

# 8 numbers every senior needs

## How to get help for any health concern

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### Fraser Health Virtual Care

☎ **1-800-314-0999**

🏠 **Fraser Health Virtual Care**

🌐 **[fraserhealth.ca/virtualcare](https://fraserhealth.ca/virtualcare)**

**When** : 10:00 a.m. – 10:00 p.m.,  
7 days-a-week

**Why** : If you have a health concern or need health advice. Or if you need a referral to appropriate Fraser Health programs and services or health resources.

**What** : Speak, hear or see a registered nurse or other members of your health care team, from your home. Interpreter services are available.

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### Health information

☎ **8-1-1**

🏠 **HealthLink BC**

🌐 **[healthlinkbc.ca](https://healthlinkbc.ca)**

**When** : 24 hours a day, 7 days-a-week

**Why** : If you are not feeling well or have a minor injury and you are not 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 advice from a dietitian, medication advice from a pharmacist, help finding health services in your community. Interpreter services are available.

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### Personal health

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. You can also call **Fraser Health Virtual Care** or **HealthLink BC** for advice.

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### Help at home

☎ **604-268-1312**

🏠 **Better at Home**

🌐 **[betterathome.ca](https://betterathome.ca)**

**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.

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## Home health

☎ **1-855-412-2121**

🏠 **Fraser Health Service Line**

**When** : 8:30 a.m. - 4:30 p.m., 7 days-a-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** : Staff will identify your needs and refer you to the services you need. Some services may be free, based on your income. Interpreter services are available.

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## Community services

☎ **2-1-1**

🏠 **bc211.ca**

**When** : 24 hours a day, 7 days-a-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.

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## Mental health

☎ **604-951-8855 or  
1-877-820-7444**

🏠 **Fraser Health Crisis Line**

**When** : 24 hours a day, 7 days-a-week

**Why** : For anything that's causing your concern, worry or distress. Example: suicide thought 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.

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## Emergency services

☎ **9-1-1**

**When** : 24 hours a day, 7 days-a-week

**Why** : For any serious emergency. An ambulance will arrive with paramedics to assess whether you need to be transported to the local Emergency Department.