

# SENIORS' HEALTHY LIVING FRAMEWORK

## Report on Progress





## Message from Ida Chong

### *Minister of Healthy Living and Sport*

As Minister of Healthy Living and Sport, with responsibility for implementation of *Seniors in British Columbia: A Healthy Living Framework*, I am pleased to present the following Report on Progress.

Building on extensive public consultation and cross-government collaboration, the Framework was launched on September 12, 2008, to guide Government's ongoing work to support British Columbia seniors in living healthy, active, independent lives.

Already we have made significant headway, including the establishment of a Seniors' Healthy Living Secretariat to lead implementation of the Framework; the formation of a Seniors' Healthy Living Advisory Network to engage and seek input from stakeholders; and the announcement of an innovative new partnership with the United Way of the Lower Mainland to promote seniors' independence. You can find more about these and other new initiatives in the pages that follow.

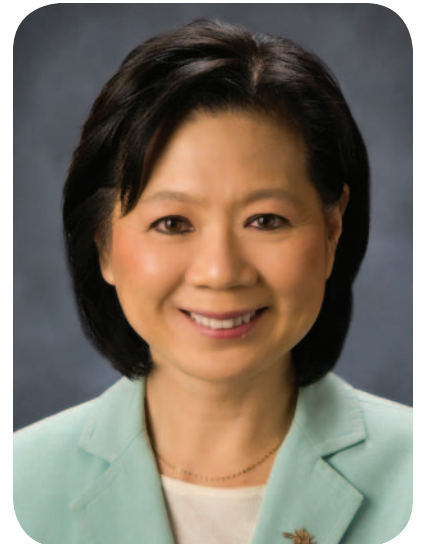
Government is committed to responding to the needs of our increasingly diverse aging population. I am very proud of what we have accomplished in our first year, and I look forward to continuing our work to build the best system of support for British Columbia's seniors.

Sincerely,



Ida Chong, FCGA

Minister







## Overview

On September 12, 2008, the Ministry of Healthy Living and Sport launched *Seniors in British Columbia: A Healthy Living Framework*, Government's action plan to support BC seniors in living healthy, active, independent lives. The Framework outlines numerous opportunities for action under four cornerstones:

- 1. Create age-friendly communities**
- 2. Mobilize and support volunteerism**
- 3. Promote healthy living**
- 4. Support older workers**

The Framework also announced the establishment of a Seniors' Healthy Living Secretariat in the Ministry of Healthy Living and Sport, with a broad stewardship role for implementation of the Framework across government and with other important partners.

This Report on Progress provides an update on work in each of these cornerstones, and also outlines government's ongoing efforts to provide easy to understand information and effective outreach to seniors, their families, and other important stakeholders.

## CORNERSTONE 1

# Create Age-friendly Communities

Creating age-friendly communities is critical to enhance older peoples' participation in their communities and support active and healthy aging. Outdoor spaces and buildings that are secure and physically accessible, planning for accessible and affordable public transportation, and supporting opportunities for social participation in leisure, social, cultural and spiritual activities with people of all ages and cultures are all elements that contribute to an age-friendly community.

By working with local government and other partners to promote and implement age friendly practices, the Province helps to ensure that communities throughout British Columbia are more welcoming and accessible to today's seniors, and better prepared to meet the needs of our aging population.

*Transforming communities to be age-friendly is critical. The Province will provide tools and incentives for local governments to lead this transformation.*



### **Age-Friendly Communities Implementation Team**

*The Age-friendly Communities Implementation Team is available to directly assist and enable local governments to identify barriers and implement actions to create age-friendly communities. They will provide expert planning advice and support to local governments (including municipalities, regional districts and Aboriginal communities) to develop and implement age-friendly actions. The Team can also help in linking local governments with appropriate tools and resources.*

Telephone: 778 433-3596

E-mail:  
agefriendlycommunities@gmail.com

Website:  
<http://www.seniorsbc.ca/life/healthy/agefriendly/afcit.html>

Through **Measuring Up**, 2010 Legacies Now fosters opportunities for the active engagement, participation and contribution of persons with disabilities in their communities. With support from the Province and partners such as the Age-friendly Communities Implementation Team, *Measuring Up* assists BC communities to become more accessible and inclusive for everyone.

**Measuring up the North** works to assist more than 40 northern BC communities to become more liveable, age-friendly, disability-friendly, universally designed, and inclusive, for the benefit of all residents and visitors, including seniors.

[www.2010legaciesnow.com/measuring\\_up/](http://www.2010legaciesnow.com/measuring_up/)

[www.measureupthenorth.com](http://www.measureupthenorth.com)

## What We've Done:

- ▶ Promoted age-friendly communities through the Age-friendly Leaders' Partnership, which brings together more than 20 leaders from the Union of British Columbia Municipalities (UBCM), business, senior-serving, ethnocultural and Aboriginal organizations, and other sectors, to further age-friendly planning and practices in communities across British Columbia.
- ▶ Supported municipalities in becoming more age-friendly, through the work of the Age-friendly Communities Implementation Team (AFCIT). Since its establishment, the AFCIT has directly supported 30 local governments and managed the development, production and distribution of various age-friendly information materials.
- ▶ Incorporated new age-friendly criteria into UBCM and provincial government Green Communities programs—including the Towns for Tomorrow infrastructure grant program and the LocalMotion capital projects grant program—to encourage local governments to consider age-friendliness in the development of new initiatives. To date, 47 communities have received funding to support age-friendly planning and initiatives through UBCM's Seniors Housing and Support Initiatives grant program.
- ▶ Continued to partner with the BCAA Traffic Safety Foundation (TSF) in support of its innovative Mature Drivers Program. The TSF has recently expanded the program in collaboration with the Secretariat and others to explore alternative transportation models to meet the mobility and transportation needs of seniors who are unable to or choose not to drive.
- ▶ Sponsored Finding Home, a series of dialogues intended to promote inclusive communities and foster a greater sense of belonging and community connection for older adults. Dialogues involved seniors and Elders from Aboriginal and other cultural communities, and collaboration with organizations including Spirit of the Children Society and the Centre of Integration for African immigrants. For more information go to [www.findinghome.ca](http://www.findinghome.ca)

- ▶ Developed and increased the inventory of independent living spaces through Housing Matters BC.
  - Independent Living BC provides assisted living units, offering a middle option to bridge the gap between home care and residential care for those who need some assistance, but do not want or need 24-hour professional nursing care. As of September 30, 2009, 4,248 Independent Living BC units were completed, with 193 additional units under development.
  - Seniors' Supportive Housing provides specially modified rental homes in selected subsidized housing developments, primarily to low-income seniors who need some assistance in order to continue to live independently. As of September 30, 2009, 700 Seniors' Supportive Housing units were completed, with 149 additional units under development.
  - Began construction of the new elder friendly Patient Care Centre at Victoria's Royal Jubilee Hospital, which is geared towards those older than 65, both in design and equipment. It features "senior-friendly way-finding": signage and layout designed to optimize sensory functions and facilitate mobility, enabling patients to navigate the space more easily.

### **Enhanced Transit Options**

*By 2040 there will be approximately three times as many people over the age of 65 dependent upon transit. Through a commitment of \$14 billion, the Provincial Transit Plan will update and expand rapid transit lines, implement the RapidBus travel system, and purchase new, clean technology buses. This commitment also includes investments in walking and cycling infrastructure, custom transit options such as handyDart service, and expansion of SkyTrain service in the Lower Mainland.*

[www.th.gov.bc.ca/Transit\\_Plan/index.html](http://www.th.gov.bc.ca/Transit_Plan/index.html)



### **Benefits of Volunteering for Seniors**

*Volunteering can be a personally rewarding experience for seniors. It is linked to improved quality of life, strong social networks and enhanced mental and physical well-being, as well as facilitating life transitions.*

#### **Social Connectedness**

*Community connectedness deepens social networks, improves access to information and support, and reduces the likelihood of social isolation.*

#### **Healthy Aging**

*Volunteering is linked to increased physical activity and lower mortality rates. It enhances life satisfaction and contributes to self-confidence and personal growth, and provides a sense of purpose.*

#### **Life Transitions**

*Volunteering helps seniors navigate major life transitions, such as retirement. It can facilitate the transition to and from the paid labour force, and provides the opportunity to acquire knowledge and develop skills.*

## **CORNERSTONE 2**

# Mobilize and Support Volunteerism

The non profit and voluntary sector is an important contributor to the social and economic life of the province, providing both paid and unpaid employment to British Columbians of all ages, as well as delivering vital health and community services. BC seniors are a key component of the sector, contributing numerous volunteer hours each year and benefiting from volunteer services and support.

The Province is working with non profit and voluntary sector partners to build the capacity of the sector, and enhance opportunities for seniors to volunteer, with the goal of fostering social inclusion, community participation and active aging for older adults.

*Volunteerism provides important benefits for communities and older people, both as recipients and participants. The Province will mobilize volunteers by supporting older people's community participation and independence.*



## What We've Done:

- ▶ Worked with the Vancouver Organizing Committee for the 2010 Olympic and Paralympic Winter Games to promote recruitment of older volunteers as part of their overall volunteer recruitment drive.
- ▶ Collaborated with numerous non profit and voluntary sector organizations to further their programs and services for older British Columbians.
- ▶ As a legacy of BC150, BC's 2008 sesquicentennial celebration, the Province provided one-time funding to the Health Arts Society for the expansion of its ArtsWay program, bringing the benefits of live performing arts to residents of health and long-term care facilities.
- ▶ Partnered with the BC Museums Association on the BC150 "Celebrating Influential BC Women, Seniors and Elders" initiative, which supported 36 BC museums, art galleries, history and heritage institutions and other community organizations in showcasing the contributions of women, seniors and Elders to their communities. For more information go to [www.museumsassn.bc.ca](http://www.museumsassn.bc.ca)

### 2010 Olympic And Paralympic Winter Games Volunteer Marcel Lavigne

*The challenge of having artificial joints doesn't prevent Marcel Lavigne from staying active in his community. 61-year-old Lavigne was a pre-Games volunteer with the 2010 Winter Games Volunteer Information Centre. His role involved interviewing volunteer applicants over the phone to confirm their interest in volunteering and assess where they might best be suited. He performed these volunteer duties in both English and French.*

*Lavigne said that volunteering for the 2010 Winter Games would be a once-in-a-lifetime experience, one he couldn't afford to let pass by. "I really want to do my part to help BC and Canada put on a first-class show. It's also a great opportunity to share my talents and learn new skills."*

*In addition to the 2010 Winter Games, Lavigne volunteers for organizations such as the Arthritis Society, the RCMP Community Police Station in South Surrey, the City of Surrey Parks Department and the South Surrey Eagles Junior A hockey team.*





### ArtsWay

*The Health Arts Society (HAS) provides professional arts performances for people in long-term care through its ArtsWay initiative. ArtsWay is intended to enhance quality of life for people in care, many of whom are seniors. HAS is the largest performance arts organization in Canada dedicated exclusively to serving people in the health care system.*



*ArtsWay performances have included First Nations song and dance, Irish, Chinese and Indian music, Western classical music, jazz and spoken word. Institutions served by ArtsWay include health care facilities, psychiatric hospitals, and residences for elders, with the bulk of services provided to older people in long-term care. Feedback from health care providers suggests that ArtsWay performances have positive effects on patients experiencing depression, confusion, anxiety and dementia.*

*While ArtsWay performers are paid a small fee for their performances, rehearsal and travel time are unpaid. This represents a significant volunteer contribution from the artists, given that many of them regularly earn from \$300 to upwards of \$2,000 per performance hour.*

*For more information go to <http://healtharts.org>*

*Making healthy living choices improves quality of life, and helps defer or avoid health care costs. The Province will promote healthy living for older people, to support longer, healthier lives.*

## CORNERSTONE 3

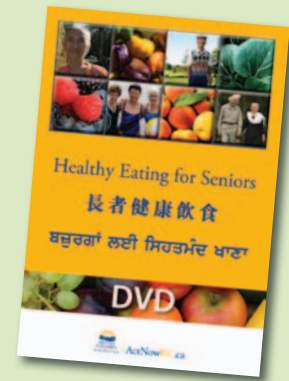
# Promote Healthy Living

Government created the Ministry of Healthy Living and Sport in June 2008 as part of its commitment to promote healthy living and to support all British Columbians in achieving their personal best.

A major focus of this work is to support healthy, active aging for older British Columbians, because we know that a healthy lifestyle is integral to maintaining independence and well-being as we age.

### What We've Done:

- ▶ Supported the establishment of the Centre of Excellence on Mobility, Fall Prevention and Injury in Aging, and launched a first-of-its-kind fall prevention web course for health-care professionals, in partnership with the federal government. For more information go to [www.hiphealth.ca/CEMFIA.htm](http://www.hiphealth.ca/CEMFIA.htm)
- ▶ Hosted the third Annual Active Aging Symposium, June 18, 2009, in Vancouver, to share successes, encourage networking and report on progress in promoting active aging throughout British Columbia.
- ▶ Recruited and trained ActNow BC Senior Ambassadors to attend events and promote active aging and healthy lifestyle choices for other seniors and all British Columbians.
- ▶ Released a DVD called *Move for Life* that teaches older British Columbians how to lead a more physically active and healthy lifestyle. *Move for Life* was developed in collaboration with key partner organizations and physical activity experts in the field, including 17 seniors' focus groups conducted across the province.
- ▶ Partnered with municipalities to establish 18 ActNow BC Seniors' Community Parks across the province – activity centres that provide specialized outdoor exercise equipment for older people, with the goal of increasing physical fitness,



*The ActNow BC Healthy Eating for Seniors video vignettes offer healthy lifestyle tips for seniors in English, Punjabi and Cantonese.*

*These 22 short video vignettes, which include versions in English, Punjabi, and Cantonese, are currently airing on the Knowledge Network, and are also available on DVD and on the ActNow BC website. The vignettes build on the success of the Healthy Eating for Seniors handbook, encouraging older adults to eat healthy foods, get regular physical activity, and make simple, healthy choices that can have a tremendous impact on their overall health.*

*"This was an amazing project for me to be involved in," said Kamlesh Sethi, one of several British Columbians from the Punjabi community featured in the videos. "By talking about healthy living in our own culture, I know the videos will have a positive impact on my friends, family and throughout the community."*

*For more information go to [www.actnow.bc.ca](http://www.actnow.bc.ca)*



## Profile

### Mary 'Pamela' Wray

#### Regional QuitNow Prize Winner, Northern Health Authority

*"Quitting was difficult," said 71-year-old Wray. "I threw away all my rolling papers and the empty tobacco packages I had kept in case of emergency. I washed and hid the ashtrays and anything else I thought would assist me in breaking my resolve. I isolated myself in the house. The nasty weather, low temperatures and snow storms made it easier – I couldn't justify running the car for twenty minutes to run a few blocks for smokes. After 58 years of being a smoker I was becoming a non-smoker."*

*Pamela was supported by Robert Smalley of Fort St. John, BC*

*For more information go to [www.quitnow.ca](http://www.quitnow.ca)*

recreation and social interaction. These parks are located in Abbotsford, Burnaby, Courtenay, Cranbrook, Dawson Creek, the District of North Vancouver, Kamloops, Kelowna, Nanaimo, Nelson, North Cowichan, Oak Bay, Prince George, Richmond, Sidney, Surrey, Terrace and Vancouver.



- ▶ Partnered with the BC Recreation and Parks Association to pilot seniors boomer-friendly fitness boot camps in 12 sites throughout the province for older adults aged 55-70.
- ▶ Supported the BC Women's Hospital and Health Centre and the BC Recreation and Parks Association's Osteofit Program, a unique exercise intervention and falls prevention initiative developed in consultation with clinical specialists to improve strength, balance and coordination as well as functional ability, independence, and quality of life, for those with osteoporosis and osteopenia.
- ▶ Promoted active living and positive images of aging, and supported senior athletes, through funding for the BC Seniors Games. Last year's Games were hosted by the City of Richmond from September 16-19, 2009, with almost 4,000 seniors taking part in the games and over 1,300 event volunteers.
- ▶ Worked with the BC Caregivers Network to improve support to caregivers across the province, through local caregiver groups and the development of resources that can assist caregivers to be effective, and take better care of their own well-being.
- ▶ Released *It's Never too Late to Quit Smoking* - a brochure and web-based information developed to help older adults and long-time smokers quit smoking. These resources contain useful tips and inspiring information, including Pamela Wray's quitting story.



## CORNERSTONE 4

# Support Older Workers

For many older British Columbians who want to continue to work, increased labour market participation promotes active aging and social participation, and provides an additional income source.

In January 2008, the Province announced that it had legislated an end to mandatory retirement through changes to the *BC Human Rights Code*. Government is now focused on providing training and other supports, such as promoting greater workplace flexibility, to meet the employment needs of older British Columbians.

*Many older people want to remain in the labour force, and have valuable skills and abilities. By continuing to eliminate workforce barriers, the Province will support older workers who make this choice.*

### What We've Done:

- ▶ Amended the *Pension Benefits Standards Act* to increase flexibility and choice in retirement planning by permitting pension plan members to accrue benefits until age 71, and allowing sponsors of BC-registered pension plans to provide phased retirement benefits.
- ▶ Continued to build on the Targeted Initiative for Older Workers (TIOW) program (funded by the Governments of Canada and British Columbia), providing training and employment supports to older workers living in vulnerable communities, where there are high rates of unemployment and/or where the economy is dependent upon a single

### Employment and Age Discrimination

*An employer cannot refuse to interview, hire, promote or decide to fire an employee because of their age (19 and over).*

*An employer cannot make age an issue or advertise for a certain age when hiring. An ad must not say "only mature people need apply" or "young people wanted." An employer cannot refuse an older applicant because "the job requires a lot of energy and enthusiasm and the company is looking for someone with career potential."*

*When hiring, an employer can ask someone if they are legal working age, but cannot ask anything that could reveal age. After hiring, an employer might legitimately need to know the employee's age for a purpose like enrolment in a pension or benefits plan.*

*As of Jan. 1, 2008, mandatory retirement is no longer allowed in British Columbia (with some exceptions). The choice about when to retire is up to the employee. Early retirement benefits can be offered to all employees as an incentive to retire, but an employee cannot be forced to retire.*

*– From Human Rights in British Columbia: Age Discrimination, available online at [www.ag.gov.bc.ca/human-rights-protection](http://www.ag.gov.bc.ca/human-rights-protection) in English, Chinese and Punjabi.*



## Profile

### **Targeted Initiative for Older Workers program**

**Agency:** Arrow and Slocan Lakes Community Services

**Project Name:** Employment Link (Nakusp BC)

*Employment Link is a 12 week TIOW program that includes as part of their programming four weeks of classroom based activities followed by four weeks of group and individual employment / career counselling and job search assistance, and three weeks of job placement experience.*

*MT entered the program at a vulnerable time in his life. He had spent the last years caring for his terminally ill partner. When the time came to re-enter the workforce the economy and job opportunities had taken a drastic turn and MT found himself with very few skills to fit in this new employment picture. MT was ready for a change and enthusiastically used the classroom to explore new opportunities and learn new skills. He researched a wide variety of options ranging from care giving to building maintenance to horticulture. He received certification in WHMIS and Occupational First Aid Level 1 and upgraded his computer skills to make him more employable. MT took a pruning and pesticide course at the local college. He participated in a community-based project enhancing a heritage home which houses the Interior Health's Mental Health Clubhouse. This position included projects in renovation as well as landscaping. Networking opportunities in the classroom led to a job interview with a local landscaper and another with a local food producer. MT has accepted long term employment with Valley Landscaping.*

traditional industry that has been affected by downsizing. TLOW services are delivered in 28 communities throughout the province, with a goal of supporting at least 900 older workers each year. A total of approximately 770 clients will have completed the program in 2009/10.

- ▶ Continued collaboration with colleagues in Alberta in reviewing pension standards legislation, based on the recommendations of the Joint Expert Panel on Pension Standards. The objective is to streamline and modernize pension standards, and encourage the establishment and maintenance of occupational pension plans, while giving plan members confidence in the security of their pension benefits.
- ▶ Committed to implementing a pension plan for all British Columbia workers, and continuing work with other provinces and territories and the federal government on a national approach for such a plan. It would offer the greatest potential for lower costs and portability, not only for British Columbians but for workers everywhere.
- ▶ Initiated the Flexible Work Options for Older Workers: Mature Workers and Pensioners Project, to increase recruitment and retention of mature workers in the BC Public Service. The Toolkit could serve as a model for other employers to support the continued participation and contribution of older employees.
- ▶ Developed a recruitment strategy for older workers, in partnership with the Vancouver Organizing Committee for the 2010 Olympic and Paralympic Winter Games, to help to fill up to 1,800 short-term paid positions during the 2010 Winter Games. These positions are of particular interest to older workers seeking flexible, short-term employment.



## **Seniors' Healthy Living Advisory Network**

**Dr. Patricia Baird**, Former Chair  
of the Premier's Council  
on Aging and Seniors' Issues

**Mr. Peter W. Brown**,  
BC Chamber of Commerce

**Ms. Alice Choi**,  
S.U.C.C.E.S.S.

**Dr. Elsie Gerdes**,  
BC Old Age Pensioners  
Organization

**Dr. Gloria Gutman**,  
BC Network for Aging Research

**Mr. Murry Krause**,  
Union of BC Municipalities

**Ms. Sylvia MacLeay**,  
Council of Senior Citizens'  
Organization of BC

**Mr. Michael McKnight**,  
United Way of the  
Lower Mainland

**Mr. Colin Milner**,  
International Council  
on Active Aging

**Ms. Carol Mooring**,  
Prince George Council of Seniors

**Ms. Grace Elliott Neilsen**,  
BC Association of Aboriginal  
Friendship Centres

**Mr. Norm Olenick**,  
British Columbia Recreation  
and Parks Association

**Mr. Barry Thomas**, CARP:  
A New Vision of Aging for  
Canada

## Information and Outreach

Communicating effectively with older British Columbians is integral to building relationships and supporting an aging population. In addition to providing programs and services for seniors, Government is committed to providing access to information about these programs and services, as well as working with seniors and other stakeholders to ensure that these programs and services are responsive to their needs.

*We will build upon successful programs that support older people, and make sure information on these programs is easy to find and understand. We will continue to forge innovative partnerships with others who play an important role in the lives of older people – such as local government, business and community organizations.*





## What We've Done:

- ▶ Established the Seniors' Healthy Living Advisory Network to provide advice to Government on implementation of the Seniors Healthy Living Framework, and promote public awareness of seniors' issues. The Network has 13 members from across the province, representing various sectors and research interests.
- ▶ Invested \$700,000 in a partnership with United Way of the Lower Mainland, who contributed \$250,000 of their own funds, to develop Community Action for Seniors' Independence (CASI) demonstration projects in five communities around B.C. – Maple Ridge, Surrey (Newton), Vancouver (Renfrew Collingwood), Dawson Creek and Osoyoos. These projects will explore innovative, community-based models for delivering independence services to seniors, such as transportation to appointments, housekeeping and meal delivery. Assistance with these basic tasks of daily living will support seniors to live independently in their homes and communities for longer.
- ▶ Launched SeniorsBC.ca as a web-based information source. It has online publications, an e-Newsletter, feature stories on older adults and their achievements, and information about government programs, services and events available across B.C.
- ▶ Continued to support access to information and resources for seniors, their families, caregivers and service providers, through HealthLink BC ([www.HealthLinkBC.ca](http://www.HealthLinkBC.ca), or dial 8-1-1), the Health and Seniors Information Line, the BC Seniors' Guide, and the new SeniorsBC website ([www.SeniorsBC.ca](http://www.SeniorsBC.ca)).
- ▶ Worked with partners to enhance the health and well-being of immigrant and ethnocultural seniors, through eight demonstration projects around the province providing specialized outreach and settlement services for immigrant



### Community Action for Seniors' Independence

*"Simple tasks such as housekeeping, shopping, or driving to appointments can become increasingly difficult for many older adults," said Michael McKnight, president and CEO, United Way of the Lower Mainland. "We're pleased the Province has asked us to help develop models of support that will allow older people to remain where they are most comfortable and maintain their independence for longer."*

seniors, including development of English language skills, computer training, information and referrals, peer support and mentoring.

- ▶ Facilitated enhanced engagement, participation, and access to information for Aboriginal Elders and seniors, through support for:
  - The BC Elders Communication Centre Society, its website, Elders Voice newsletter, and the annual BC Elders Gathering;
  - The Métis Nation BC's Métis Elders Engagement Forum and Métis Elders Engagement Strategy; and
  - The BC Association of Aboriginal Friendship Centres "Knowledge Keepers and Learners: Elders and Youth Working Together in BC Friendship Centres" project, supporting Elder and youth involvement at local Friendship Centres and at the provincial level.
- ▶ Supported awareness and prevention of the abuse of older adults, through the proclamation of World Elder Abuse Awareness Day on June 15, and distribution of informational materials and posters to stakeholders.
- ▶ Worked with the BC Care Providers Association to launch the Creating Caring Communities toolkit to promote intergenerational initiatives and understanding. The toolkit is available at [http://bccare.ca/files/resources/CPA\\_Toolkit\\_2009.pdf](http://bccare.ca/files/resources/CPA_Toolkit_2009.pdf).

# What's Next?

Preparing for an aging population is not a short-term project. The actions that government has committed to in *Seniors in British Columbia: A Healthy Living Framework* are ongoing, long-term initiatives, which will require the knowledge, expertise and cooperation of many different Ministries, other levels of government, and other sectors and community partners.

The Province will continue to lead this effort, and remains committed to building the best system of support in Canada for seniors. Regular updates on progress will be available from the Seniors Healthy Living Secretariat through the new BC Seniors Portal at [www.SeniorsBC.ca](http://www.SeniorsBC.ca).



## For More Information

To learn more about available supports and services for older British Columbians, please see the contact information below.

### ***HealthLink BC***

Any time of the day or night, every day of the year, HealthLink BC is as close as your phone or the web 24/7.

Dial 8-1-1 or online at [www.HealthLinkBC.ca](http://www.HealthLinkBC.ca)

The HealthLink BC Newsletter is filled with tools and information to help you reach your own health goals. Sign up to receive this newsletter by email at [www.healthlinkbc.ca/newsletter.stm](http://www.healthlinkbc.ca/newsletter.stm)

### ***Health and Seniors' Information Line***

8:30 a.m. – 4:30 pm PST, Monday to Friday  
excluding statutory holidays

In Victoria call: 250 952-1742

Toll-free line across Canada: 1-800-465-4911

### ***Age-friendly Communities Implementation Team***

Telephone: 778 433-3596

E-mail address: [agefriendlycommunities@gmail.com](mailto:agefriendlycommunities@gmail.com)

Website: [www.seniorsbc.ca/life/healthy/agefriendly/afcit.html](http://www.seniorsbc.ca/life/healthy/agefriendly/afcit.html)



### ***Seniors in BC***

Users can subscribe to the e-Newsletter by visiting SeniorsBC.ca and clicking the “Subscribe to SeniorsBC.ca e-Newsletter” link. The e-Newsletter shares current information on government services and programs, feature stories on active seniors, healthy eating recipes and active aging tips.

### ***Ministry of Healthy Living and Sport***

Website: [www.gov.bc.ca/hls](http://www.gov.bc.ca/hls)

### ***Government of British Columbia***

Website: [www.gov.bc.ca](http://www.gov.bc.ca)

### ***Service BC – Provincial Call Centre***

7:30 a.m. – 5:00 p.m., Monday to Friday  
excluding statutory holidays

In Victoria call: **250 387-6121**

In Vancouver call: **604 660-2421**

Elsewhere in BC call: **1-800-663-7867**

Outside BC call: **604 660-2421**

E-mail address: **EnquiryBC@gov.bc.ca**

Telephone Device for the Deaf (TDD)

In Vancouver call: **604 775-0303**

Elsewhere in BC call: **1-800-661-8773**



## Notes





SeniorsBC.ca