

Information & Referral Outreach Services

The 411 Seniors Centre offers free Information and Referral services to clients in their Vancouver homes who are in need of assistance but have barriers to leaving their homes.

What is the role of the Seniors Outreach Counsellor?

- Assess whether the person is receiving all the benefits to which they are entitled.
- Assist with completing forms and applications for benefits such as OAS, CPP, GIS, bus passes, and more.
- Assist with completing Income Tax forms.
- Provide information on, and referrals to, other community organizations such as advocacy, elder abuse, legal and housing services.

Counsellors are volunteers who have been screened and have taken extensive training in information and referral issues. They are non-judgmental, open to diversity, speak several languages, and treat all requests with confidentiality.

Who is eligible for outreach services?

- Seniors over the age of 55.
- Persons with a disability.
- Lives within the City of Vancouver.

If you or someone you know would like a visit from a Seniors Outreach Counsellor, please contact:

***The 411 Seniors Centre
604-684-8171***