of British
Columbia 604-576-9734

St Paul's Anglican Church 604-685-6832

Special Guest Speaker:

Eddy Elmer

- .Research Gerontologist
- .Seniors' Advisory Committee for the City of Vancouver
- .Speak regarding what the Seniors' Advisory Committee does
- .Field questions

