



Welcome!



Renee Lormé-Gulbrandsen
Executive Director

Welcome to The Willow Tree – the Oak Bay Volunteer Services' healthy living and healthy aging newsletter! We have prepared interesting articles and relevant resources to share with our client community on living well in our beautiful Oak Bay. You will receive a copy twice a year with updates on our services and programs, highlights on great community events, as well as tips and resources to support your independent living.

I would like to thank the Hamber Foundation for their generous contribution to the development of The Willow Tree. I hope you enjoy this edition!

Heart@Home: Medication Assistance at Home

With the goal of ensuring patients correctly take their medications to avoid health issues, Heart Pharmacy and homecare provider Comfort Keepers have partnered to create the Heart@Home Program. Heart@Home provides friendly registered care aides and nurses who assist with medication management in the comfort of a client's home when an individual experiences changes to their eyesight, has challenges with opening bottles, forgets to take medication at the correct dosage and/or at the right time each day or other situations that limit regular, accurate medication adherence.

How it works:

First, the potential client meets with a Heart pharmacist to discuss their current medications and any challenges he or she has for taking medication regularly. Should the individual be a candidate for the program, the pharmacist will then contact the prescribing doctor(s) to confirm the medication and develop a daily schedule for administration. From that point on, a care aide or nurse will visit daily to administer the medication and provide a friendly visit.

If you feel you may be a good candidate for Heart@Home Program, contact a Heart Pharmacy near you to learn more.



in Cadboro Bay Village
(250) 477-2131

at Fairfield Plaza
(250) 598-9232

COMMUNITY RESOURCES

Getting Around

BC Transit handyDart

P: (250) 727-7811
Shared transportation service for people with temporary or permanent disabilities - Registration required.

Taxi Savers

P: (250) 995-5618
Taxi Saver vouchers are available to registered handyDart riders and provide 50% subsidy towards the cost of taxi rides.

Active Living

50 & Better Swim

Oak Bay Recreation Centre
P: (250) 595-7946
Scheduled time for swimmers age 50+.
Adult (50-59): \$6.75
Senior (60+): \$5.25

Yoga 50+

Monterey Rec Centre
P: (250) 370-7300
15% off for Monterey Members.

Lifelong Learning

Adult Art Classes

Playful Pencil Art Studio
2325 Central Avenue
P: (778) 265-2261
Students of all ages welcome

French, Italian, Spanish

Monterey Rec Centre
P: (250) 370-7300
Language lessons for travelers or beginner and intermediate levels.
15% off for Monterey Members.



Tips for Staying Safe Online

by Melinda Mann, Outreach & Services Coordinator

There are a few simple measures that you can take to reduce the risks to your computers, phones, and tablets and protect yourself and your private information from scams.

Scammers promote fraud through unsolicited or junk emails known as spam

First and foremost, don't open e-mails from an unfamiliar sender to avoid a host of future problems. Be wary of e-mails that look like they were sent from a bank, online payment system, or other reputable websites. Some imposter websites and emails look real because they have added company logos. Even if the message looks legitimate, it can still be a fake. Reputable businesses never send e-mails that ask you to verify personal or financial information online.

If you open an email that you suspect to be spam:

- **Don't** click any "remove" or "unsubscribe" links
- **Don't** reply to the email
- **Don't** open any attachments
- **Do** delete the email or move it to your "spam" folder

Pop-ups can try to trick you

- **Don't** trust security updates from pop-up ads or emails. If a pop-up says your computer has been scanned for viruses and you must upgrade now, it may actually be malware (software intentionally designed to cause damage). These try to trick you by preying on your fear.
- **Don't** call a help phone number that pops up on your computer, tablet, or phone - it's a scam!

Scams happen on the phone too

- **Don't** let someone who phones you access your computer. No legitimate company will claim your computer has a virus and insist on accessing it remotely.
- **Don't** give your password, Personal Identification Number (PIN) or Customer Verification Number (CVN) to callers, even if they identify themselves as being from a trusted source, such as your bank or the Canada Revenue Agency. Don't automatically trust that the person on the other end of the phone is who they say they are.
- **Do** hang up if you have doubts,

even if it seems rude or overly cautious. If a caller is who they say they are, then they will understand why you are taking precautions. Go directly to the source by phoning the business to verify the call you received was legitimate. If not, then you have saved a great deal of stress, time, and possibly money!

Secure your device to keep hackers out

- **Do** install security software from a reliable company on your computer. It should include features like anti-spam, anti-virus, anti-malware, and a firewall. Often, your internet provider (e.g. Telus or Shaw) will offer this type of protection as part of your internet package.
- **Do** be on the lookout for those tiny checked boxes, often hidden near the bottom of the websites, when you buy an online product or service. It could install unwanted software or give permissions that you may not want to give.
- **Don't** acquire security software in response to unexpected calls, messages, or pop-ups. This type of marketing is commonly used for malicious purposes. Instead, only download security software from websites you know and trust. Free software might sound appealing, but can hide malware.

but can hide malware.

- **Do** ensure your operating system and other software, including security software, are set to automatically update.
- **Do** look into updating your computer to Windows 10 immediately if you are currently running Windows XP or Windows 7. Microsoft has confirmed that there will be no more security patches. Your programs may stop working altogether.
- **Do** bring your computer to a reputable computer technician or ask a trusted friend or family member when you need help.

If you need basic computer support, call OBVS and we may be able to send a volunteer to help or refer you elsewhere.

If you believe you are a victim of fraud, contact the **Oak Bay Police non-emergency line: (250) 592-2424.**

OBVS CLIENT SERVICES

- Drives to medical appointments
- Home visits
- Walks in the community
- Social and reassurance phone calls
- Income tax return preparation
- Home support: gardening, minor household repairs, computer support

OUTREACH AND SERVICES



Melinda Mann

Melinda is in the OBVS office:
Monday to Thursday,
9:00am – 4:00pm.

MELINDA'S REMINDERS

1. Please try to call in your drive request 4-5 business days in advance of your appointment. This provides the best opportunity for us to be able to find you a driver.
2. Please contact the office if you are in need of assistance with a small repair around your home such as a burnt out lightbulb.

COMMUNITY EVENTS

Rummage Sale

February 29, 9am – 1pm

Monterey Recreation Centre

The Monterey Seniors Activity Association is proudly holding their Annual Rummage Sale. The Rummage Sale is the biggest Treasure Hunt and bargain shopping event in Oak Bay. Admission is free.

Downsizing Seminar

March 4, 2pm - 3:30pm

Victoria Golf Club – 1110 Beach Drive

A free seminar with a panel of finance and real estate experts to discuss everything you need to know when you are finding your home too large or no longer suiting your lifestyle. Call Modern Real Estate Team for more information or to register: (778) 432-4611.

Live Music Series

various dates until May 2020

Oak Bay Recreation Centre - Upper Lounge

A popular concert series presenting artists from musical genres such as blues, bluegrass, jazz, folk & Celtic roots. Tickets \$25-30; available at www.beaconridgeproductions.com, or at Oak Bay Recreation Centre reception: (250) 595-7946.



Do You Need Help with Your Taxes? We're Here to Help!

Each year, OBVS provides free income tax return preparation through the Community Volunteer Income Tax Program offered through the Canada Revenue Agency (CRA). Participants are required to live in Oak Bay with a total income within the low-income bracket according to CRA, and have a simple tax return. Participants must also be one of the following:

- A senior age 65+
- A person with a disability
- A newcomer to Canada

Friendly volunteers visit in-home with tax clients to collect all income and credit slips, and after reviewing all materials, E-files returns on their behalf. If you would like assistance, contact the **OBVS office at (250) 595-1034** to see if you qualify for free tax services.

How Will You Be Remembered? Leave a Legacy to OBVS

There are many reasons why people choose to leave a gift in their will to a charitable organization:

- Wanting to leave a lasting impact in the community you love
- Interest in reducing taxes on your estate
- Opportunity to make a big difference in the lives of neighbours-in-need
- Desire to thank an organization that assisted you or a loved one in a time of need

For as many reasons as there are for leaving a gift, there are just as many ways to leave a gift. Learn more about Gifting OBVS in Your Will by contacting us at (250) 595-1034 or legacygiving@oakbayvolunteers.org.

Meet Your OBVS Team



Left to Right: Executive Director, Renee Lormé-Gulbrandsen; Outreach and Services Coordinator, Melinda Mann; Volunteer Coordinator, Ruth Platts, and Administrative Coordinator, Britney Nguyen



Oak Bay Volunteer Services

101 - 2167 Oak Bay Avenue
Victoria, BC V8R 1G2
(250) 595-1034 | info@oakbayvolunteers.org
www.oakbayvolunteers.org

The Willow Tree is Generously Sponsored by:



The Hamber
Foundation

Bettering the lives of British Columbians