

# 7 NUMBERS EVERY SENIOR NEEDS HOW TO GET HELP FOR ANY HEALTH CONCERN

## HEALTH INFORMATION

1

8-1-1 (healthlinkbc.ca)  
HealthLink BC

**When:** 24 hours/day, 7 days/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.

## PERSONAL HEALTH

2

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 8-1-1 for advice.

## HOME HELP

3

604-268-1312  
(betterathome.ca)  
Better at Home

**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.

## HOME HEALTH

4

1-855-412-2121  
Fraser Health Service Line

**When:** 8:30-4:30, 7 days/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.

## MENTAL HEALTH

5

604-951-8855  
1-877-820-7444  
Fraser Health Crisis Line

**When:** 24 hours/day, 7 days/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.

## COMMUNITY SERVICES

6

2-1-1 (bc211.ca)

**When:** 24 hours/day, 7 days/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.

## EMERGENCY SERVICES

7

9-1-1

**When:** 24 hours/day, 7 days/week

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