

# 7 Numbers Every Senior Needs

How To Get Help For Any Health Concern

## Health Information

1

8-1-1 (HealthLinkBC.ca)

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

**Why:** If you're not feeling well or have a minor injury and aren't sure 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. When you call, say your language in English 3 times then wait for an interpreter to come on the call.

## Personal Health

2

Your Doctor's # \_\_\_\_\_

Nearest walk-in clinic # \_\_\_\_\_

**Why:** Your doctor is your health expert. Call if you have urgent health concerns. If you don't have a family doctor, a walk-in clinic may be a good option.

## Home Help

3

604-268-1312  
(BetterAtHome.ca)

English speaking

**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 are free, based on your income.

## Home Health

4

1-855-412-2121

Fraser Health Service Line English speaking

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

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

**What:** Trained phone staff identify your needs and refer you to the services you need. Some services are free, based on your income.

## Mental Health

5

1-877-820-7444

Fraser Health Crisis Line English speaking

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

**Why:** For anything that's causing you concern, worry or distress (for example suicidal thoughts or feelings, mental health issues, addictions, family violence, abuse, relationship conflicts, loss, or just 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 with attendants arrive to assess whether you need to be taken to the local Emergency department.