

March 2021

Dear Senior,

The Office of the Seniors Advocate is an independent office of the provincial government. We are here to assist you with information about the services that are available to you as a senior living in B.C. In addition to providing you with information, the office monitors a number of the services and supports that are available to seniors, undertakes systemic reviews of issues that broadly affect seniors in B.C. and engages directly with seniors through an extensive outreach program.

We know this past year has been difficult for all British Columbians, especially for seniors. The sacrifices that were required to keep everyone safe had a profound impact on seniors—especially those living alone and in long-term care. In response to these challenges, the provincial government directed significant resources to protect those who live in long-term care, and funded the *Safe Seniors, Strong Communities* program to support seniors living in the community. *Safe Seniors, Strong Communities*, is a free service available across B.C. to assist seniors with grocery and medication deliveries, meal preparation, and friendly phone calls or virtual visits to keep seniors socially connected. If you need any of these services, please call 211 or visit [bc211.ca](http://bc211.ca) and you will be connected with the help you need.

In response to the pandemic, the provincial government also increased the BC Senior's Supplement from \$49 to \$300 per month. This was recently extended to March 31, 2021 but reduced to \$150 per month. To compensate for the reduced monthly payment all eligible seniors are entitled to a one-time tax-free \$500 BC Recovery Benefit. Seniors receiving the BC Senior's Supplement will automatically receive the BC Recovery Benefit—no application is needed. If you have general questions about the recovery benefit please call 1-833-882-0020 or contact our office.

Our office is here to assist you and provide information about available services. If you need further assistance or information, please do not hesitate to contact us. We can be reached toll-free at 1-877-952-3181 and by email at [info@seniorsadvocatebc.ca](mailto:info@seniorsadvocatebc.ca) You can also visit our website at [seniorsadvocatebc.ca](http://seniorsadvocatebc.ca) for more information.

Sincerely,



Isobel Mackenzie  
Seniors Advocate  
Province of British Columbia

## Key Services for Seniors

- ◆ **Office of the Seniors Advocate**  
Call: 1.877.952-3181 | Website: seniorsadvocatebc.ca
- ◆ **Fair PharmaCare**  
Prescription drug coverage.  
Call: 1.800.663.7100
- ◆ **BC Housing and Home Renovation Grant**  
SAFER rental subsidy, subsidized housing assistance, and home renovation grant.  
Call: 1.800.257-7756 | Website: bchousing.org
- ◆ **BC Bus Pass**  
\$45 annual bus pass for seniors who receive the federal Guaranteed Income Supplement (GIS).  
Call: 1.866.866.0800
- ◆ **Property Tax Deferment**  
Homeowners age 55+ can defer payment of their municipal property tax.  
Call: 1.888.355.2700
- ◆ **Home Support, Home Care, and Long-Term Care**  
Contact your local health authority or call the Office of the Seniors Advocate.
  - Fraser Health | Call: 1.855.412.2121 (toll-free)
  - Interior Health | Call: 250.469.7070
  - Island Health | Call: 250.370.8699
  - Northern Health | Call: 250.565.2649
  - Vancouver Coastal Health | Call: 1.866.884.0888 (toll-free)
- ◆ **Better at Home**  
Assistance with housekeeping, transportation, meals, or other services. Call bc211 to be connected.  
Call: 211 | Website: bc211.ca
- ◆ **Volunteer Tax Clinics**  
Tax filing assistance for low-income seniors. Call bc211 to be connected with an agency in your area.  
Call: 211 | Website: bc211.ca
- ◆ **HandyDART**  
Transit service for people with mobility challenges. Call bc211 to be connected.  
Call: 211 | Website: bc211.ca
- ◆ **Family Caregivers of British Columbia**  
A not-for-profit providing family caregivers with information, education and supports.  
Call: 1.877.520.3267 | Website: familycaregiversbc.ca
- ◆ **bc211**  
bc211 can connect you to other programs and services in your community.  
Call: 211 | Website: bc211.ca