

Accessing Services

If you think you need support from Community Health Services, call the Community Access Line in your region and have your Care Card number ready.

South Island (all communities south of Mill Bay, including Greater Victoria, the Southern Gulf Islands, and west to Port Renfrew)

250-388-CARE (2273)
1-888-533-2273

Centre Island (all communities from Mill Bay to Deep Bay, including Gabriola Island)

250-739-5749
1-877-734-4101

North Island (all communities north of Deep Bay including the North Vancouver Island Regional District and adjacent Gulf Islands, Port Alberni, and Tofino)

250-331-8570
1-866-928-4988



Scan to visit

www.islandhealth.ca/chs

Eligibility and Costs

The Ministry of Health sets the eligibility and costs for Community Health Services.

To be eligible for Home Care Services, clients must be:

- A Canadian citizen, landed immigrant, or have a Temporary Residence Permit.
- A resident of BC for at least 3 months.
- 19 years of age or older.
- Unable to function independently because of chronic health problems, or needing care due to:
 - A life-limiting condition.
 - A recent discharge from an acute care hospital.
 - Care required to prevent or reduce the need for hospital services or admission to a long-term care home.

Services and programs with costs attached have program-specific eligibility requirements.

Home Support Services, Assisted Living, and Long-Term Care programs base their cost calculations on each client's current income.

Service and program availability may vary by region.

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Community Health Services

Information Brochure

In-home and community-based services to support your health and help you remain independent at home.



www.islandhealth.ca/chs

Home Care Services

Case Management

Supports clients' long-term goals, provides assessments, and helps those with chronic health needs access Community Health Services and partner programs.

Nursing Services

Focuses on short-term goals while providing medical care and education either at home or in a clinic.

Community Rehabilitation Services

Goal-focused physiotherapy and occupational therapy to optimize independence and safety in the home environment.

Respiratory Therapy

Assesses clients with respiratory disorders, teaching them about medications and inhalers, and how to remain active.

Social Work

Supports clients' safety and well-being through short-term interventions, including adjusting to illness, identifying suspected adult abuse, and Advance Care Planning.

Geriatric Speciality Services

Specialized assessment and support services for frail seniors with complex physical and mental health conditions.

Community Nutrition

Registered Dietitians provide assessment, consultation, counselling, and education to support and promote nutritional health.

Home Support Services

Home Support *

Home visits from Community Health Workers to help with medications, personal care (i.e., bathing, toileting, and dressing) and caregiver respite (short-term break from care).

Choice in Supports for Independent Living (CSIL) *

Funds for eligible clients to purchase and manage their own home support services.

Other Community Health Services Programs

Adult Day Services *

Therapeutic and recreational activities, caregiver respite, and health monitoring for seniors and people with disabilities.

Community Bathing Programs *

Bathing assistance in special bathtubs at facilities across the Island Health region.

Facility Respite Care *

Short-term 24/7 care for clients in a licensed care facility.

Assisted Living *

A supportive living environment and help with daily tasks for eligible clients.

Health and Wellness Programs

Support and guidance to clients experiencing various health concerns. May be 1:1 or group sessions.

Partner Programs

Acquired Brain Injury Program *

Services to help regain, improve, or maintain function and independence for adults with acquired brain injuries.

Community Virtual Care

Virtual programs that include: chronic disease monitoring and education, palliative supportive care, and caregiver support.

Adult Mental Health and Substance Use Services

A range of services from short-term crisis intervention to rehabilitation and housing for adults with serious mental illness and/or substance use issues.

Health Services for Community Living


Care planning, education, advocacy and direct care to adults with developmental disabilities.

Hospice Palliative & End-Of-Life Care *

A range of services for dying people of all ages and their families.

Long-Term Care *

24-hour professional care and supervision for adults with complex medical and cognitive care needs.



Services with
an asterisk (*)
have a cost
attached.