

Island Heart to Heart COMMUNITY RESOURCE GUIDE

EMERGENCY & MEDICAL ALERT & EQUIPMENT LOAN

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| EMERGENCY: ambulance / police / fire | 911 |
| POISON CONTROL | 1-800-567-8911 |
| <u>Equipment Loan</u> – The Canadian Red Cross Society | 250-382-2043 |
| Medical Alarms or Personal Emergency | See yellow pages |
| Canadian Medic Alert Foundation - Non-profit foundation | 1-800-668-1507 |
| Mt. Newton <u>Equipment Loan</u> | 250-652-2112 |

MISCELLANEOUS MEDICAL & MENTAL HEALTH INFORMATION

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| HEALTH INFO LINE – enables you to talk with a Registered Nurse, a dietitian, a pharmacist or a qualified exercise professional. | 811 www.healthlinkbc.ca |
| <ul style="list-style-type: none"> • A Registered Nurse will help with information on any health concern, any time of the night or day, 24 hours a day and 7 days a week | Deaf or hearing impaired: 711 |
| <ul style="list-style-type: none"> • A dietitian is available from 9 AM to 5 PM weekdays | |
| <ul style="list-style-type: none"> • A pharmacist is available at night from 5 PM to 9 AM | |
| <ul style="list-style-type: none"> • A qualified exercise professional, 9Am to 5Pm, weekdays | |
| BC 211 -provides free information and referral to a full range of community, social and government services. 24hrs/7days a week | 211 BC211.ca |
| 310- Provincial Mental Health Line -24hour/day | 250-310-6789 |
| Provincial Suicide Line 24hr/day | 1-800-suicide 1-800-784-2433 |

FOR DRUG INFORMATION



College of Pharmacists of British Columbia

1-800-663-1940

Local Pharmacy – Your Pharmacist is a good resource about all of your medications

- Try to use the same pharmacy to prevent drug interactions and choose a pharmacy that is open on weekends
- Pharmacies should have computerized records and provide drug information sheets
- Your physician is your primary resource regarding any changes to your medications

PHARMACARE

1-800-663-7100

CARDIO PULMONARY RESUSCITATION COURSES (CPR)

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| ALERT FIRST AID SERVICES | 250-595-5323 |
| CANADIAN RED CROSS SOCIETY | 1-877-356-3226 |
| DOWNS FIRST AID TRAINING ACADEMY | 250-881-1955 |
| ST. JOHN AMBULANCE – offers regular CPR courses | 250-388-5505 |
| LOCAL RECREATION CENTRES – some centers offer CPR courses | Call specific Recreation Centers for details |

ADULT SMOKING CESSATION

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| www.Quitnow.ca BC Smoking Cessation Program | 811 1-800-665-5864 |
| www.health.gov.bc.ca/pharmacare/stop-smoking BC Smokers Helpline | 1-877-455-2233 |
| www.GoSmokefree.ca | 1-866-225-0709 |

TRANSPORTATION



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| handyDART | 250-727-7811 |
| COMMUNITY TRAVEL TRAINING (run by BC Transit) – cost is free Low floor bus, Assist with mobility issues | 250-384-7723 |
| BC Transit-Bus Route Information | 250-382-6161 |
| WHEELCHAIR/HANDICAPPED TAXI Services <ul style="list-style-type: none"> Bluebird Cabs (prefer 24 hours notice) Yellow Cab (prefer advance notice) Taxi Saver Program | 250-382-4235 250-381-2222 250-995-5618 |
| BC Transit Seniors Discount | 250-382-6161 |
| Driving Miss Daisy Driving Services (Fee based) | 250-588-4638 |

ACCOMMODATIONS

Near the Royal Jubilee Hospital

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| Heart House (Run by the First Open Heart Society) 1580 Pembroke St, Victoria | 250-595-1931 |
| Easter Seal House – 2095 Granite Street, Victoria | 250-370-0518 |
| For Bed & Breakfast accommodation close to RJH: <ul style="list-style-type: none"> call the Royal Jubilee Hospital Social Work department for listings | 250-370-8339 |
| Medical Travel Accommodation Listing: www.CSA.pss.gov.bc.ca/medicaltravel | |
| Bobbie's Place-Lee Ave., across from the Royal Jubilee Hospital (Email: bob.bie@shaw.ca) | 250-588-9648 |

LIBRARIES



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| GREATER VICTORIA PUBLIC LIBRARY (www.gvpl.ca) <ul style="list-style-type: none"> Downtown Central Branch- 735 Broughton Call for information on other branches | 250-382-7241 |
| VISITING LIBRARY SERVICE (for shut in people) | 250-940-4875 |
| VANCOUVER ISLAND LIBRARY (www.virl.bc.ca) <ul style="list-style-type: none"> Port Renfrew Branch Sidney-North Saanich Branch Salt Spring Island Sooke Branch | 1-250-647-5423 250-656-0944 1-250-537-4666 250-642-3022 |

**Individual CARDIAC
EXERCISE
Rehabilitation
Programs**

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| <p>SOUTH ISLAND TAKE HEART Cardiac Rehabilitation Exercise Programs: An exercise program developed in partnership with the Recreation Centers and VIHA – South Island; Cost: \$399.00 Call for details.</p> <ul style="list-style-type: none"> • Take Heart at Henderson Recreation Centre • Take Heart at Saanich Commonwealth Place • Take Heart at Westshore Recreation Center • Take Heart at Panorama Recreation Center | <p>250-370-7205 250-475-7619 250-474-8694 250-655-2184</p> |
| <p>Everfit Program offered at Cedar Hill Recreation Center</p> | <p>250-475-7134 www.everfitt.ca</p> |
| <p>PAL-Physical Activity Line: Phone line and online resource to healthy active living.</p> | <p>811 www.healthlinkbc.ca</p> |

**Maintenance Group
CARDIAC EXERCISE &
Other Exercise Groups**

Contact your local Recreation Centre. All offer variety of exercise programs, although they are not specifically for heart patients.

**NUTRITION
COUNSELING**



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| <p>Health Link BC: Call for information (in English, Cantonese, Mandarin & Punjabi) about food & nutrition; provided by registered dietitians. Weekdays, 9-5. Cost: free, funded by BC Ministry of Health</p> | <p>811 Web Site: healthlinkbc@gov.bc.ca</p> |
| <p>PATIENT FAMILY RESOURCE CENTRE at the RJH Royal block room 305; Pamphlets can also be found on the 3rd floor Care Centre – south wing.</p> | |
| <p>OUTPATIENTS NUTRITION COUNSELING</p> <ul style="list-style-type: none"> • ROYAL JUBILEE HOSPITAL - Need physician referral • VICTORIA GENERAL - Need physician referral | <p>250-370-8322 250-727-4203</p> |
| <p>DIABETIC NURSE EDUCATORS</p> <ul style="list-style-type: none"> • Inpatient and outpatient diabetic education – Need physician referral | <p>250-370-8322 (RJH) 250-727-4361 (VGH)</p> |
| <p>PERSONALIZED NUTRITION COUNSELLING - available at some of the recreation centers; check with a specific center for details</p> | |
| <p>OVEREATERS ANONYMOUS – Vancouver Island</p> | <p>250-413-3093 Web: www.oa.org</p> |

HEART HEALTHY EATING RESOURCES



Cookbooks

These cookbooks are recommended for recipes and flavouring ideas, not as replacements for your diet guidelines. Look up these authors for other book titles.

- American Heart Association Low-Fat, Low-Cholesterol Cookbook, 4th edition: Delicious Recipes to Help Lower Your Cholesterol. Clarkson Potter, 2008.
- The American Heart Association Low-Salt Cookbook, 3rd Edition: A Complete Guide to Reducing Sodium and Fat in your Diet. Clarkson Potter, 2006.
- Josephson R. HeartSmart Nutrition: Shopping on the Run. Douglas & McIntyre, 2003.
- Lindsay A. The New Lighthearted Cookbook: Recipes for Heart Healthy Cooking, Key Porter Books, 2007.
- Stern B. HeartSmart: the Best of HeartSmart Cooking. Random House of Canada, 2006.
- Wong S. HeartSmart Chinese Cooking. Douglas and McIntyre, 1996.

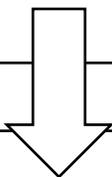
Web Sites

- American Heart Association. *Contains information about cookbooks and other useful heart health information.* . www.americanheart.org
- Health Canada "Eating Well with Canada's Food Guide". Available online only: www.healthcanada.gc.ca/foodguide
- Heart and Stroke Foundation of Canada. *Provides useful heart health information, heart healthy recipes and more..* www.heartandstroke.ca
- National Heart, Lung & Blood Institute (US). www.nhlbi.nih.gov. *Provides information about the DASH diet (Dietary Approaches to Stop Hypertension) diet, heart healthy recipes and more.*

Save-On-Foods 'Nutrition Tours': dietitian will take groups of 7 or more on a nutrition tour, discussion includes label reading, heart healthy eating, diabetes etc. Go to www.saveonfoods.com for more information.

MEAL PREPARATION

Meals on Wheels
(Volunteer Agencies)



Other Independent
Services

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| SILVER THREADS SERVICE Provides lunches and frozen meals for purchase for people over 55 yrs. | Saanich: 250-382-3151 Victoria: 250-388-4268 |
| MEALS ON WHEELS - SALT SPRING ISLAND Cost: call for price | 250-537-5561 Ext 233 |
| Beacon Community Services Cost: call for price | 250-656-5537 |

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| BETTER MEALS - is an independent business offering frozen meal delivery (based in Burnaby delivers to most areas including Victoria) | 1-888-838-1888 www.bettermeals.ca |
| CHEF ON THE RUN - Choose from 7 homemade meals. New menu weekly. Dinners pre-made, ready to heat & eat. Most meals are low sodium. Pick up or call for delivery charge Cost: call for details | Victoria: 250-595-3151 Sidney: 250-655-3141 |
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GROCERY DELIVERY SERVICES



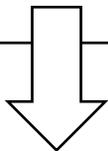
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| SENDIAL sponsored by THRIFTY FOODS is a Volunteer Shopping Service for seniors & persons with a disability. Sendial will take telephone orders, select the items, pack and deliver items. Check specific stores for specific Sendial delivery days. \$5.00 delivery charge for all Sendial orders. | 250-544-1234 to be connected to the central Thrifty Foods store line www.Thriftyfoods.com |
| THRIFTY FOODS STORES – Provides delivery service within their community area. Shopping before noon for same day delivery is \$9.95 plus tx. After noon delivery will occur the next day for \$7.95 +tx . Minimum order of \$50. | 250-544 1234 Online Shopping: www.thriftyfoodsonline.com |
| WELLBURNS -Provides phone order & delivery service within a 3 mile radius;-Cost: Phone orders, \$5.00 with a minimum of order of \$25; (Order before noon Mon. -Fri.) | 250-384-3543 |

COMMUNITY MEAL PROGRAMS/AFFORDABLE MEALS

Meals prepared and served in the community for seniors. Call for details.

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| Beckley Farm Lodge | 250-381-4421 |
| Church of Our Lord | 250-383-8915 |
| Fernwood Community Centre | 250-381-1552 |
| James Bay (for seniors, Tues & Thurs only) | 250-389-1470 |
| Juan de Fuca 55+ Centre (Lunch only) | 250-474-8618 |
| Saanich Silver Threads | 250-382-3151 |
| St. Mary’s Anglican Church (Metchosin)..... | 250-474-4119 |

CARDIAC INFORMATION &/OR SUPPORT SERVICES



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| ISLAND HEART TO HEART PROGRAM – An informational and educational program for cardiac patients and partners or family members. Classes are for one evening a week for 7 weeks and facilitated by previous attendees. Speakers include cardiologists, dietitians, pharmacists, exercise specialists and social workers. Cost is \$50 for one, \$70 for two. Fee may be waived | Contact Program Coordinator at 778-678-8423 |
| FIRST OPEN HEART SOCIETY is a non-profit organization which offers: <ul style="list-style-type: none"> • Visiting to open heart patients before and after surgery • HEART HOUSE: accommodation available for families of open-heart patients • Quarterly meetings with guest speakers. Quarterly newsletter; Membership fee | 250-595-2123 250-595-1931 (for reservations) www.fohs.bc.ca |

Other Information &/Or
Support Services

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| <p>HEART AND STROKE FOUNDATION OF BC & YUKON: # 107–1001 Cloverdale Ave., Victoria, V8X 4C9. Provides free information brochures on heart disease and stroke.</p> | <p>250-382-4035 www.heartandstroke.ca</p> |
| <p>STROKE RECOVERY ASSOCIATION – a self-help group for people & their families who have had a stroke (offers support, information, speech & exercise classes) Victoria Group</p> | <p>250-383-2623 www.strokerecoverybc.ca</p> |
| <p>CANADIAN DIABETES ASSOCIATION-Heart Pharmacy 3643 Shelbourne St. Victoria</p> <ul style="list-style-type: none"> • Offers information & counseling. Has store that has diabetic equipment, blood pressure machines and many other resources | <p>250-477-1881</p> |
| <p>Vancouver Island Crisis Line offers anonymous nonjudgmental 24 hour a day, 7 days a week telephone support provided by trained volunteers. They provide:</p> <ul style="list-style-type: none"> • Crisis interventions and suicide prevention. • Access to emergency mental health services • Provide information & / or referral re: community resources | <p>1-888-494-3888</p> |
| <p>SOCIAL WORKERS The Heart Health Program has two social workers assigned to their areas. These social workers are available to provide support in a crisis to patients and family members. They also assist with the practical implications of the event and support your discharge planning</p> | <p>RJH: 250-370-8339 250-370-8234</p> |
| <p>COUNSELLING AGENCIES</p> <ul style="list-style-type: none"> • BC Association of Clinical Counsellors Provides referrals to counsellors • Pacific Centre Family Service Association – Western Communities • Citizens Counseling – Lay Counselors • Beacon Community Services • South Island Centre for Counselling and Training • Pacific Centre Family Services | <p>www.bc-counsellors.org</p> <p>250-595-4448 or 1-800-909-6303</p> <p>250-478-8357</p> <p>250-384-9934</p> <p>250-656-0134</p> <p>250-472-2851</p> <p>250-478-8357</p> |
| <p>PRIVATE COUNSELLORS - covered by some extended medical plans</p> | <p>See Yellow Pages for list of counsellors</p> |
| <p>FAMILY CAREGIVERS OF BC Provide support and information to family caregivers, also publish a newsletter</p> | <p>250-384-0408 www.familycaregiversbc.ca</p> |
| <p>WomenHeart support group: a free support group for women. They meet on the 3rd Wednesday of every month in Room 303, 3 Royal Block, Jubilee Hospital from 7:00 pm to 8:30 pm.</p> | <p>For more information or to register, email Barb at barbfield@shaw.ca</p> |
| <p>Men’s Support Group- a free support group for men who have heart disease/issues. They meet on the 1st and 3rd Tuesday of the month from 6:30 to 8:30 pm at the Royal Oak Neighbourhood House-4525 W SANICH Rd)</p> | <p>Contact via email: cardiacdudes@gmail.com</p> |

**Home Support
Subsidized**

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| Island Health: Home and Community Care | 250-388-2273 General inquiry line |
| Beacon Community Services (Sidney area) | 250-658-6407 |

**HOME SUPPORT
SERVICES PRIVATE
PAY**

Home Support Service agencies provide help with house cleaning, personal care and meal preparation. Call for details.

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| Allmann Homecare, www.allmannhomecare.com Bayshore Home Health, www.bayshore.ca Care and Company Ltd. www.seniorcareandfitness.com Harmony Health Care Ltd, www.harmonyhealthcare.ca Helping Hands Home Support, www.helpinghandsspss.ca Home Instead Senior Care, www.homeinstead.com ComForCare Home Health Care www.comforcare.ca/vancouver-island Nurse Next Door, www.nursenextdoor.com | 250-642-3411 250-370-2253 250-382-2328 250-475-2772 250-881-0118 250-382-6565 778-265-3393 Victoria/Sidney: 250-590-5519 |
| Oak Bay SeniorCare, www.oakbayseniorcare.ca Retire at Home, www.retireathomevictoria.com Serenity Home Care Ltd, www.seniorhomecarevictoria.ca Sidney SeniorCare, www.sidneyseniorcare.ca Super Services for Seniors, www.superservicesforseniors.com St. Elizabeth, www.sehc.com We Care Home Health Services, www.wecare.ca | 778-433-4784 250-412-1437 250-590-8098 250-656-7176 250-592-0029 250-385-0444 250-389-0202 |

**Additional Websites of
Interest**

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| http://islandhearttoheart.ca | |
| www.IslandHealth.ca | Follow the links under 'Learn About Health' for a wide range of information regarding heart health, procedures and programs. Also see <i>Heart Health Links</i> including, but not limited to: <ul style="list-style-type: none"> • Women and Heart Disease • Activity and Exercise • Arrhythmia • Hypertension |
| www.heartandstroke.ca | For a wealth of information on all aspects of heart health. |
| www.myheartsisters.org or www.womenheart.org | For information on women's heart health |
| BCALM-offers classes, workshops and retreats in meditation and mindfulness-based stress reduction and management. | Website: bcalm.ca |

Thank you for using our [Island Heart to Heart Resource Guide](#).

Every effort was made to ensure the accuracy of contact and resource information at the time of publication. However, we always strongly recommend that you use the contact numbers and websites to verify the details of the listings including days and times of operations or fees (if any) for services.

As we continue to improve and enhance the Guide, we welcome and encourage your comments and suggestions for future inclusions, updates, changes and/or deletions.

Disclaimer

The inclusion of organizations, agencies and local volunteer groups in the Island Heart to Heart Resource Guide does not constitute endorsement, nor does omission constitute disapproval by the Victoria Cardiac Rehabilitation Society. The resources and contacts herein are provided for information purposes only.