



BURNABY  
COMMUNITY  
SERVICES

# COMMUNITY RESOURCE GUIDE



# 2017

## Burnaby & New Westminister

Burnaby Community Services  
**EMPOWERING PEOPLE CHANGING LIVES**

2055 Rosser Avenue • Burnaby, BC V5C 0H1 • Phone: 604-299-5778  
Fax: 604-299-3755 • [www.BbyServices.ca](http://www.BbyServices.ca)

# Burnaby Schools



## Early Learning Programs

Twelve StrongStart Centres provide parents and caregivers of children, newborn to five years, the opportunity to participate in activities to learn and grow together through PLAY. The centres are open Monday to Friday mornings during the school year and there is no cost to attend.

Visit [www.burnabyschools.ca](http://www.burnabyschools.ca) to locate a StrongStart Centre at a school near you and to find out about other early learning programs and so much more.



StrongStartBC

## Burnaby CCE

Work on your career. Learn English. Finish high school.

Burnaby Community & Continuing Education offers so many choices. With daytime, evening and weekend courses and programs offered at locations throughout Burnaby, there's something for everyone.

Learn more at [www.burnabcce.ca](http://www.burnabcce.ca)



## Settlement Workers in Schools (SWIS)

Settlement Workers help families who are new to Canada with their immediate needs, and provide ongoing support to all permanent residents. To get connected with a settlement worker, call the Burnaby School District Welcome Centre at 604-664-7230.

Find out more at [www.swis.sd41.bc.ca](http://www.swis.sd41.bc.ca)



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[www.burnabyschools.ca](http://www.burnabyschools.ca)





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# WELCOME TO THE 2017 COMMUNITY RESOURCE GUIDE

We are proud to present this year's edition of the Community Resource Guide for Burnaby and New Westminster. Inside you will find listings of selected programs and services in our communities. Whether you are a family, an individual, a senior or a newcomer to our community, support is a page away!

## **Connect With Us. Let's Make Great Things Happen!**

Burnaby Community Services provides people in need with a voice, resources and opportunities. Given the right tools, the necessary support, and access to a team of understanding, innovative and passionate people, we all can make positive changes in our lives and our community. Our charitable society offers a range of programs and publications to ensure everyone in our community finds the support they need to enjoy healthy and productive lives.

## **Distribution**

Our Guide is delivered to select neighbourhoods by the Burnaby Now and the New West Record. It is also available for pick-up at various locations throughout Burnaby and New Westminster, including public libraries, recreation and community centres, government and non-profit agencies. Copies can be ordered online through our website at [www.BbyServices.ca](http://www.BbyServices.ca) or by calling our office at 604.299.5778. Printable versions can also be downloaded from our site.

## **Disclaimer**

While every effort was made to ensure the accuracy of our information at the time of publication, we always strongly recommend that you use the contact numbers and websites to verify the details of listings, including days and times of operation or fees for services. As we strive to continually improve and enhance the Guide, we invite your comments and suggestions for future editions.

The inclusion of agencies in the Guide does not constitute endorsement, nor does omission constitute disapproval.

Burnaby Community Services would like to sincerely thank the following community partners for their generous contributions:



## Burnaby Community Services EMPOWERING PEOPLE CHANGING LIVES

T 604-299-5778 E [info@BbyServices.ca](mailto:info@BbyServices.ca) W [www.BbyServices.ca](http://www.BbyServices.ca)  
2055 Rosser Ave Burnaby, BC V5C 0H1 [f /BbyServices](https://www.facebook.com/BbyServices) [@BbyServices](https://www.instagram.com/BbyServices)

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**A Gathering Place**

Brentwood Community Resource Centre

**Where people of all ages and backgrounds are empowered to reach their full potential**

2055 Rosser Avenue - Burnaby, BC  
 604-299-5778 • info@BrentwoodCommunity.ca  
 facebook.com/BrentwoodCommunityResourceCentre

## Food

### Food Bank & Community Meals

#### **Greater Vancouver Food Bank Society** 604.876.3601

[www.foodbank.bc.ca](http://www.foodbank.bc.ca)

Offers a 2-3 day food supplement at various locations as well as baby food, formula, and diapers for qualifying infants. Registration open to residents of Burnaby, New West, Vancouver, and the North Shore. Also offers workshops, training, and various food programs. Call the main office or visit the website for more information.

#### **Burnaby Neighbourhood House** 604.431.0400

[www.burnabynh.ca](http://www.burnabynh.ca)

Holds community kitchens in Burnaby at the Edmonds Resource Centre and Burnaby Neighbourhood House - South from Sept-June.

#### **Quest Not-For-Profit Grocery Markets** 604.553.0636

[www.questoutreach.org](http://www.questoutreach.org)

7753-6th St, Burnaby

Offers a large selection of food and household items to clients at significantly reduced cost. Clients must have a referral from a not-for-profit association, government office, health practitioner, school or church. Open Mon & Sat, 9am-4:15pm and Tues-Fri, 9am-6:15pm.

#### **Holy Trinity Cathedral** 604.521.2511

514 Carnarvon St, New West

Provides a free breakfast every Thurs, 8am-9am.

#### **South Burnaby United Church** 604.434.8323

7591 Gray Ave, Burnaby

Provides a free/by donation lunch Tues, 12pm-12:30pm.

#### **St. Barnabas Anglican Church** 604.526.6646

1010-5th Ave, New West

Provides a free lunch every Thurs, 11am-12pm.

Emergency food cupboard Fri, 10am-12pm.

#### **Union Gospel Mission** 604.525.8989

658 Clarkson St, New West

Provides a free breakfast Mon-Fri, 8:30am-9:30am, and soup lunch 11:15am-12pm.

#### **Salvation Army - Metrotown** 604.437.1521

6125 Nelson Ave, Burnaby

Provides meals on Mondays at Metrotown location at 6pm, and Southside Community Church at 7pm. Blankets, coats, socks and hats are also available for clients.

#### **Salvation Army - New Westminster** 604.521.2421

325-6th St, New West

Emergency food assistance and clothing available for New West and Tri-Cities residents Mon-Fri, 10am-1pm by appointment. Saturday Brunch Program at 10am. Sunday Meal Program at 12:30pm. Produce day on Wednesday, 1pm. Call for more information.

#### **Progressive Housing** 604.522.9669 x315

##### **- Outreach Resource Centre**

Southside Church - 7135 Walker Ave, Burnaby

Thurs, 9am-11:30am. Offers lunch at 10am, clothing, shelter information and outreach support services. Mobile outreach units operate in several locations. Call for more information.

### Food Delivery Programs

#### **Burnaby Meals on Wheels** 604.299.5754

[www.mealsonwheels-burnaby.com](http://www.mealsonwheels-burnaby.com)

Provides nutritious local and affordable food to people who for physical, mental health, social or economic reasons are unable to meet their dietary needs. Delivers hot Western and Chinese meals, frozen Western main courses and bag lunches, on Mon, Wed, and Fri.

#### **New Westminster Meals on Wheels** 604.520.6621

[www.seniorsservicesociety.ca/smow.htm](http://www.seniorsservicesociety.ca/smow.htm)

Delivers fresh, nutritious, and affordable meals to New West residents. Meals are prepared daily by the Starlight Casino's chef and team. Call for rates and details.

#### **Japanese-Style Meals on Wheels** 604.687.2172

[www.tonarigumi.ca/services/service-list](http://www.tonarigumi.ca/services/service-list)

Delivers Japanese-style lunch boxes on Wednesdays to homebound seniors in Burnaby.

#### **Better Meals** 604.299.1877

[www.bettermeals.ca](http://www.bettermeals.ca)

1.888.838.1888

Offers a wide selection of affordable, nutritious and ready-to-eat full course meals and à la carte food items.

#### **Casalinga Food Services** 604.435.1994

[www.casalingafoods.com](http://www.casalingafoods.com)

Offers delivery of complete ready-made meals, including choices from vegan, gluten free, and zero carb menus.

#### **Dairyland Home Service** 604.421.4663

[www.morethanmilk.ca](http://www.morethanmilk.ca)

Offers regularly scheduled delivery service of about 800 products including dairy products, organic produce, some groceries, fresh baked goods, beverages, desserts and organic household products.

## Delivering Food for a Healthy and Independent Life



burnaby  
meals on wheels

604-299-5754 [www.mealsonwheels-burnaby.com](http://www.mealsonwheels-burnaby.com)

## Community Gardens

Gardens are administered by local non-profit community groups. Gardening plots are very popular and space is limited, so you may have to add your name to a waiting list.

### **Burnaby & Region Allotment Gardens 604.842.8571**

[www.baraga.ca](http://www.baraga.ca)

Garden site: 7528 Meadow Ave, Burnaby

### **Heights Neighbourhood Garden**

[heightsgrdn@gmail.com](mailto:heightsgrdn@gmail.com)

Garden site: 3897 Pender St, Burnaby

### **Naheeno Park Community Garden 604.291.3000**

[www.univercity.ca/the-community](http://www.univercity.ca/the-community)

Garden site: 8888 University Dr, Burnaby

### **North East Burnaby**

#### **Organic Community Garden 604.664.8852**

Garden Site: Stoney Creek School

2740 Beaverbrook Cres, Burnaby

### **Port Royal Community Garden 604.525.7388**

c/o Queensborough Community Centre

Garden site: Star Cres at foot of Ewen Ave, New West

### **Stride Community School Garden**

[stridegarden@gmail.com](mailto:stridegarden@gmail.com)

Garden Site: 7014 Stride Ave, Burnaby

### **New West Community Gardening Society 778.372.1333**

[www.nwcgs.ca](http://www.nwcgs.ca)

Provides garden lots in various locations in New West.

## Farmers Markets

Call to confirm locations and times for these seasonal markets.

### **Burnaby Farmers Market 604.347.4736**

[www.artisanmarkets.ca](http://www.artisanmarkets.ca)

Burnaby City Hall (north parking lot) 4949 Canada Way at Deer Lake Pkwy, Saturdays, 9am-2pm, May-Oct.

### **Royal City Farmers Market 778.928.7236**

[www.rcfm.ca](http://www.rcfm.ca)

Tipperary Park -4th St and Royal Ave, New West

Thursdays, 3pm-7pm, June-Oct.

## Health & Wellness

### **Healthy Families BC**

[www.healthyfamiliesbc.ca](http://www.healthyfamiliesbc.ca)

Provides resources aimed at improving the health and well-being of British Columbians at every stage of life.

### **BC Healthy Kids Program**

**1.866.866.0800**

[www.sdsi.gov.bc.ca](http://www.sdsi.gov.bc.ca)

Helps low income families with the cost of basic dental care and prescription eyewear for their children. Includes dependent children under 19yrs whose families receive MSP premium assistance through the Ministry of Health.

### **HealthLink BC/Seniors Info Line**

24-hr: **811**

[www.healthlinkbc.ca](http://www.healthlinkbc.ca)

TTY: **711**

Multi-lingual, non-emergency health information and referral; speak with a nurse, pharmacist or dietitian.

### **BC Drug & Poison Control Centre 604.682.5050**

[www.dpic.org](http://www.dpic.org)

24-hr telephone support and advice on poisoning and drug overdoses. Help is available in over 150 languages.

### **Fraser Health Authority**

[www.fraserhealth.ca](http://www.fraserhealth.ca)

### **Fraser Health Crisis Line 24-hr: 604.951.8855**

### **Public Health General Information**

Burnaby

**604.918.7605**

New West

**604.777.6740**

### **Home Health Service Line (New Inquiries) 1.855.412.2121**

Burnaby

**604.918.7447**

New West

**604.777.6700**

### **Health Protection Office**

**604.918.7683**

#### **-Community Care Facilities Licensing**

Officers issue licenses, monitor and inspect facilities, respond to complaints and investigate allegations of unsafe, inappropriate or abusive care in licensed facilities including child care facilities and residential homes. Services both Burnaby and New West.

### **Screening Program Information Line 604.877.6187**

[www.bccancer.bc.ca/screening](http://www.bccancer.bc.ca/screening)

Provides information and booking for breast and colon screening.

### **BC Emergency Health Services 604.872.5151**

[www.bcehs.ca](http://www.bcehs.ca)

Provides critical care program, dispatch, emergency management, transport services and ambulance billing through BC Ambulance Services and BC Patient Transport Network.

### **BC Women's Hospital & Health Centre 604.875.2424**

[www.bcwomens.ca](http://www.bcwomens.ca)

Provides comprehensive maternal/fetal/newborn and specialized health services for BC women and their families.



New patients  
welcome!

## QUALITY FAMILY DENTAL CARE

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200 - 7270 Market Crossing, Burnaby, BC, V5J 0A2

[www.dentallaseresthetics.com](http://www.dentallaseresthetics.com)



**Health Insurance BC** 604.683.7151  
 www.health.gov.bc.ca  
 Provides information on Pharmacare, Fair Pharmacare, and Medical Services Plan.

**College of Physicians & Surgeons of BC** 604.733.7758  
 www.cpsbc.ca  
 Provides contact information for doctors accepting new patients.

**Drop-in Clinics**

**Free Adult Community Clinic** 604.526.2522  
 38 Begbie St, New West  
 Open to all adults, Thurs, 9am-1pm. NO ID or MSP needed. Walk-in or call for appointment. Services offered include immunizations, Hepatitis C, HIV & STI testing, chronic and acute disease management, physical and well woman exams, needle exchange & access to harm reduction supplies and more.

**10th Street Medicentre** 604.526.3308  
 75-10th St, New West

**Brentwood Medical Clinic** 604.294.8540  
 www.brentwoodwalk-inclinic.com  
 212-4567 Lougheed Hwy, Burnaby

**Columbia Medical Walk-in Clinic** 604.522.7363  
 www.columbiamedicalclinic.ca  
 107-301 E. Columbia St, New West

**Heights Medical Centre** 604.298.4491  
 3990 Hastings St, Burnaby

**Highgate Medical Centre** 604.777.9101  
 www.highgatemedicaldentalclinic.ca  
 103-7188 Kingsway, Burnaby

**Kensington Children's Walk-In Clinic** 604.299.9769  
 www.kensingtonmedicalclinic.com  
 6548 E. Hastings St, Burnaby

**Lougheed Medical Clinic** 604.421.2555  
 145-9855 Austin Ave, Burnaby

**Metrohealth Clinic** 604.433.3341  
 www.metrohealthclinic.ca  
 4879 Kingsway, Burnaby

**Middlegate Medical Clinic** 604.522.1886  
 7018 Kingsway, Burnaby

**Old Orchard Medical Walk-In Clinic** 604.431.6585  
 www.burnabymedicalclinic.com  
 11-4429 Kingsway, Burnaby

**Welcome Medical Clinic** 604.526.8905  
 www.welcomemedical.ca  
 105-7885 6th St, Burnaby

**Hospitals**

**Burnaby Hospital** 604.434.4211  
 3935 Kincaid St, Burnaby

**Royal Columbian Hospital** 604.520.4253  
 330 E. Columbia St, New West

**BC Children's Hospital** 604.875.2345  
 www.bcchildrens.ca  
 4480 Oak St, Vancouver

**BC Women's Hospital & Health Centre** 604.875.2424  
 www.bcwomens.ca Visiting Info Line: 604.875.2929  
 4500 Oak St, Vancouver

**Addiction & Detox Support**

**Alcohol & Drug Information & Referral** 604.660.9382  
 www.bc211.ca 1.800.663.1441  
 Addiction support workers provide 24-hr information and referral to counselling, detox, residential treatment centres, and self-help groups.

**Alcohol-Drug Education Service** 778.779.0049  
 www.ad.es.bc.ca/Home/Default.html  
 Offers factual, research-based information to help parents and teachers inform youth about alcohol and drugs. Provides a ministry-approved curriculum for grades 4-9.

**BC Lung Association -QuitNow** 604.731.5864  
 www.quitnow.ca 1.877.455.2233  
 Provides free, confidential information and support for people wanting to quit smoking.

**Burnaby Substance Use Services** 604.777.6870  
 Provides free confidential counselling for anyone who is concerned about their own or someone else's alcohol and drug use. Outreach services for youth and older adults are also available.

**Charlford House Society for Women** 604.420.4626  
 www.charlfordhouse.ca  
 Provides a supportive recovery home for women who are ready to move on from their substance addiction.

**Creekside Withdrawal Management** 604.587.3755  
 Provides in-patient withdrawal management services including assessment, substance use education, counselling, medical and nursing care.



Dr. Paul Dhaliwal, BSc, MSc.

**CHIROPRACTIC TREATMENTS PROVIDED FOR:**

- Headaches
- Back Pain
- Knee pain
- Sports Injuries

Weekend appointments available!



Tel: 604-540-1140 • www.pacifichealth.ca

**Creekside Daytox** **604.585.5610**

Provides a supportive day program to clients in early recovery and to individuals whose substance misuse does not require in-patient withdrawal management.

**Creekside Youth Detox Program** **604.587.3755**

Offers an in-patient medical withdrawal program for youth ages 14-18. This new longer-stay regional service provides stabilization and safety, assessment, and referral to residential services.

**Quibble Creek Sobering & Assessment Centre** **604.580.4965**

Provides a safe and supportive environment for individuals under the influence of alcohol/drugs to sober up from their intoxication. Open 24/7.

**Last Door Recovery Centre** **604.525.9771**

www.lastdoor.org  
Provides long-term residential addiction treatment for adult men 19+ who are experiencing problematic substance misuse, gambling or media addictions. Post treatment transitional living and support services for families are also available.

**Last Door Youth Program Centre** **604.520.3587**

www.lastdoor.org  
Provides residential program for male youth ages 13-18 who are experiencing problematic substance misuse, gambling or media addictions. Post treatment transitional living and support services for families are also available.

**Perspectives Adult Addiction Services** **604.522.3722 x101**

www.fraserside.bc.ca  
Free counselling services available to anyone who is affected, either directly or indirectly, by the misuse of alcohol or other drugs. Prevention services are available for persons at risk.

**Phoenix Centre Drug & Alcohol Recovery & Education** **604.583.7166**

www.phoenixsociety.com  
Offers residential addiction services, transitional housing programs, education programs, and employment assistance.

**Problem Gambling Helpline** **1.888.795.6111**

www.bcreponsiblegambling.ca  
Provides 24-hr information and referral to community resources, counselling services, prevention resources, and self-help resources, in multiple languages.

**Support Groups**

The following anonymous groups provide addiction and recovery support for persons dealing with their own or another's addictions. Call for meeting dates and times.

**Alcoholics Anonymous** **24-hr: 604.434.3933**

www.vancouveraa.ca

**Al-Anon/Alateen** **604.688.1716**

www.bcyukon-al-anon.org

**Cocaine Anonymous** **604.662.8500**

www.ca-bc.org

**Gamblers Anonymous** **604.878.6535**

www.vancouverga.com

**Nar-Anon** **604.878.8844**

www.nar-anonbcregion.org  
Support groups for family and friends of compulsive drug users.

**Narcotics Anonymous** **604.873.1018**

www.vascna.ca

**Overeaters Anonymous** **604.878.4575**

www.oaregion1.org  
Support group of men and women in recovery from compulsive eating, bulimia or anorexia.

**Parents Forever** **604.524.4230**

www.parentsforever.ca/about.html  
Support group for parents of adult addicted children.

**Dental Health Resources**

**British Columbia Dental Association** **604.736.7202**

www.bcdental.org  
Provides contact information for dentists accepting new patients. Reduced cost clinics are listed on the website.

**CDI College** **604.437.8585**

**-Certified Dental Assisting Program**  
5th floor, 5201 Kingsway, Burnaby  
Students offer free dental hygiene services (polishing, sealants, x-rays, and fluoride treatments) to the public.

**Douglas College Dental** **604.527.5464**

**Assisting Clinic**  
www.douglascollege.ca (Health Sciences > Dental Assisting)  
Provides preventive dental services to children from families of low-income. Referral is required from a local public health unit.



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www.royalcitycentre.ca



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**Halo Dental Clinic** 604.544.8875  
www.halodental.ca  
Patients on ministry and income assistance are welcomed with no out-of-pocket charges. Offers convenient hours, free parking and student discounts.

**Mid-Main Health Centre - Dental Clinic** 604.873.3602  
www.midmain.net  
3998 Main St, Vancouver  
Provides family dental services at discounted rates.

**Sigma Dental Clinic** 604.525.6358  
www.sigmadental.ca  
Patients on ministry and income assistance are welcomed with no out-of-pocket charges. Offers convenient hours, free parking and student discounts.

**UBC Dental Clinic** 604.822.2112  
www.dentistry.ubc.ca/treatment  
Students provide a range of dental services at reduced rates. For more information on seasonal paediatric clinics for children 5-15, call 604.827.0706.

**UBC Urgent Dental Care Clinic** 604.822.6917  
(by appt only)

**Vancouver Native Eastside Dental Clinic** 604.254.9900  
www.vnhs.net  
455 E. Hastings St, Vancouver  
Emergency not-for-profit walk-in dental clinic prioritizes services to downtown eastside residents, aboriginal people, people on income assistance, and children through the Healthy Kids Program. Donations are accepted, but not mandatory. VNHS reserves the right to accept/screen patients. Visit website or call for more information.

**VCC Dental Hygiene Clinic** 604.443.8499  
www.vcc.ca  
Call for current program details on services, discounted fees and times of operation.

**VCC Denture Clinic** 604.443.8500  
Clinic makes full and partial dentures at a reduced rate.

### Medical Equipment & Supplies

**Fraser Health Lifeline** 604.517.8617  
www.fraserhealth.ca/health-info/seniors/lifeline  
Offers a personal 24-hr emergency response service that assists individuals to remain independent and safe in their own homes. For information email: lifeline@fraserhealth.ca

**CAYA -Communication Assistance for Youth & Adults** 604.326.3500  
www.cayabc.org  
Provides communication assistance to youth and adults aged 19+ who require an augmentative or alternative communication (AAC) system due to a severe disability.

**Adaptive Comfort Clothing** 604.984.8211  
www.adaptivecomfortclothing.com  
102B - 1124 Lonsdale Ave, North Vancouver  
Clothing and footwear for seniors in care facilities or at home, and adaptive wear for persons in wheelchairs. Travelling store offers private sittings to seniors in care facilities.

**BCITS** 604.326.0175  
www.bcits.org

**Technologies for Independent Living Program (TIL)**  
Provides Environmental Control Systems that assist people with high level physical disabilities to control devices in their homes and on the go.

**Provincial Respiratory Outreach Program (PROP)**  
Provides equipment and support to qualified persons who need assistive ventilation while living in the community.

**Canadian Red Cross Society** 604.709.6600  
www.redcross.ca/lowermainland

**Health Equipment Loan Program** 604.522.7092  
105-7355 Canada Way, Burnaby  
Provides short-term loans of basic medical equipment (by donation) to individuals of all ages and income levels. A referral from a regulated health care professional is required.

**Aids to Independent Living** 604.270.4224 x4  
Provides long-term loans of medical equipment to eligible clients. Clients must be referred by a community Occupational or Physio Therapist and must undergo a financial eligibility test.

**Children's Medical Equipment Recycling & Loan Service** 604.709.6668  
Provides children and youth with special needs, who are registered with MCFD's At-Home or Children in Care Programs, with access to specialized medical and therapeutic equipment.

**A Dressing Needs** 1.800.817.4365  
www.adressingneeds.com  
Offers specialized outerwear designs and adaptive clothing to ease dressing routines and promote inclusion for people living with a disability.

## DENTISTRY that will make your family SMILE!

  
**DENTISTRY** at the **HEIGHTS**  
Dr. Senia Bobanovic

4351 Hastings Street, Burnaby | 604.299.1099 | www.heightsdentistry.ca



**Advanced Mobility Products** 604.293.0002  
www.advancedmobility.ca  
101-8620 Glenlyon Pkwy, Burnaby  
Offers a large inventory of home health products and rehabilitative equipment.

**BC Medequip Home Health Care** 604.888.8811  
www.bcmedequip.com  
2230 Springer Ave, Burnaby  
Provides sales, rentals, installation, repair and maintenance of an extensive range of medical equipment and supplies. Certified expert garment fitters are available for all compression needs. Showroom is fully accessible; home visits are also available.

**Regency Medical Supplies** 604.434.1383  
www.regencymed.com  
4437 Canada Way, Burnaby  
Offers a large inventory of home health products and rehabilitative equipment. Shop online services are available.

**Sunquest Mobility** 778.397.8083  
www.sunquestmobility.com  
618 6th St, New West  
Provides a full range of home healthcare equipment, wheelchairs and supplies to rent or own. Also offers professional fittings of sports braces and support stockings.

**The Rehab Shop** 604.434.8300  
www.therehabshop.com  
Provides quality home care equipment including wheelchairs, walkers, scooters, hospital beds, bath safety products, lift chairs and more for sale or rental.

### Mental Health Resources

**Crisis Line** 24-hr Distress Line: 604.872.3311  
www.crisiscentre.bc.ca

**Suicide Line** 1.800.784.2433

**310 Mental Health Support** Distress Line: 604.310.6789

**Seniors Distress Line** 604.872.1234

**Fraser Health Mental Health Centres**  
Burnaby 604.453.1900  
New West 604.777.6800

**Canadian Mental Health Association –Vancouver-Fraser Branch** 604.872.4902  
www.vancouver-fraser.cmha.bc.ca  
Provides advocacy, education, and community-based research and services to those affected by mental illness. Call for more information on workshops, resources and events in your area.

**BounceBack** 1.866.639.0522  
Free skill-building program obtained by doctor referral for adults experiencing mild to moderate depression, with or without anxiety. Translations available in Mandarin and Cantonese.

**Early Childhood Mental Health Program** 604.660.0706  
102-4430 Halifax St, Burnaby  
Ministry of Children and Family Development provides mental health services for children up to age 6.

**Child & Youth Mental Health Program**  
Provides community-based specialized mental health services for children and youth 6-18 yrs. Services accessed through a walk-in intake clinic, no appointment necessary. Please call for dates and times.

102 - 4430 Halifax St, Burnaby 604.660.0706  
202 - 7645 Kingsway, Burnaby 604.660.9544  
201 - 1065 Columbia St, New West 604.660.9495

**Early Psychosis Intervention** 604.777.8386  
www.earlypsychosis.ca  
Promotes early detection of psychosis, understanding through education, and direction for getting help.

**The FORCE Society for Kids' Mental Health** 604.878.3400  
www.forcesociety.com  
Provides families with an opportunity to share experiences, advice and find support with other families. FORCE also provides families and professionals with information, tools, and tips on how to support and assist kids with mental health difficulties.

**Kelty Mental Health Resource Centre** 1.800.665.1822  
www.keltymentalhealth.ca keltycentre@cw.bc.ca  
Provides information and resources on mental health and substance use issues for children, youth under 24 and their families. Peer support and resources on eating disorders for all ages available. Access in-person at Children's Hospital.



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### **BURNABY - SOUTH**

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**604-291-8863**

[kennedy.stewart@parl.gc.ca](mailto:kennedy.stewart@parl.gc.ca)  
[www.kennedystewart.ndp.ca](http://www.kennedystewart.ndp.ca)

## **AgeCare Harmony Court Estate** Affordable, All Inclusive Retirement Living



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[www.agecare.ca/HarmonyEstate](http://www.agecare.ca/HarmonyEstate)

## Mind Check

[www.mindcheck.ca](http://www.mindcheck.ca)

Website is designed to help youth and young adults assess how they are feeling and quickly connect to mental health resources and support. Offers education, self-care tools, website links, and help in connecting to professional resources.

## Mood Disorders Association of BC 604.873.0103

[www.mdabc.net](http://www.mdabc.net)

Provides wellness and support groups, education, and information for people living with a mood disorder or other mental illness and their families.

## Sexual Health Resources

### Rape Crisis Lines 24-hr: 604.872.8212

**-Rape Relief & Women's Shelter** TDD: 604.877.0958

[www.rapereliefshelter.bc.ca](http://www.rapereliefshelter.bc.ca)

### **-WAVAW Rape Crisis Centre** 604.255.6344

[www.wavaw.ca](http://www.wavaw.ca)

### Sex Sense Line 1.800.739.7367

[www.optionsforsexualhealth.org](http://www.optionsforsexualhealth.org)

Provides free, confidential information and referral for sexual health issues including sexuality, birth control, STIs, emergency contraception, and pregnancy options.

### Smart Sex Resource 604.707.5603

[www.smartsexresource.com](http://www.smartsexresource.com)

Information and resources are provided by the BC Centre for Disease Control.

### Options for Sexual Health Clinics 604.731.4252

[www.optionsforsexualhealth.org](http://www.optionsforsexualhealth.org) (Clinics)

Provides a range of free, confidential services including STI testing and treatment, pregnancy testing and counselling, physical exams, affordable birth control and more. Serves all genders, orientations and ages. Call for appointment.

4734 Imperial St, Burnaby (Wed: 7pm-9pm)

3550 E. Hastings St, Vancouver (Tue, Thurs: 7pm-9pm)

*\*For more options, please see Drop-In Clinics, page 7 or Youth Health Clinics, page 41*

## Health Organizations

### Allergy/Asthma 1.877.500.2242

### Information Association 1.800.611.7011

[www.aaia.ca](http://www.aaia.ca)

Provides info, resources and advocacy support services for persons with allergies, asthma and anaphylaxis (life-threatening allergies). Sells cookbooks and other allergy resource products.

## Alzheimer Society of BC

### - Burnaby Resource Centre

604.298.0780

[www.alzheimerbc.org](http://www.alzheimerbc.org)

Provides information, education, and support to family, friends and individuals affected by Alzheimer's disease and other dementias. First Link dementia support services include early-stage support groups, "First Link" referrals and "Minds in Motion", a social and recreation program.

### **-First Link Dementia Helpline** 604.681.8651

## Arthritis Society

### BC & Yukon Division

604.714.5550

[www.arthritis.ca/bc](http://www.arthritis.ca/bc)

Provides information, programs, events and informational material on arthritis.

## Autism Society of BC

604.434.0880

[www.autismbc.ca](http://www.autismbc.ca)

Offers information and referral, support groups for families and caregivers of children and adults with Autism Spectrum Disorder. Online discussion forum, resource centre, events and workshops are also available.

## BC Brain Injury Association

604.984.1212

[www.brainstreams.ca](http://www.brainstreams.ca)

Promotes a better quality of life for those living with acquired brain injury through education, information, prevention, support and systemic advocacy.

## BC Epilepsy Society

604.875.6704

[www.bcepilepsy.com](http://www.bcepilepsy.com)

Offers education, resources and publications, advocacy, and support services to persons and their families living with epilepsy.

## BC Lung Association

604.731.5864

[www.bc.lung.ca](http://www.bc.lung.ca)

Provides educational and community programs about respiratory diseases including asthma, COPD, lung cancer, pulmonary fibrosis, sleep apnea, and other lung related conditions. Also offers smoking cessation services and information about indoor and outdoor air quality.

## BC Schizophrenia Society

604.270.7841

[www.bc.schizophrenia.org](http://www.bc.schizophrenia.org)

Provides information, education and non-therapeutic support groups for families with relatives who have schizophrenia or other serious persistent mental illnesses.

### Family Respite Services

Provides respite services for family and caregivers of people with serious mental health issues. Services may be available in other languages.



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**Canadian Cancer Society** Info line: 1.888.939.3333  
www.cancer.ca  
Offers support to cancer patients and their families.  
Provides information, public education, financial aid, health advocacy, prevention initiatives, support groups and services.

**Canadian Diabetes Association** 1.800.226.8464  
www.diabetes.ca  
Provides diabetes related information and referral services.  
For service in Chinese, call 1.888.666.8586

**Food Skills for Families** 604.732.1331 x2322  
www.foodskillsforfamilies.ca  
Helps families learn basic nutrition, meal planning and preparation, and smart shopping skills. Program is also adapted for use with Aboriginal peoples, new immigrants, Punjabi peoples, active seniors and families with low income.

**Canadian Liver Foundation BC/Yukon Chapter** 604.707.6430  
www.liver.ca  
Provides information and support programs for people living with liver disease.

**Cerebral Palsy Association of BC** 604.408.9484  
www.bccerebralpalsy.com  
Provides information and assistance to persons living with Cerebral Palsy and other disabilities. Programs available across BC.

**CNIB –Canadian National Institute of the Blind** 604.431.2121  
www.cnib.ca  
Offers those affected by vision loss with independent living skills training, safe travel techniques, volunteer services, support groups, library, individual counselling, career and employment counselling.

**Down Syndrome Research Foundation** 604.444.3773  
www.dsrf.org  
Offers innovative programs and interventions for children and adults with Down Syndrome, and information and support for families and professionals throughout the life span. Programs include speech and language development, reading and communications, and occupational therapy.

**Heart and Stroke Foundation of Canada** 604.342.8070  
www.heartandstroke.bc.ca  
Provides heart disease and stroke related information. Also educates public about healthy lifestyles.

**Kidney Foundation of BC** 604.736.9775  
www.kidney.ca/bc  
Provides information, referral and education about kidney and related diseases.

**MEFM Society of BC** 604.878.7707  
(Myalgic Encephalomyelitis, Chronic Fatigue Syndrome & Fibromyalgia)  
www.mefm.bc.ca  
Provides information, referrals to support groups, and educational material to patients and their families.

**Multiple Sclerosis Society of Canada Lower Mainland Chapter** 604.689.3144  
www.mssociety.ca  
Provides information, referral, legal and support services to persons living with MS.

**Muscular Dystrophy Canada** 604.732.8799  
www.muscle.ca  
Provides information and assistance to persons living with muscular dystrophy or neuromuscular disorders.

**Osteoporosis Canada** 604.685.2582  
www.osteoporosis.ca  
Provides educational info and referrals to local resources.

**Parkinson Society British Columbia** 604.662.3240  
www.parkinson.bc.ca  
Offers support, information and education for people with Parkinson's, caregivers and health care professionals.

**Prostate Cancer Foundation BC** 604.574.4012  
www.prostatecancerbc.ca  
Offers support group meetings on the first Saturday of each month at Burnaby General Hospital (2nd floor, Education Rm A) from 10am-12pm. Call for more information.

**Stroke Recovery Association of BC** 604.688.3603  
www.strokerecoverybc.ca  
Provides information and programs to assist stroke recovery. Resource publications and newsletters are available in several languages.

**Western Institute for the Deaf & Hard of Hearing** 604.736.7391  
TTY: 604.736.2527  
www.widhh.ca  
Provides a full range of programs and services, including audiology, interpreting, counselling, employment counselling, seniors outreach program, and communication devices. Also offers informative classes, job finding clubs, and a resource centre for job seekers.

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## Counselling

### **Counselling BC**

[www.counsellingbc.com](http://www.counsellingbc.com)

Provides an online resource and professional directory for counselling, psychological services, art therapy and psychotherapy. Services are available in over 25 languages.

### **Burnaby Counselling Group 604.430.1303**

[www.counsellinggroup.org](http://www.counsellinggroup.org)

Offers a wide range of confidential counselling services for individuals, couples, children, and families. Subsidies may be available to persons with low income.

### **New West UBC Counselling Centre 604.525.6651**

Provides free counselling to adults, adolescents, and families from Sept-June.

### **Burnaby Family Life Institute 604.659.2217**

[www.burnabyfamilylife.org](http://www.burnabyfamilylife.org)

Provides individual counselling services to women who experience trauma due to abuse and violence, and group counselling to women who have a history of sexual child abuse. Programs available for children ages 3-19 who witness abuse.

### **Burnaby Seniors Outreach Services 604.291.2258**

[www.bsoss.org](http://www.bsoss.org)

Offers support services and free peer counselling programs for seniors experiencing anxiety, depression, frustration or difficulties because of life changes. Our peer counsellor volunteers receive free communication skills training along with monthly continuing education. Call for more information and program updates.

### **Cameray Child & Family Services 604.436.9449**

[www.cameray.ca](http://www.cameray.ca)

Provides free child and family counselling, parent support and education, victim support, and advocacy for families in Burnaby and New West. Programs include ACTS Program, Child and Youth Victim Support Service, Child, Youth, and Family Counselling and Parent Support Services.

### **Camp Kerry Society 604.553.4663**

[www.campkerry.org](http://www.campkerry.org)

Provides bereavement programs and counselling services to children, youth and families. Offers educational programs and workshops on grief and loss for volunteers and professionals.

### **Family Services of Greater Vancouver 604.525.9144**

[www.fsgv.ca](http://www.fsgv.ca)

Offers affordable counselling programs and support services to families, individuals, and youth.

### **FraserSide Community Services 604.522.3722 x101**

[www.fraserside.bc.ca](http://www.fraserside.bc.ca)

#### **Perspectives Youth & Family Outreach Program**

Provides outreach counselling, referral, and support services to children, adolescents and their families who are struggling with substance misuse or are affected by another person's misuse.

#### **Children Who Witness Abuse**

Provides group or individual counselling to children witnessing abuse of their parent/caregiver.

### **Purpose Society –Family Services 604.526.2522**

[www.purposesociety.org](http://www.purposesociety.org)

Offers the following programs to families with referrals from the Ministry of Children and Family Development.

#### **Family Therapy**

Provides individual, couples or family group therapy for up to 6 months.

#### **Family Development Work**

Provides families with children ages 0-12 with parenting information and intervention for up to 6 months.

#### **Short-Term Therapy**

Provides individual, couples or family therapy for up to 3 mths.

#### **Family Development Response**

Provides parenting assessment/intervention for up to 3 mths.

#### **Links Family Therapy**

Provides family therapy and parenting information for New West families with children (up to 18 years) with mental health diagnosis for up to 12 months.

#### **Supervised Access**

Provides supervised access to families with children in care who require protection and supervision.

### **Covenant House Vancouver 604.685.7474**

[www.covenanthousebc.org](http://www.covenanthousebc.org)

**1.877.685.7474**

Offers support services for young people leaving street life including housing, alcohol and drug counselling, mental health counselling and life skills training.

#### **Crisis Program**

Offers safe housing, food, clothing and counselling to youth ages 16-24 on a first-come, first-served basis.

#### **Community Support Services (CSS)**

Offers street outreach, daily drop-in and access to housing support workers.

#### **Rights of Passage Program (ROP)**

Offers a long-term transitional living program providing youth with safe, affordable housing and support while they transition to independent living.

## Burnaby Seniors Outreach

- Free *Senior Peer Counselling*, training and continuing education
- *Unpaid Caregiver Support* group, education series and expo
- Volunteer opportunities

2055 Rosser Avenue, Burnaby, BC, V5C 0H1 • 604-291-2258 • [info@bby seniors.ca](mailto:info@bby seniors.ca)



[bsoss.org](http://bsoss.org)

*Seeing to the emotional needs of seniors since 1987*

**Lookout Emergency Aid Society** 604.544.5145  
www.lookoutsociety.ca

Offers supportive housing and services for homeless men and women or those in need based on their current living situation. Must be in/have history with New West.

**Cliff Block Residence** 604.523.9126 x103  
**Rhoda Kaillis Residence** 604.544.5145  
**Russell Housing Centre** 604.529.9126

**Atira Women's Resource Society** 604.331.1407  
www.atira.bc.ca

Provides housing, counselling, legal advocacy and support programs to women experiencing abuse, violence, drugs and/or alcohol, chronic health or mental health issues.

**Battered Women's Support Services** 604.687.1868  
www.bwss.org Crisis Line: 604.687.1867

Provides counselling, support, and advocacy for women who have experienced domestic abuse.

**Dixon Transition Society** 604.433.4191  
www.dixonsociety.ca

Provides temporary shelter, housing and support for women and their children directly fleeing abuse.

**Dixon Transition House** Intake Line: 604.298.3454  
10 bed transition house for women and their children fleeing domestic violence.

**2nd Stage and 3rd Stage Housing** 604.298.6046  
Structured support and independent housing units for survivors of family violence.

**Family Counselling** 604.433.7380  
For low income residents of Burnaby who are significantly involved in raising children.

**Stopping the Violence Counselling** 604.298.2549  
For women survivors of family violence, sexual assault or childhood abuse.

**Elizabeth Fry Society** 604.520.1166  
www.elizabethfry.com

Provides housing, support and counselling for women and children.

**Maida Duncan Women's Drop-In Centre** 604.523.6749  
402 E. Columbia St, New West

Drop-in centre offering marginalized women and children a place to go for light snacks, showers, laundry, computers, free clothing and household items, as well as social activities and education upgrading.

**Monarch Place Transition House** 604.521.1888  
www.monarchplace.org

Provides emergency shelter and support for women and their children fleeing domestic abuse.

**Chrysalis Place Second Stage Program**  
Residential program for women and children fleeing intimate partner abuse.

**WINGS Outreach Program**  
Relocation and multicultural support for women and children fleeing domestic abuse.

**Post Abortion Community Services** 604.525.0999  
www.pacscanada.org

7879 Edmonds St, Burnaby

Provides non-judgmental post abortion grief recovery through counselling, support groups, and retreats.

**Rape Victims Support Network** 778.886.7001  
www.assaultcare.ca

Provides peer counselling, advocacy, referrals and practical help to victims of sexual assault.

**BC Men's Resource Centre** 604.878.9033  
www.menbc.ca

Offers individual, couple, and family counselling, support groups, and a comprehensive library of books, articles, tapes, and videos on a variety of men's issues. Programs include: Anger Management, Anger Management for Teens (13-18), and Ending Partner Abuse. Call for information or to book an appointment. No drop-ins.

**MOSAIC Men in Change** 604.254.9626

Provides individual and group counselling support and education to immigrant men who have threatened, attempted, or committed domestic violence against their partners, or are at risk for such behaviour. Free and confidential service.

**BC Society for Male Survivors of Sexual Abuse** 604.682.6482

www.bc-malesurvivors.com

3126 W. Broadway, Vancouver

Offers individual and group therapy for males who have been sexually abused or victims of domestic violence. Individual support also available for family members and significant others of male survivors. Discounted fees may apply for qualifying individuals.

#### **Victim Services**

Provides justice system information, support, and liaison with justice system personnel, and court accompaniment to male survivors who wish to explore avenues of justice.

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**Burnaby Hospice Society 604.520.5087**

www.burnabyhospice.org

4535 Kingsway, Burnaby

Provides services in Burnaby to individuals and families going through the end-of-life journey. Supports individuals in palliative or hospice care along with their families and caregivers. Also offers new Teen Grief Group for those who have experienced loss or death of someone significant.

**Memorial Society of BC 1.888.816.5902**

www.memsoc.org

Provides information services and support for persons dealing with the death of a loved one. Also provides information on funeral pre-planning, as well as simple, dignified low cost funerals.

**BC Bereavement Helpline 604.738.9950**

www.bcbereavementhelpline.com

Provides information, referral and support for persons coping with grief.

**Victim Services**

**Child & Youth Victim Support Service 604.436.9449**

www.cameray.ca

Provides free support services to victims, their families, and witnesses of crimes who are under 19. Also provides court accommodation and preparation.

**Forensic Nursing Service 604.585.5666 x774723**

**Specialized Violence Intervention and Prevention**

**Surrey Memorial Emergency Dept.**

13750-96 Ave, Surrey

Provides 24-hr free, confidential care for persons who may have experienced any form of intentional violence including sexual assault or inter-personal violence within the past 7 days. Specially trained inter-professional team provides emotional support, health care, and the option to collect forensic evidence. Interpreters are available. Access this service through any Fraser Health emergency centre.

**Specialized Sexual Assault Service 604.875.2881**

**Vancouver General Hospital Emergency Dept.**

920 W. 10th Ave, Vancouver (near Oak St)

Provides 24-hr free and confidential care for anyone 13 or older who has been sexually assaulted within the past 7 days. Specially trained female doctors and nurses provide emotional support, health care, and the option to collect forensic samples for the police. Interpreters are available.

**Police Victim Assistance**

Provides persons or families affected by a crime or a tragedy with information, emotional support, and practical assistance.

**Burnaby RCMP 604.294.7602**

www.burnaby.rcmp.ca

**New Westminster Police 604.529.2525**

www.nwpolice.org

**Family Services of Greater Vancouver 604.525.9144**  
**-Victim Service Program**

www.fsgv.ca (Individual & Family Counselling)

Provides community-based support services for victimized adults.

**VictimLINK BC 24-hr: 1.800.563.0808**

www.victimlinkbc.ca

TTY: 604.875.0885

Provides multi-lingual assistance for victims of crime and immediate crisis support to victims of family or sexual violence. Victim Service Workers help with referral to victim and community services, transition houses, counselling, justice system/legislation programs, protection registries and safety planning.

**MOSAIC -Multicultural Victim Services 604.254.9626**

www.mosaicbc.org

Provides community-based, culturally-sensitive services to victims of all crimes based in Vancouver, or crimes that occurred in Burnaby but will be tried in Vancouver.

All services are free and confidential.

**Stopping the Violence and Multicultural Outreach Services**

Provides information, advocacy, and counselling to women who may be experiencing or are survivors of intimate partner violence, family violence, and/or threats of violence, childhood trauma and sexual assault. Free and confidential services.

**MADD Metro Vancouver 604.515.9212**

www.madd.ca

Offers support services to victims/survivors of impaired drivers and their families and friends. Promotes awareness about the dangers of alcohol and/or drug-impaired driving.

**Justice Education Society of BC**

www.victiminfo.ca

Provides online resource for victims and witnesses of crime in BC. Includes services for victims, legal and financial assistance, information about reporting a crime and going to court.



**Burnaby Hospice Society**

Providing practical and emotional support to individuals and their loved ones through the end-of-life and grieving journey.

You do not have to do it alone. We are here to help.

There is no cost for any of our services.

4535 Kingsway, Burnaby, BC V5E 0H5 | www.burnabyhospice.org  
Office: 604.520.5087 | Bereavement: 604.520.5024 | Email: info@burnabyhospice.org



# Housing

## Emergency, Transitional & Supportive Housing

### Shelter & Street Helpline (24/7) 211

[www.bc211.ca/help-lines/#sshl](http://www.bc211.ca/help-lines/#sshl)

Provides information on shelters and emergency accommodations, housing search, meal and grocery services, medical assistance, mental health services, recovery/treatment programs, low cost goods, legal and advocacy help. Shelter list is updated twice daily at about 11:30am and 7:30pm.

### Extreme Weather Shelter 604.726.8775

Westminster Bible Chapel - 7540 6th St, Burnaby  
Opens on weather dependent basis from Oct 31-Mar 31 (7pm-7am) when severe weather poses a higher risk to homeless persons. Openings are posted at local community centres and service agencies.

### Covenant House Crisis Program 604.685.7474

[www.covenanthousebc.org/services/crisis-shelter](http://www.covenanthousebc.org/services/crisis-shelter)  
575 Drake St, Vancouver  
Offers safe housing, food, clothing and counselling to youth ages 16-24 on a first-come, first-served basis.

### Fraserside Community Services 604.525.3929

12 beds for homeless families and single parents (men or women) and their children. Zero tolerance for substance abuse by clients. No wheelchair access.

### Lookout Emergency Aid Society 604.544.5145

[www.lookoutsociety.ca](http://www.lookoutsociety.ca)  
Offers supportive housing and services for homeless men and women or those in need based on their current living situation. Must be in/have history with New West.

#### Cliff Block Residence 604.523.9126 x103

#### Rhoda Kaillis Residence 604.544.5145

#### Russell Housing Centre 604.529.9126

### Salvation Army Shelter Services 604.526.4783

[www.salvationarmy.ca](http://www.salvationarmy.ca)

#### Stevenson House

32 Elliot St, New West  
14 bed emergency shelter for men. Self-referral on a first-come, first-served basis, each day at 3:30 pm.

### Union Gospel Mission 604.253.3323

[www.ugm.ca](http://www.ugm.ca)  
601 E. Hastings St, Vancouver  
Offers emergency shelter, meals, alcohol/drug recovery programs and affordable housing.

### Burnaby Safe House 778.886.7001

[www.safeshelter.ca](http://www.safeshelter.ca)

Offers second stage accommodation in a safe, confidential location for abused women and vulnerable pregnant women.

### Dixon Transition Society 604.433.4191

[www.dixonsociety.ca](http://www.dixonsociety.ca)

Provides temporary shelter, housing and support for women and their children directly fleeing abuse.

#### Dixon Transition House Intake Line: 604.298.3454

10 bed transition house for women and their children.

#### 2nd Stage and 3rd Stage Housing 604.298.6046

Structured support and independent housing units for survivors of family violence.

#### Family Counselling 604.433.7380

For low income residents of Burnaby who are significantly involved in raising children.

#### Stopping the Violence Counselling 604.298.2549

For women survivors of family violence, sexual assault or childhood abuse.

### Elizabeth Fry Society 604.520.1166

[www.elizabethfry.com](http://www.elizabethfry.com)

Provides housing, support and counselling for women and children.

### Cynthia's Place 604.582.2456

Provides shelter for homeless, single women.

### Monarch Place Transition House 604.521.1888

[www.monarchplace.org](http://www.monarchplace.org)

Provides emergency shelter and support for women and their children fleeing domestic abuse.

#### Chrysalis Place Second Stage Program

Residential program for women and children fleeing intimate partner abuse.

#### WINGS Outreach Program

Relocation and multicultural support for women and children fleeing domestic abuse.

## Housing Information & Services

### BC Housing 604.433.2218

[www.bchousing.org](http://www.bchousing.org)

Provides subsidized housing for persons with low income, seniors, and persons with disabilities.

#### Housing Registry

Provides housing related information for housing providers and applicants seeking affordable housing.

#### SAFER - Shelter Aid for Elderly Renters

[www.bchousing.org/programs/SAFER](http://www.bchousing.org/programs/SAFER)

Provides financial assistance for eligible renters 60+.

#### Rental Program

Provides low income working families with assistance to help with their monthly rent payments.



Seton Villa Retirement Centre provides seniors with affordable supportive housing - your own suite with the support you need... caring atmosphere, 24 hr. staffing, freshly prepared meals, housekeeping and laundry services, activity programs. Residents are responsible to direct their own care and mobility needs. We cannot accommodate wheelchairs or scooters.

Tours held one Sunday each month at 1:30p.m.

See Burnaby Now for dates.

Owned and operated by Action Line Housing Society

3755 McGill Street, Burnaby (1/2 block off N. Boundary Rd)

604-291-0607

[www.setonvilla.com](http://www.setonvilla.com)



**Affordable Housing Societies 604.521.0818**

www.affordablehsg.com

Provides rentals at market and subsidized rates.

**Co-operative Housing Federation of BC 604.879.5111**

www.chf.bc.ca

Provides information and workshops about co-op housing.

Includes a web-based directory of co-ops currently accepting applications.

**Metro Vancouver Housing Cooperation 604.432.6300**

www.metrovancouver.org (Services > Housing)

Offers housing for families, seniors, and persons with mental or physical disabilities. Rents vary from competitive market rates to assisted rents for those with lower incomes. A limited rental assistance program is available for qualified applicants.

**Seniors Services Society 604.520.6621**

www.seniorsservicessociety.ca

housing@seniorsservicessociety.ca

Provides a comprehensive online directory of various types of seniors housing in BC Lower Mainland, housing information and referral, outreach program and a temporary housing program (cost geared to income) for seniors who are homeless or at-risk of becoming homeless. Services available for seniors 55+ living in Lower Mainland (except Downtown Eastside).

**New Chelsea Society 604.395.4370**

www.newchelsea.ca

Provides affordable, safe and clean housing for seniors 55+, families and persons with disabilities.

**New Vista Society Housing Office 604.525.3288**

www.newvista.bc.ca

Provides housing to families of varied incomes and subsidized housing to low income seniors 55+.

Apply through BC Housing at 604-433-2218.

**Society for Christian Care of the Elderly 604.681.7337**

www.scce.ca

Provides dignified, independent and affordable housing for persons 55+.

**Progressive Housing Society 604.522.9669 x315**

www.progressivehousing.net

A homeless outreach program operates with a mobile unit bringing supplies and services to the homeless Tues/Thurs at various locations in Burnaby. Call for more information.

**Vancouver Native Housing Society 604.320.3312**

www.vnhs.ca

Develops and provides affordable rental housing to families and Single Room Occupancy accommodations to single people with low income or individuals of Aboriginal ancestry.

**Condominium Homeowners Association 604.584.2462**

www.choa.bc.ca

Promotes understanding of strata property living and the interests of owners by providing advisory services, education, advocacy, resources and support for members.

**Residential Tenancy Branch 604.660.1020**

www.rto.gov.bc.ca

Provides landlords and tenants with information about their rights and responsibilities, and dispute resolution services.

**TRAC –Tenant Resource & Advisory Centre 604.255.0546**

www.tenants.bc.ca

Provides tenants with legal education and information about residential tenancy law through the Tenant Infoline, website, social media, workshops, and multi-lingual publications, and online Tenant Survival Guide.

**Home Modifications & Repairs**

**BC Housing 604.433.2218**

www.bchousing.org

**HAFI –Home Adaptations for Independence**

www.bchousing.org/Options/Home\_Renovations

Provides financial assistance to help eligible low-income seniors and people with disabilities in BC to continue to live in the comfort of their own home.

**Mobile Work Crew 604.723.3439**

www.fraserside.bc.ca

(Employment Services > Mobile Work Crew)

Supervised workers with physical or mental challenges offer commercial/residential landscaping, property maintenance, recycling, and rubbish removal.

**Neighbours Helping Neighbours 604.764.6601**

www.larchevancouver.org (Programs > Day\_Programs)

Supervised team of persons with developmental disabilities assist seniors and others with basic gardening, lawn maintenance, light home maintenance and repairs, recycling and debris clean up or removal.

**Senior Citizen Repair Service 604.529.1100**

Provides low cost, minor house repairs and maintenance for seniors (55+) and persons with low income living with disabilities in their own home.



**Seniors Services Society**

750 Carnarvon Street, New Westminster

**604-520-6621**

www.seniorsservicessociety.ca

**Programs include:**

Assistance, Information & Referral

Better at Home

Meals-on-Wheels

Tax Clinic

**We assist seniors with housing, social and support programs.**

Support seniors' independence:  
**GIVE | VOLUNTEER**

# Education

## BC Ministry of Education

[www.gov.bc.ca/bced](http://www.gov.bc.ca/bced)

**Burnaby School District** 604.296.6900

[www.sd41.bc.ca](http://www.sd41.bc.ca)

**New Westminster School District** 604.517.6240

[www.sd40.bc.ca](http://www.sd40.bc.ca)

**Federation of Independent School Associations** 604.684.6023

[www.fisabc.ca](http://www.fisabc.ca)

**Independent Schools Association of BC** 604.913.6038

[www.isabc.ca](http://www.isabc.ca)

## Home Schooling Resources

### BC Ministry of Education

[www.bced.gov.bc.ca/home\\_school](http://www.bced.gov.bc.ca/home_school)

Provides parents with information and resources about homeschooling.

**HomeSchool Canada** 778.809.3710

[www.homeschoolcanada.ca](http://www.homeschoolcanada.ca)

Online guide to homeschooling in Canada.

### The Canadian Homeschooler

[www.thecanadianhomeschooler.com](http://www.thecanadianhomeschooler.com)

[thecanadianhomeschooler@gmail.com](mailto:thecanadianhomeschooler@gmail.com)

Provides resources for Canadian home educators.

## Post-Secondary Institutions

**British Columbia Institute of Technology (BCIT)** 604.434.5734

[www.bcit.ca](http://www.bcit.ca)

**Douglas College** 604.527.5400

[www.douglascollege.ca](http://www.douglascollege.ca)

**Justice Institute of British Columbia (JIBC)** 604.525.5422

[www.jibc.ca](http://www.jibc.ca)

**Simon Fraser University (SFU) –Burnaby Campus** 778.782.3111

[www.sfu.ca](http://www.sfu.ca)

## High School Completion/Continuing Education

**Burnaby Community & Continuing Education** 604.296.6901

[www.burnabyccce.ca](http://www.burnabyccce.ca)

Offers career programs, general interest programs, English, math, and science upgrading, English language instruction (LINC and Foundations programs).

**Columbia Square Adult Learning Centre** 604.517.6191

[www.virtualschoolbc.ca](http://www.virtualschoolbc.ca)

Provides high school courses taught by certified teachers free of charge to residents of BC who are Canadian Citizens or Permanent Residents and have not yet graduated. Courses offered in class, online or self-paced.

**NEC Native Education College** 604.873.3772

[www.necvancouver.org](http://www.necvancouver.org)

285 E. 5th Ave, Vancouver

Private college provides culturally appropriate and supportive learning environment for Aboriginal learners.

**Pearson Adult Learning Centre** 604.517.6286

[www.palc.net](http://www.palc.net)

Provides instruction in three daily class sessions and offers a computer lab and library.

**POWER Alternate Secondary School** 604.517.6159

[www.sd40.bc.ca/power](http://www.sd40.bc.ca/power)

or 604.517.6141

Offers Lower Mainland students a flexible and individualized high school experience including grades 10, 11 and 12 courses leading to a high school graduation diploma.

**Purpose Secondary School** 604.528.6014

[www.purposessecondary.org](http://www.purposessecondary.org)

Offers independent high school program for students ages 13-19.

**SIGMA Young Adult Learning Centre** 604.517.6292

[www.sd40.bc.ca/programs-services/sigma](http://www.sd40.bc.ca/programs-services/sigma)

Offers flexible high school completion program for academically capable students ages 16-18.

## ESL Resources

**Burnaby Community & Continuing Education** 604.296.6901

[www.burnabyccce.ca](http://www.burnabyccce.ca)

Offers free LINC (Language Instruction for Newcomers to Canada) classes and Foundations English classes (free for most students). LINC and Foundations classes help students to improve in speaking/listening, reading and writing.

## Are you a Landed Immigrant or Permanent Resident?

You may be eligible for a FREE LINC class (Language Instruction for Newcomers to Canada) offered by Burnaby School District's Community & Continuing Education.

Improving your English will help you gain skills; give you information to help meet your goals; prepare you for Canadian Citizenship and a rewarding life in Canada. Full-time, part-time and evening classes offered (CLB levels 1 to 8) with free childcare provided (18 months to 5 years) while you attend class.

Learn more:

604.296.6901

[www.burnabyccce.ca](http://www.burnabyccce.ca)



Citizenship and  
Immigration Canada

Citoyenneté et  
Immigration Canada

Funded by:

Financé par :

**New Westminster Community Education 604.517.6286**  
www.ce40.ca  
Provides daytime and evening English Language Learning.  
Free tuition for BC residents who do not hold a high school diploma.

**Burnaby Multicultural Society 604.431.4131**  
www.thebms.ca  
Offers ESL conversation groups, support, and assistance.

**Burnaby Neighbourhood House 604.431.0400**  
www.burnabynh.ca/programs/adults  
Provides ESL training and English conversation classes for beginners. All are welcome to attend.

**ISSofBC 604.522.5902**  
www.issbc.org  
Provides LINC (Language Instruction for Newcomers to Canada) including literacy, workplace English and online classes.

**MOSAIC English Language Learning Centres**  
www.mosaicbc.org/english-language-centres  
Provides free daytime and evening English classes for immigrants and refugees. Classes are taught by highly experienced instructors from level 1 to higher intermediate level English. Daytime child minding services provided.

**Brentwood Learning Centre 604.298.8201**  
101-1899 Willingdon Ave, Burnaby

**Purpose Society 604.526.2522**  
www.purposesociety.org  
**English Made Easy Program**  
Offers free beginners English class for New West families and caregivers with children ages 0-6. Call for information.

## Literacy

**Literacy Now Burnaby**  
www.literacynowburnaby.ca  
Promotes literacy awareness and supports literacy activities in Burnaby. Check website for a map of literacy program locations, services and resources for Burnaby and New West.

**Burnaby Community Adult Literacy Program (CALP) 604.431.0400**  
www.burnabynh.ca  
Offers a free program where English speaking adults who face challenges with reading and writing are matched with trained tutors who support them in acquiring basic literacy and numeracy skills. Call for more information or to become a tutor.

**Burnaby Public Library 604.436.5400**  
www.bpl.bc.ca  
Provides literacy tips and resources for families helping get their children ready to read. Free storytimes and other programs for children, parents and caregivers. Adult services include an adult literacy book collection which includes stories, books on life skills, reading, writing, math, and some information on teaching literacy. There are also many free adult and teen programs on various subjects including book clubs, employment, health and creative activities.

**New West Public Library 604.527.4660**  
www.nwpl.ca  
Offers programs and events for children learning to read.

**Decoda Literacy Solutions 604.681.4199**  
www.decoda.ca  
Provides resources, training and funds to support community-based literacy programs and initiatives. Supports children, families, youth and adults, in more than 400 communities across the province.

**Online Literacy Library**  
www.decoda.ca/resources/library  
Offers an online library catalogue where anyone in BC can request items by email, fax or phone for free.

**I-CARE (Douglas College) 604.527.5409**  
www.douglascollege.ca (Search > ICARE)  
Helps English speaking adults improve basic reading and writing skills. Provides free one-on-one tutoring.

## Employment & Financial Assistance

**WorkBC Employment Services Centre 1.877.952.6914**  
www.workbccentres.ca  
One-stop employment services centres offer a full range of services, programs and supports to persons looking for work. Includes those wanting to change jobs, interested in apprenticeship or training programs, receiving provincial income assistance or federal employment insurance. Specialized services are also available for Aboriginals, immigrants, persons with disabilities, older workers, youth, survivors of abuse or violence, and people with multiple barriers.

**Burnaby residents:**  
www.gthiringsolutions.ca/en/burnaby  
Metrotower 1, 726-4710 Kingsway  
600-1901 Rosser Ave  
7297 Kingsway  
**604.430.5627**  
**604.451.4593**  
**604.636.1124**

**New West residents:**  
www.fraserworks.ca  
519-7th St, New West-2nd floor  
**604.522.9701**

## Burnaby Neighbourhood House

*"Neighbours Supporting Neighbours"*

- School age childcare and programs • Preschool • Adult Literacy support
  - Family drop-in and events • Youth leadership (grade 8 to 12) • Community dinners
  - Community outreach • Multi-lingual support • Seniors' Together group
  - ESL conversation • Income tax clinics
- Volunteer opportunities and so much more...

**Building Welcoming and Inclusive Neighbourhoods**



South House – 4460 Beresford Street,  
Burnaby (604) 431-0400  
North House – 4908 Hastings,  
Burnaby (604) 294-5444

<http://burnabynh.ca/>

### Job Bank

[www.jobbank.gc.ca](http://www.jobbank.gc.ca)

Government of Canada online source for jobs and labour market information. Offers users free occupational and career information such as job opportunities, career exploration including educational requirements, main duties, wage rates and salaries, and current job market trends and outlooks. Employers advertise for free.

### Ministry of Social Development –Employment & Income Assistance Offices

[www.sdsi.gov.bc.ca/bcea.htm](http://www.sdsi.gov.bc.ca/bcea.htm)

2-4603 Kingsway, Burnaby

202-1015 Columbia St, New West

Provides information about applying for employment and income assistance benefits (BCEA). Clients are encouraged to use the online self-serve assessment and application on the website above. For those seeking emergency funds, call your local office for assistance.

### ACCESS –Essential Skills

#### for Aboriginal Futures

604.521.5929

[www.accessfutures.com](http://www.accessfutures.com)

Delivers a diverse assortment of education, training, counselling, support and financial services to help urban Aboriginal community overcome barriers to success and self-sufficiency. Education programs include Trades Training & Apprenticeship Programs, Essential Skills, and Employment Assistance Services Program. Programs offered in several Lower Mainland locations.

### ISSofBC

Burnaby: 604.395.8000

[www.issbc.org](http://www.issbc.org)

New West: 604.522.5902

Provides immigrants, live-in caregivers and refugee newcomers with information about BC's job market, guidance and support on employment issues and connection to the broader community.

### MOSAIC Employment Services

604.438.8214

[www.mosiabc.org/employment-programs](http://www.mosiabc.org/employment-programs)

5902 Kingsway, Burnaby

Provides job-search and career-planning services to all eligible residents of BC and provides a staffed Resource Centre with access to computers, job boards, photocopying, a fax machine and job-search resources. Also offers group workshops, foreign-credential evaluations, funded training and self-employment training.

### Neil Squire Society

604.473.9363

[www.neilsquire.ca](http://www.neilsquire.ca)

Provides employment services, computer tutoring, and assistive technology for people with disabilities.

### Skills Connect for

604.298.4720

#### Immigrants Program

[www.skillsconnectbc.com](http://www.skillsconnectbc.com)

140-4664 Lougheed Hwy, Burnaby

Offers government funded employment programs for professional immigrants. Support Services include job search assistance, career assessment and planning, mentoring services and employment coaching for workplace success. Some financial assistance for language and technical/occupational skills upgrading is available.

### SUCCESS Youth Employment Program

604.438.7222

[www.success.bc.ca](http://www.success.bc.ca)

604-5050 Kingsway, Burnaby

Delivers employability skills to youth ages 15-30 through classroom training and work experience to assist participants to overcome barriers and transition to employment.

### YMCA Experience Works 45+ Program

604.685.8066

[www.vanymca.org/cs/experienceworks.html](http://www.vanymca.org/cs/experienceworks.html)

Offers a 12-week employment program for adults 45+.

Helps participants gain skills, showcase experience and secure long-term employment. Open to persons in Burnaby and New West who are unemployed or under-employed, working less than 20 hours/week. Clients must not be eligible for EI benefits or attending school. Training allowances may be available to help with costs.

### UBC Life & Career Programs

604.822.8585

[www.lifeandcareer.ubc.ca](http://www.lifeandcareer.ubc.ca)

800 Robson St, Vancouver

Provides free drop-in career counselling and career testing. Appointments can be made.

### Your Welfare Rights: A Guide

#### to BC Employment & Assistance

604.601.6075

[www.legalaid.bc.ca/publications](http://www.legalaid.bc.ca/publications)

User's guide produced by the Legal Services Society.

## Government Benefits & Tax Services

### Government Programs

There are a number of financial programs and benefits for individuals and families from the governments of BC and Canada. Websites provide access to information and related application forms.

#### Service BC

604.660.2421

[www.gov.bc.ca](http://www.gov.bc.ca)

TDD: 604.775.0303

#### Service Canada

1.800.622.6232

[www.servicecanada.gc.ca](http://www.servicecanada.gc.ca)

TTY: 1.800.926.9105



## Helping immigrants build a future in Canada

ISSofBC offers Burnaby and New Westminster newcomers a range of free services and programs to assist with settling in Canada:

- Career services including workshops, career exploration and resume building
- Specialized support for newcomers through MAP (Moving Ahead Program)
- LINC classes (Language Instruction for Newcomers to Canada)
- First Language workshops
- Seniors programming
- Information and referral support in different languages
- Community connection through mentors or fields trips
- Training and leaderships programs for women and youth
- Volunteer opportunities
- Conversation circles

Funded by:                      Financé par:



Immigration, Refugees  
and Citizenship Canada

Immigration, Réfugiés  
et Citoyenneté Canada

Learn more at [www.issbc.org](http://www.issbc.org) or call Burnaby 604-395-8000 or New Westminster 604-522-5902

**Credit Counselling Society** 604.527.8999  
 www.nomoredebts.org  
 Non-profit organization helps individuals and families resolve debt and money problems. Counsellors available by phone, in person and by online chat.

**Tax Information Phone Service** 1.800.267.6999  
 www.cra-arc.gc.ca/tips  
 Provides personal and general tax information from an automated service.

**Volunteer Tax Preparation Clinics** 1.800.959.8281  
 www.cra.gc.ca  
 (Individuals > CVITP > Volunteer Tax Preparation Clinics)  
 Call for locations and dates or visit website for more info.

**Grand Central Consignment** 604.524.4095  
 www.grandcentralconsignment.ca  
 46-6th St, New West  
 Open Mon-Thurs, 10:30am-5pm; Fri, 10:30am-6pm; Sat, 10am-5pm; Sun, 11am-4pm.

**Kerry's Boutique** 604.544.4669  
 480 E. Columbia St, New West  
 Open Tues-Fri, 10am-5:30pm; Sat, 10am-5pm; Sun, 11am-5pm.

**New to You Thrift Store** 604.515.4815  
 416 E. Columbia St, New West  
 Open Tues-Sat, 10am-3:30pm. Store supports Royal Columbian Hospital.

**Orphan Aid Thrift Store** 604.521.1013  
 7889 Edmonds St, Burnaby  
 Open Mon-Fri, 10am-5pm; Sat, 10am-4pm.

**Salvation Army Thrift Stores** 604.299.0264  
 4099 E. Hastings St, Burnaby 604.521.0319  
 774 Columbia St, New West  
 Open Mon-Fri, 9am-9pm; Sat, 9am-7pm.

**SPCA Thrift Mart** 604.540.7722  
 615-12th St, New West  
 Open Mon/Tues, 10am-5pm; Wed-Fri, 10am-6pm; Sat/Sun, 10am-5pm.

**South Burnaby United Church Thrift Store** 604.434.8323  
 7591 Gray Ave, Burnaby  
 Open Thurs, 10am-2pm. (Open Sept-June)

**St. Barnabas Anglican Church Thrift Store** 604.526.6646  
 1010-5th Ave, New West  
 Open Wed-Sat, 11am-3pm.

**Treasure Chest Thrift Store** 604.516.8080 x327  
 435-6th St, New West  
 Open Tues-Sat, 10am-4pm; Sun, 12noon-4pm.

## Low Cost Goods

**Helping Families in Need Society** 604.294.3087  
 www.helpingfamiliesinneed.org  
 Collects used household items (furniture, mattresses, dishes, clothing, and toys) and distributes them to families in need. Referral is required.

**New West Cobbler Homeless Shoe Program** 604.526.6926  
 642-6th St, New West  
 Mon-Sat, 9:30am-5pm.

**Salvation Army Emergency Clothing** 604.521.2421  
 325-6th St, New West  
 Mon-Fri, 10am-2pm. Call for an appointment, access limited to twice a year. Vouchers may be available.

**W.R.A.G.S - Western Regional Advocacy Group Society** 604.214.0613  
 www.wrags.net  
 370-3771 Jacombs Rd, Richmond  
 Offers donated beds free to the public. Bed warehouse open 12noon to 4 pm, except for statutory holidays. May deliver bed for no charge if recipient has a referral from the Ministry of Social Services. Office open Mon-Fri, 9am-12:30pm. Call for more information.

## Consignment & Thrift Stores

**BASES Family Thrift Store** 604.540.0110  
 7825 Edmonds St, Burnaby  
 Open Mon-Sat, 10am-5:30pm; Sun, 12noon-5pm.

**Burnaby Hospice Society Thrift Store** 604.520.5082  
 6843 Kingsway, Burnaby  
 Open Mon-Fri, 9:30am-7pm; Sun, 9:30am-4:30pm.

## Consumer Protection

**Better Business Bureau of Mainland BC** 604.682.2711  
 www.bbb.org/mbc  
 Provides consumers with information and reviews on businesses. Receives complaints and offers a dispute resolution service.



## The Hidden Treasure Thrift Store

QUALITY - CLEAN - USED  
 FURNITURE, ANTIQUES, BOOKS, CLOTHING, TOYS,  
 HOME DECOR, DVD'S AND MORE!

TWO BURNABY LOCATIONS TO SERVE YOU! DELIVERY AVAILABLE! FREE PARKING!

4210 Hastings, Burnaby (Now Open!)  
 604-566-4404 • Open 7 days a week!

5525 Hastings, Burnaby (between Holdom & Howard)  
 604-281-4406 • Open Tuesday to Saturday!

**Canadian Anti-Fraud Centre**                      **1.888.495.8501**  
**-PhoneBusters/ SeniorBusters**  
www.antifraudcentre.ca  
Collects information and criminal intelligence on mass marketing fraud (telemarketing), advance fee fraud letters, internet fraud and ID theft complaints.

**Consumer Protection BC**                              **1.888.564.9963**  
www.consumerprotectionbc.ca  
Promotes fairness and understanding in the marketplace by educating consumers and businesses about their rights and responsibilities. Enforces consumer protection laws in BC by responding to inquiries and complaints.

## Legal

**Clicklaw**  
www.clicklaw.bc.ca  
Provides legal information, education, and assistance.

**Courthouse Libraries of BC**                              **604.660.2841**  
www.courthouselibrary.ca  
librarian@courthouselibrary.ca  
Provides legal information services to the legal community and the public of BC.

### Law Matters

Law Matters works with public libraries in the province to provide all BC residents with local access to basic legal information.

*\*Please see page 47 for local library branches.*

**Justice Education Society of BC**                              **604.660.9870**  
www.justiceeducation.ca  
260-800 Hornby St, Vancouver  
Provides information about our courts and justice system, resources for victims, immigrants, aboriginals, parents, youth and many self-help guides and resources.  
In person public access is available Mon-Fri, 9am-4pm.

**Canadian Bar Association -BC Branch**                              **604.687.3404**  
www.cbabc.org  
Provides legal assistance services and programs for the general public.

**Dial-A-Law**    **604.687.4680**  
www.dialalaw.org  
Offers 24-hr info on a variety of topics on BC law.

**Lawyer Referral Service**                                      **604.687.3221**  
Provides an opportunity for a consultation with a lawyer for up to 30 minutes for a \$25 fee. Call Mon-Fri, 8:30am-4:30pm.

**Access Pro Bono Society**                                      **604.878.7400**  
www.accessprobono.ca  
Provides access to free legal services for people and non-profit organizations of limited means.

**Law Students' Legal Advice Program**                              **604.822.5791**  
www.lslap.bc.ca  
UBC students provide free legal advice/representation from clinics located in community centres, social agencies, and churches. Call or visit website to check eligibility. By appointment only.

**Legal Services Society**                                      **604.408.2172**  
www.lss.bc.ca  
Provides subsidized legal aid services for eligible clients with low income. Publications on many legal topics are available through website. Check website for more information or to find the location of your nearest legal aid office.

**Mediate BC**    **604.684.1300**  
Mediatebc.com  
Provides people with practical, accessible, and affordable services to prevent, manage and resolve disputes.

## Advocacy

**BC Centre for Elder Advocacy & Support (BCCEAS)**  
-Elder Law Clinic                                      **604.688.1927 x258**  
-Seniors Abuse & Information Line (SAIL)                              **604.437.1940**  
www.bcceas.ca

Elder Law Clinic and the Legal Advocacy Program provide legal advice, advocacy and representation to older adults on legal issues involving housing, debt, abuse/neglect, guardianship/capacity, financial exploitation and government benefits.

**BC Human Rights Clinic**                                      **604.622.1100**  
www.bchrc.net  
Offers advocacy and education services on human rights.

**Disability Alliance BC**                                      **604.875.0188**  
www.disabilityalliancebc.org  
Operates a number of programs and projects including Advocacy Access which assists people with disabilities to access benefits. Publishes self-help guides, manuals for community advocates and Transition magazine.

**The Kettle Society**                                      **604.253.0669**  
www.thekettle.ca  
Offers advocacy services for those living with mental illness.

## Shopping made easy at Old Orchard Centre

At **OLD ORCHARD CENTRE**, we make shopping easy for you! There's plenty of free parking and we have everything to meet your needs. Stop for a coffee, have lunch, shop for groceries and special gifts... or visit our many services all year round. Over 30 stores and services, located at the corner of Kingsway and Willingdon in Burnaby.

**KINGSWAY & WILLINGDON, BURNABY**

## PovNet

www.povnet.org

A searchable website for people on welfare, advocates, and community groups involved in anti-poverty work.

## Society To End Homelessness In Burnaby 604.317.8114

(aka: Burnaby Task Force On Homelessness)

www.burnabyhomeless.org

info.burnabyhomeless@gmail.com

Supports services to those who are homeless or at risk of homelessness. Provides leadership for homeless reduction strategies. Activities include: community awareness, sharing info, supporting outreach and extreme weather programs.

## Office of the Ombudsperson 1.800.567.3247

www.bcombudsperson.ca

Receives inquiries and complaints about the practices and services provided by public agencies. Conducts impartial and confidential investigations to determine if people are being treated fairly.

## Office of Seniors Advocate 1.877.952.3181

www.seniorsadvocatebc.ca

Provides a "go-to" resource for seniors' information and referral. Phone lines are answered by knowledgeable staff who can help with a range of questions.

## Wilson Heights United Church 604.325.9944 x224

www.whuc.net (Learn About our Advocacy Program)

Offers advocacy services for Lower Mainland residents.

Call for an appointment.

## MOSAIC Legal Advocacy Program 604.254.9626

www.mosaicbc.org

(Settlement-Services>General-Support>Legal-Advocacy)

Provides legal advice and help to low income immigrants and refugees in areas of immigration law not covered by legal aid. Call for an appointment.

## Vancouver & Lower Mainland Multicultural Family Support Services Society 604.436.1025

www.vlmfss.ca

againstviolence@vlmfss.ca

Provides culturally and linguistically sensitive services to immigrants, refugees, no-status and visible minority women and their families who are experiencing family violence.

Services are free and confidential and include individual and group counselling, advocacy and support through Multicultural Outreach STV, Children Who Witness Abuse Program, Bi-cultural Parenting, Community-Based Victim Assistance, Volunteers Program and Intake Service. Open Mon-Fri, 9am-5pm.

# Transportation

## Information

### Translink Customer Information 604.953.3333

www.translink.ca

Provides bus, skytrain, and seabus schedules and information.

### Gas Buddy

www.gasbuddy.com

Compare local gas prices everywhere in Canada.

### Road Condition Reports 1.800.550.4997

www.drivebc.ca

### BC Ferries 1.888.223.3779

www.bcferries.com

### Vancouver International Airport 604.207.7077

www.yvr.ca

## Programs

### Burnaby Seniors Transportation 604.292.3901

Provides Burnaby seniors with transportation to their medical and dental related appointments. Call for cost or to book a ride.

### New West Seniors Medical Transportation 604.520.6621

Provides New West seniors with transportation to their medical and dental appointments. Subsidies may be available for seniors with low income. Call for cost or to book a ride.

### Bus Pass Program 1.866.866.0800

www.buspass.gov.bc.ca

Offers an annual bus pass at reduced cost for low income seniors and individuals receiving disability assistance from the province of BC.

### Translink Programs for Accessible Transit 604.953.3680

www.translink.ca (Rider Guide > Accessible Transit)

#### HandyDART

Provides door-to-door service for people with disabilities.

Advanced booking is required. Call 604.575.6600 (option #1)

#### Taxisaver/Handycard

Provides discounts for persons with permanent physical and mental disabilities.

### Jack Bell Rideshare Program 604.879.7433

www.ride-share.com

Provides info on vanpooling, car sharing, and ride matching.

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www.modo.coop  
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**Zip Car** 604.697.0550  
www.zipcar.ca  
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## Families

### Information & Childcare Resources

**YMCA Child Care Resource & Referral** 604.294.1109  
www.vanymca.org/ccrr  
4460 Beresford St, Burnaby  
Provides parents and childcare providers with resources, support and quality referral services from a childcare registry.

**Burnaby Early Childhood Development Community Group**  
www.kidsinburnaby.ca  
Provides a website that serves as an information and education hub of services, programs, supports, research, activities and events for families with children ages 0-6 years.

**Kids In New West** info@kidsnewwest.ca  
www.kidsnewwest.ca  
Provides information and resources for New West families.

**Information Children** 778.782.3548  
www.informationchildren.com info@informationchildren.com  
Provides information, referrals, workshops and support for parents and caregivers. Helpline and email support available.

**Ministry of Children & Family Development  
Centralized Screening Team** 1.800.663.9122  
Receives child protection reports and initial requests for services.

**Kingsway South Office** 604.660.9494  
**Youth Intake Team (13yrs+)** 604.660.5900  
Provides support services to families and conducts child protection investigations.

**Burnaby Community Services** 604.299.5778  
www.BbyServices.ca  
Provides the following publications of interest to families. Free copies can be picked up at local libraries, recreation and community centres, government and non-profit agencies or our office. Check website for more information.

**Ready, Set, Learn** Mapped listing of programs and services for families with pre-school and school-aged children 0-12yrs.  
**Community Resource Guide** Contains selected services and programs in Burnaby and New Westminster.

### Pregnancy Resources

**Pregnancy Options Phone Service** 1.888.875.3163  
www.bcwomens.ca  
BC Women's Health Centre provides unbiased and confidential counselling, information and referral about pregnancy options, abortion, and adoption.

**SMILE** 604.298.6245  
www.stleo.ca/our-services/young-parents  
Provides free pregnancy testing, support and education, prenatal classes for parents ages 24 and under. In collaboration with Pomegranate Community Midwives, pre/post-natal care and delivery services offered for parents without doctors.

**Crisis Pregnancy Centre** 604.525.0999  
www.optionscentre.ca  
7879 Edmonds St, Burnaby  
Offers free, confidential counselling and support services to women in crisis Mon-Fri, 9am-5pm. Walk-ins welcome.

**Burnaby Safe House** 778.886.7001  
www.safeshelter.ca  
Offers second stage accommodation in a safe, confidential location for abused women and vulnerable pregnant women.

**Pregnancy Outreach Program** 604.659.2228  
www.burnabyfamilylife.org  
Offers free weekly support groups for high-risk pregnant women that include discussion, education, support and lunch. Childcare is provided.

**OnlineCare Canada**  
www.onlinecare.ca  
Secure web service provides free, confidential help to women facing an unplanned pregnancy or post abortion concerns.

### Early Childhood Programs & Support

**La Leche League Canada** 1.800.665.4324  
www.lllc.ca  
Provides breast-feeding support and referral services.

**Pacific Post Partum Support Society** 604.255.7999  
www.postpartum.org 1.855.255.7999  
Offers free phone support to women, and their families, who are experiencing postpartum depression and/or anxiety, and to women who are pregnant and experiencing distress. Offers 8 support groups in the Lower Mainland. Phone support available Mon-Fri, 10am-3pm.

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burnabymetrotownrotary@gmail.com  
www.burnabymetrotownrotary.com

**Baby & Me** **604.659.2228**  
Free weekly educational support groups for high-risk moms with babies 0-6 months. Food coupons, bus tickets and childcare are provided. Registration is required.

**Baby & Me Second Stage** **604.659.2205**  
Free weekly educational support groups for high-risk moms with babies 6-18 months. Discussion, nutritious snacks, support and childcare are provided.

**Burnaby Infant Development Program** **604.299.7851**  
[www.gobaci.com/what-we-offer/infant-services](http://www.gobaci.com/what-we-offer/infant-services)  
Provides family-centred services to support families who are raising infants 0-3 years old with or at risk of developmental delay or disabilities.

**YMCA** **604.473.4947 x2507**  
**-Brentwood Community Resource Centre**  
[www.vanymca.ca](http://www.vanymca.ca)  
(Programs > Child Care > Community Services)  
Offers a variety of programs, resources and a gathering place to support children and families so they are empowered to reach their full potential. Programs and services include Evening Family Drop-In, Drop-In Playtime, Baby & Me Parent Infant Drop-In, and Toy Lending Library. For more information, email: [brentwoodymca@gv.ymca.ca](mailto:brentwoodymca@gv.ymca.ca).

**East Burnaby Family Place** **604.512.1100**  
9887 Cameron St, Burnaby [ebfp@shaw.ca](mailto:ebfp@shaw.ca)  
Offers parent and child drop-in program, resource library and parent education, Tues & Fri, 10am-1pm.

**New Westminster Family Place** **604.520.3666**  
[www.nwfamily.bc.ca](http://www.nwfamily.bc.ca)  
101-93 6th St, New West  
Offers parent participation family resource program for children ages 0-5 to learn, play and socialize. Program also offered offsite at Lord Kelvin Elementary School and the New West Food Bank. Offers parenting education, toy lending library, and family support programs.

**StrongStart Centres**  
Provides free early learning programs and activities for children ages 0-5 and their parents/caregivers who will benefit from resources, outreach and networking opportunities. Drop-in Mon-Fri, 9am-12noon. Snacks provided.

**Burnaby Schools:**  
[www.sd41.bc.ca/strongstart](http://www.sd41.bc.ca/strongstart)

Cascade Heights **604.664.8645**  
Chaffey-Burke **604.664.8652**  
Edmonds **604.257.4457**

Forest Grove **604.296.9026**  
Kitchener **604.664.8727**  
Lochdale **604.664.8743**  
Maywood **604.664.8344**  
Morley **604.664.8774**  
Second Street **604.664.8819**  
Stoney Creek **604.664.8845**  
Stride Avenue **604.664.8854**  
Twelfth Avenue **604.664.8870**

**New West Schools:**  
[district.sd40.bc.ca/services/school-district-40-strong-start-early-learning-centres](http://district.sd40.bc.ca/services/school-district-40-strong-start-early-learning-centres)  
Connaught Heights **604.517.6010**  
Queensborough Middle School **604.517.6040**  
Richard McBride **604.517.6090**

**Council of Parent Participation**  
**Preschools of BC** **604.435.4430**  
[www.cpppreschools.bc.ca](http://www.cpppreschools.bc.ca)

**Parent & Infant Drop-in** **604.918.7605**  
Public Health Nurses offer free drop-ins where parents can ask questions about their baby's growth and development, meet other parents, and learn about community services.  
**Bonsor Recreation Complex** **604.439.1860**  
Mondays, 10:30am-12noon

**Parenting Programs & Support**  
**Adoptive Families Association of BC** **604.320.7330**  
[www.bcadopt.com](http://www.bcadopt.com)  
200-7342 Winston St, Burnaby  
Provides information about adoption in BC. Offers education, support networks and groups to prospective and adoptive families.

**Burnaby Family Life Institute** **604.659.2205**  
[www.burnabyfamilylife.org](http://www.burnabyfamilylife.org)  
Provides pre/post-natal support, family life and parenting education, childcare and children's programs, life skills, and women's support groups. Also offers Parent-Child Mother Goose Program and Family Drop-ins.

**Burnaby Neighbourhood House**  
[www.burnabynh.ca](http://www.burnabynh.ca)  
South: 4460 Beresford St, Burnaby **604.431.0400**  
North: 4908 Hastings St, Burnaby **604.294.5444**  
Provides family drop-in for parents/caregivers with children ages 0-5, community kitchens for families and individuals with limited income, preschool and childcare in multiple locations, info and referral services. Youth leadership programs for grades 8-12 are also available.



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[www.burnabyfamilylife.org](http://www.burnabyfamilylife.org)

**Cameray Child & Family Services 604.436.9449**  
**-Parent Support Program**

[www.cameray.ca](http://www.cameray.ca)

Provides free daily interactive and educational parenting groups, one-on-one parent support sessions for families in Burnaby and New West with at least one child under age of 5.

**Purpose Society 604.526.2522**  
**-Parenting Support Groups/Circles**

[www.purposesociety.org](http://www.purposesociety.org)

Offers the following free groups to parents. Self-referrals accepted.

**Family Circle**

Provides support and information for parents with children ages 3-6.

**Fun Learning and You**

Provides social/educational program and information for New West parents with children ages 18 months-5 years.

**Parenting Children with Challenging Behaviours**

Provides a 6 week program for families with children ages 4-12. Runs 1-2 times/year.

**Pitter Patter**

Provides support and information for parents with children ages 18-30 months.

**Teeter Tots**

Provide support and information for parents with children 0-18 months.

**Family Services for Greater Vancouver 604.525.9144**

[www.fsgv.ca](http://www.fsgv.ca)

Provides counselling, education, and support services to parents and their families.

**Parent/Teen Mediation Services**

Offers free parent-teen conflict mediation for residents of Burnaby and New West. Referrals are made through the Ministry of Children and Family Development.

**Foster Parenting Fraser Region 604.520.2900**

[www.fraserregionfostering.com](http://www.fraserregionfostering.com)

Provides information about fostering, support services and resources for foster parents currently in the network.

**Hospitality Project 604.520.3666**

1111-6th Ave, New West

Drop-in operates on food bank days offering clothing exchange and Family Place children's programs.

**Parent Support Services Society of BC 604.669.1616**

[www.parentsupportbc.ca](http://www.parentsupportbc.ca)

Provides parenting workshops and coordinates weekly, free anonymous parent support circles where parents or grandparents raising grandchildren can learn new ways to nurture and protect their children.

**MOSAIC 604.636.0120**

**-Newcomers' Centre for Children & Families**

[www.mosaicbc.org/services/family-children-youth](http://www.mosaicbc.org/services/family-children-youth)

Provides an early childhood-focused settlement service for refugee families in Burnaby and a variety of multi-lingual and culturally-sensitive family support groups.

**New Westminster Children's Centre 604.521.8078**

Provides services for families whose children and youth need additional support. Centre is a joint initiative of Simon Fraser Society for Community Living and SHARE Family and Community Services Society. Services include Infant Development Program, Supported Child Development, Early intervention therapies and Key Worker services. Open referral system.

**St. Leonard's Youth & Family Services 604.524.1511**

[www.stleo.ca](http://www.stleo.ca)

Offers counselling, assessment, mediation, life skills training, parent and teen support groups.

**Parents Together 604.325.0556**

[www.bcqcbc.ca](http://www.bcqcbc.ca) (What We Do > Counselling Support Services)

Offers education and group support for parents who wish to develop new skills to help end conflict in their homes. Strategies are taught to improve relationships, develop positive communication skills, practice self-care and help parents regain control.

**Justice Education Society of BC**

[www.familieschange.ca](http://www.familieschange.ca)

[www.changeville.ca](http://www.changeville.ca)

Provides information about divorce and separation for families. Includes guides for kids, teens and parents, and an interactive website just for children. Also offers parents with child support resources, and online parenting after separation courses.

**New Westminster Family Justice Centre 604.660.8636**

Provides information and assistance to families who are experiencing separation/divorce, in need of developing a parenting plan or calculation of child and spousal support. Interpreters can be arranged upon request. All services, including mediation and assistance with court process, are free and confidential.

**British Columbia Family Maintenance Enforcement Program 604.775.0796**

[www.fmep.gov.bc.ca](http://www.fmep.gov.bc.ca)

Monitors and enforces maintenance orders and agreements.

*Resources for Families continued on page 33*

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[www.volunteerburnaby.ca](http://www.volunteerburnaby.ca)





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- PRO D DAY AND CHRISTMAS BREAK HOCKEY AND MULTI SPORT CAMPS
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Cranberry Cottage is a safe place for your loved one to come while giving you a break from your 24 hour a day care challenges. A time for you to rest and regroup. We can help. Use our menu of services and book the day and services you require for your loved one and let us look after the rest.

- Pamper your loved one with a spa bath in a whirlpool tub supported by a residential care aide. Take the challenge out of providing a bath at home in a standard tub.  
Let your loved one enjoy a relaxing , luxurious soak & hair wash.
- Book a hair appointment at our salon. Our onsite, friendly hairdresser specializes in working with clients with mobility challenges, mild to moderate dementia, as well as other limiting conditions.
- Book a day in Cranberry Cottage where your loved one can participate socially with other seniors, enjoy recreation and exercise time and have a wonderful meal.

**For more information or to book an appointment call  
Cranberry Cottage 604.521.7764 ext. 1159**

604-521-7764  
7550 Rosewood St, Burnaby  
[www.newvista.bc.ca](http://www.newvista.bc.ca)



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## Families with Low Income

### Child Care Subsidy Helpline 1.888.338.6622

[www.mcf.gov.bc.ca/childcare](http://www.mcf.gov.bc.ca/childcare)

Monthly subsidy to help qualifying families with low income pay for childcare is available through the Ministry of Children and Family.

### Affordable Family Fun

[www.burnaby.ca/flipbook/affordablefun](http://www.burnaby.ca/flipbook/affordablefun)

Check link on Burnaby website for information about affordable family fun for everyone.

### Athletics for Kids 604.221.7529

[www.a4k.ca](http://www.a4k.ca)

Provides financial support towards basic amateur sport registration fees for youth ages 5-18. Family income must be under \$40,000/yr, or child in foster care, or a parent receives social assistance. Please follow online registration through website.

### Burnaby MoreSports 604.376.0556

[www.burnabymoresports.ca](http://www.burnabymoresports.ca)

Offers free, after school programs for children grades 2-6. Stride Ave Community School (M,W); Edmonds Community School (T); Kitchener Elementary (W); Morley Elementary (F).

### Burnaby Community Services 604.299.5778

[www.BbyServices.ca](http://www.BbyServices.ca)

#### Camping Bureau

Burnaby families of low income can register to receive summer camp subsidies for their children.

#### Christmas Bureau

Burnaby families of low income or on income assistance can register to receive gifts for their children during the holiday season.

#### Recreation Credit

Burnaby families of low income may qualify for credit to be used for Parks & Recreation programs or to purchase admissions to recreations facilities. Applications available at any facility or through our website. Call for more information.

#### Community Volunteer Income Tax Program

Volunteer tax preparers will complete income tax papers for individuals with low income as part of Revenue Canada's CVITP. Call for more information.

#### Form Completion Program

Volunteers provide assistance with form completion for CPP, OAS, GIS and other applications. Call for more information or to book an appointment.

### Burnaby Kidsport Fund 604.294.7111

[www.kidsport.ca/burnaby](http://www.kidsport.ca/burnaby)

Provides grants to help qualifying Burnaby families in financial need pay sports registration fees for kids ages 5-18.

### Canadian Tire Jumpstart 1.877.616.6600

[jumpstart.canadiantire.ca](http://jumpstart.canadiantire.ca)

Helps financially disadvantaged kids ages 4-18 get involved in organized sport and active recreation activities. Call for more information.

### Canada Scores

[www.canadascores.org](http://www.canadascores.org)

Offers innovative afterschool program for vulnerable youth that integrates soccer, poetry and community service. Check website for more information.

### Fraserside Community Services 604.522.3722

[www.fraserside.bc.ca](http://www.fraserside.bc.ca)

#### Camping Bureau

New West residents with low income may qualify for help with their children's summer camp registration. Call to book an appointment.

#### Recreation Pass

New West residents with low income may qualify for a 50% discount on most programs offered in the Active Living Guide. Call or visit to determine eligibility.

### Salvation Army 604.868.7672

#### -Christmas Bureau

New West families with low income can register to receive food and gifts for their children 14 and under during the Christmas season.

### Burnaby Parks, Recreation & Cultural Services

#### Burnaby Recreation Credit Program 604.320.2227

[www.burnaby.ca/recreationcredit](http://www.burnaby.ca/recreationcredit)

Provides a credit to qualifying Burnaby residents in financial need. Credit can be used to register for Parks & Recreation programs or to purchase punch cards or passes for admissions to recreation facilities. Applications are available online or at any community/recreation centre. Call for more information.

### BC Hydro 1.877.806.3242

#### -Energy Conservation Assistance Program

[www.bchydro.com/powersmart.html](http://www.bchydro.com/powersmart.html)

Provides qualifying low income households with a home energy evaluation, installation of energy saving products, and personalized energy efficiency advice for free. Call for eligibility information.

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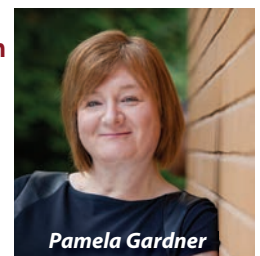
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Pamela Gardner

# Seniors

**Seniors BC/Seniors Info Line** 811 or 604.660.2421  
www.seniorsbc.ca TDD: 604.775.0303  
Offers a single source of government services information, including health services and resources.

## ElderPost

www.elderpost.com  
Free online marketplace, community forum, and listing service for seniors, caregivers and providers of products and services for seniors.

**BC Centre for Elder Advocacy & Support (BCCEAS)**  
–Seniors Abuse & Information Line (SAIL) 604.437.1940  
www.bcceas.ca  
SAIL provides a safe place for older adults or those who care for them, to talk to someone about situations where they feel abused or mistreated, and/or receive information about elder abuse prevention. Offers referrals to BCCEAS legal and victim services programs.

**Burnaby Neighbourhood House** South: 604.431.0400  
www.burnabynh.ca North: 604.294.5444

**Seniors Together Program** seniorsoutreach@burnabynh.ca  
Offers opportunities for seniors to build new relationships within a multicultural context and lead social activities while enjoying social/community engagement.

**Seniors Outreach Ambassador Program**  
Developed in partnership with Voices of Burnaby Seniors, program's main goal is to reach out to at-risk, vulnerable and isolated seniors. Trained outreach ambassadors share information and connect seniors to community resources. Service enhances health and social needs of seniors and promotes participation in all aspects of community life.

## MOSAIC Seniors Programs for Immigrant & Refugee Seniors

www.mosaicbc.org/seniors-club  
Provides free, multi-lingual services to newcomer seniors aged 55+, including settlement counselling, English conversation circles, computer classes, activity workshops and informational fieldtrips. Some programs provide in-home services, such as one-on-one English conversation sessions and computer lessons.

5902 Kingsway, Burnaby 604.438.8214  
2055 Rosser Ave, Burnaby 604.292.3907

**Burnaby Community Services** 604.299.5778  
www.BbyServices.ca

Provides the following publications of interest to seniors. Free copies can be picked up at local libraries, recreation and community centres, seniors centres or our office. Check website for more information or to download copies.

**As We Age Seniors Resource Guide** lists services for and stories about seniors 55+ and their families.  
**Community Resource Guide** contains selected services and programs in Burnaby and New Westminister.  
**Seniors Resource Card** features contact info for services/ programs to help support seniors and prevent isolation.

**Citizen Support Services** 604.294.7980  
**Burnaby Seniors Resource Guide**

Contains information about programs, benefits, agencies, and services available to Burnaby seniors. Copies are available on website.

## Food Delivery & Meal Programs

**Burnaby Meals on Wheels** 604.299.5754  
www.mealsonwheels-burnaby.com

Provides nutritious local and affordable food to people who for physical, mental health, social or economic reasons are unable to meet their dietary needs. Delivers hot Western and Chinese meals, frozen Western main courses and bag lunches, on Mon, Wed, and Fri.

**Let's Do Lunch** 604.292.3909

Friendly volunteers will visit Burnaby seniors in their homes to share lunch, form friendships and provide information on community support and social events. Visits will be available on a monthly or bi-weekly basis. Please call for more information.

**New Westminister Meals on Wheels** 604.520.6621  
www.seniorsservicesociety.ca/smow.htm

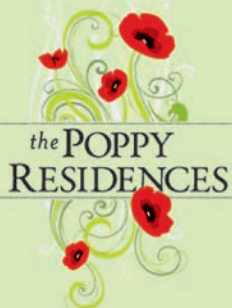
Delivers fresh, nutritious, and affordable meals to New West residents. The meals are prepared daily by the Starlight Casino's chef and team. Call for rates and details.

**Japanese-Style Meals on Wheels** 604.687.2172  
www.tonarigumi.ca (Services > Service List)

Delivers Japanese-style lunch boxes on Wednesdays to homebound seniors in Burnaby.

**Better Meals** 604.299.1877  
www.bettermeals.ca 1.888.838.1888

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thePoppyResidences.com



**Casalinga Food Services 604.435.1994**

www.casalingafoods.com

Offers delivery of complete ready-made meals, including choices from vegan, gluten free, and zero carb menus.

**Dairyland Home Service 604.421.4663**

www.morethanmilk.ca

Offers regularly scheduled delivery service of about 800 products including dairy products, organic produce, some groceries, fresh baked goods, beverages, desserts, and organic household products.

**Citizen Support Services 604.294.7498**

www.burnaby.ca/citizensupportservices

**Grocery Shop-By-Phone**

Provides Burnaby seniors with weekly grocery delivery on Tuesdays through Safeway (except the first week of the month).

**Shopping Buddies**

Provides one-to-one volunteer assistance at local malls for personal shopping and social interaction. Metrotown on Thursdays, Brentwood/Lougheed on alternate Mondays. Transportation by HandyDART.

**Seniors Services Society**

www.seniorsservicessociety.ca

**Grocery Shopping Program 604.520.6621**

Provides New West seniors with the option to order groceries by phone. Volunteers take orders and items are delivered by a local store. Minimum order and delivery charge applies. Call for rates and details.

**Health & Wellness**

**Fraser Health Authority**

www.fraserhealth.ca

**Public Health General Information**

Burnaby  
New West

**604.918.7605**  
**604.777.6740**

**Home Health Service Line (New Inquiries) 1.855.412.2121**

Burnaby **604.918.7447**  
New West **604.777.6700**

**Fraser Health Crisis Line 24-hr: 604.951.8855**

**Seniors Distress Line 24-hr: 604.872.1234**

**Health Protection Office 604.918.7683**

**-Community Care Facilities Licensing**

Officers issue licenses, monitor and inspect facilities, respond to complaints and investigate allegations of unsafe, inappropriate or abusive care in licensed facilities.

**Fraser Health Lifeline 604.517.8617**

www.fraserhealth.ca/health-info/seniors/lifeline/

Offers a personal 24-hr emergency response service that assists individuals to remain independent and safe in their own homes. For more information email: lifeline@fraserhealth.ca

**Seniors Wellness Programs**

Offers blood pressure and height/weight monitoring, massage, exercise, footcare, therapeutic touch, health and housing information, peer counselling and social activities. Various support groups also meet at seniors centres.

**Bonsor Health Alert 604.297.4956**

**Cameron Health Focus 604.297.4453**

**Edmonds Health Watch 604.297.4901**

Stroke Recovery Branch **604.297.4838**

**Confederation 604.294.1936**

S.A.I.L (Seniors Active in Living)

Arthritis Support Group

Parkinson's Support Group

Stroke Recovery Club

YCARE Healthy Heart

**Century House 604.519.1066**

Health Drop-in

Parkinson's Self Help

Peer Counselling

**Alzheimer Society of BC 604.298.0780**

**- Burnaby Resource Centre**

www.alzheimerbc.org

Provides information, education, and support to family, friends and individuals affected by Alzheimer's disease and other dementias. First Link dementia support services include early-stage support groups, "First Link" referrals and "Minds in Motion", a social and recreation program.

**-First Link Dementia Helpline 604.681.8651**

**Older Adult Substance Use Services 604.777.6870**

320-7155 Kingsway, Burnaby

Provides free, confidential, counselling services to Burnaby and New West seniors (65+), who are concerned about their own or someone else's alcohol and/or other drug use. Education, referrals and outreach services are also provided.

**YMCA Healthy Heart Program 604.521.5801**

(Cardiac Prevention, Rehabilitation & Maintenance)

www.ymcahealthyheart.ca

Offers a community-based program that supports people living with cardiac risk through education and supervised exercise. Doctor's referral is required. There is a charge for the program however, financial assistance may be available for those in need. Please call for more information.

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**Western Institute for the Deaf and Hard of Hearing**

www.widhh.ca

Provides a full range of programs and services, including audiology, interpreting, counselling, employment counselling, seniors outreach program, and communication devices. Also offers informative classes, job finding clubs, and a resource centre for job seekers.

**604.736.7391**

TTY: **604.736.2527**

**VCC Denture Clinic**

**604.443.8500**

Clinic makes full and partial dentures at a reduced rate.

*\*For more options see Health & Wellness on page 6*

**Counselling & Support**

**Burnaby Seniors Outreach Services** **604.291.2258**

www.bsoss.org

Offers support services and free peer counselling programs for seniors, and communications and counselling skills training for peer counsellor volunteers. Call for more information and for program updates.

**Unpaid Caregiver Support Program** **604.292.3909**

Provides support to unpaid caregivers who are caring for a senior relative. Offers an education series, support group, individual support by volunteer senior peer counsellors, and continuing education. Resource guide for caregivers is available online.

**Century House Senior Peer Counselling** **604.519.1064**

www.chspc.ca

Provides free counselling programs for seniors 50+. Help is available dealing with life transitions, bereavement, loss, loneliness, isolation, health and aging concerns.

**BC Centre for Elder Advocacy & Support (BCEAS)**

-Seniors Abuse & Information Line (SAIL)

**604.437.1940**

www.bceas.ca

Offers legal programs that provide advice, advocacy and representation to older adults on legal issues involving housing, debt, abuse/neglect, guardianship/capacity, financial exploitation and government benefits. Victim services program provides information, support and referrals to people age 50+ who are victims of abuse, including family and sexual violence.

**New West Police Service & FSGV** **604.529.2459**

**-Elder Abuse Unit**

Provides elder abuse response and coordinates follow-up services to residents of New West or victims of crimes committed in the area. The team is also available for consultation regardless of where the individual lives or location of crime. Open Tuesdays and Thursdays, 9am-5pm.

**411 Seniors Centre Society**

**604.684.8171**

www.411seniors.bc.ca

704-333 Terminal Ave, Vancouver

Provides seniors with information and referral services, social, recreational, and educational activities and events from a multicultural resource centre. Call for information about membership, drop-in activities and events.

**Citizen Support Services**

**604.294.7980**

www.burnaby.ca/citizensupportservices

Provides Burnaby seniors with support services including shop-by-phone, shopping buddies, home visits, support calls, monthly recreational bus trips, and more.

**Seniors Services Society**

**604.520.6621**

www.seniorsservicesociety.ca

Provides support services to New Westminster residents such as Meals on Wheels, Lunch Club, Dining Club, Medical Transportation, Support Calls, Out and About Social Program and Information and Referral Services, including income tax preparation and form completion. Call or check website for more information.

**Nidus Personal Planning Resource Centre & Registry**

www.nidus.ca

info@nidus.ca

Provides information and assistance with completing personal planning documents. Operates a centralized online registry for important information and documents including Enduring Powers of Attorney, Representation Agreements, and even a copy of your will.

**Office of the Seniors Advocate**

**1.877.952.3181**

www.seniorsadvocatebc.ca

Provides a "go-to" resource for seniors information and referral. Phone lines are answered by knowledgeable staff who can help with a range of questions. Call toll-free during business hours.

**Public Guardian & Trustee of BC**

**604.775.1007**

www.trustee.bc.ca

Provides services to vulnerable adults and seniors (age 19 and older) or their families who need help managing financial or legal affairs; assesses and investigates abuse complaints.

**Burnaby Hospice Society**

**604.520.5087**

www.burnabyhospice.org

Provides services in Burnaby to individuals and families going through the end-of-life journey. Supports individuals in palliative or hospice care along with their families and caregivers.



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- Hammertoes

Call **604.291.8214** or book an appointment online: [northburnabypodiatry.com](http://northburnabypodiatry.com)

202 - 410 Carlton Street, Burnaby BC

<b>Memorial Society of BC</b> www.memsoc.org Provides information services and support for persons dealing with the death of a loved one. Also provides information on funeral pre-planning, as well as simple, dignified, low cost funerals.	<b>1.888.816.5902</b>	<b>Diamond Geriatrics</b> www.diamondgeriatrics.com	<b>604.874.7764</b>
<b>BC Bereavement Helpline</b> www.bcbereavementhelpline.com Provides information, referral and support for persons coping with grief.	<b>604.738.9950</b> bcbh@telus.net	<b>Five Star Senior Services</b> www.fivestarseniorservices.com	<b>604.616.8401</b>
<b>Voices of Burnaby Seniors</b> www.BbyServices.ca/VOBS Network of seniors and service providers developing projects to support seniors in being independent and connected community members.	<b>604.292.3904</b>	<b>FootCare Passion - Mobile Foot Care</b> www.footcarepassion.ca	<b>604.780.3992</b>
<b>In-Home Support Services</b>		<b>Home Instead Senior Care</b> www.homeinstead.com/3037	<b>604.432.1139</b>
<b>Better At Home Programs</b> www.betterathome.ca Helps seniors live in their own homes by providing simple non-medical support services delivered by local non-profit agencies. Support services may include friendly visits, light housekeeping, grocery shopping, snow shovelling, transportation to medical appointments, minor home repairs and light yard work. Please note services will vary between locations. Contact your local agency to learn more. Subsidies may be available based on your income level.		<b>John's Helping Hands</b> www.johnshelpinghands.ca	<b>604.329.1006</b>
<b>Burnaby Better At Home</b> betterathome@burnaby.ca	<b>604.297.4877</b>	<b>Just Like Family Senior Home Care Services</b> www.justlikefamily.ca	<b>604.440.3331</b>
<b>New Westminster Better At Home</b> support@seniorsservicessociety.ca	<b>604.520.6621</b>	<b>Karp Home Care</b> www.karphomecare.com	<b>604.420.7800</b>
The following private businesses offer home support services to seniors who don't qualify for Fraser Health Home Care, Better At Home programs or require additional services for a fee.		<b>Nurse Next Door Home Care Services</b> www.nursenextdoor.com	<b>604.553.3330</b>
<b>All Nursing Health Services</b> www.allnursing.ca	<b>604.488.9323</b>	<b>Nurse Tree Health</b> www.nursetree.ca	<b>604.655.2636</b>
<b>Bayshore Home Health</b> www.bayshore.ca	<b>604.739.7454</b>	<b>Personalized Dementia Solutions Inc.</b> www.dementiasolutions.ca	<b>778.789.1496</b>
<b>BC Elder Care Massage</b> www.bceldercare.ca	<b>604.340.3581</b>	<b>Physio2U</b> www.physio2u.ca	<b>778.846.7695</b>
<b>Changing Places</b> www.vancouvermoves.ca	<b>778.628.0725</b>	<b>Practically Daughters Senior Move Managers</b> www.goodriddance.ca	<b>604.421.5952</b>
<b>Classic LifeCare</b> www.classiclifecare.com	<b>604.263.3621</b>	<b>Retire-at-Home</b> www.retireathomeNS.com	<b>604.998.1628</b>
<b>Comfort Keepers</b> www.comfortkeepers.ca/local-office/british-columbia/burnaby	<b>604.689.8609</b>	<b>Safe Care Home Support</b> www.safecarehomesupport.ca	<b>604.945.5005</b>
		<b>Shylo Nursing &amp; Home Healthcare</b> www.shylonursing.ca	<b>604.434.9681</b>
		<b>Strive Community Home Care</b> www.striveliving.ca	<b>604.936.9944</b>
		<b>We Care Home Health Services</b> www.wecare.ca	<b>604.495.2280</b>
		<b>Housing Information</b>	
		<b>Seniors Services Society</b> www.seniorsservicessociety.ca housing@seniorsservicessociety.ca Provides a comprehensive online directory of various types of seniors housing in BC Lower Mainland, housing information and referral, outreach program and a temporary housing program (cost geared to income) for seniors who are homeless or at risk of becoming homeless. Services available for seniors 55+ living in Lower Mainland (except Downtown Eastside). Call for more info.	<b>604.520.6621</b>

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- ✓ Meal Preparation
- ✓ Housekeeping
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For a **FREE** assessment call **604-945-5005** • [www.safecarehomesupport.ca](http://www.safecarehomesupport.ca)



## BC Housing

www.bchousing.org

### SAFER – Shelter Aid for Elderly Renters

www.bchousing.org/programs/SAFER

Provides financial assistance for eligible renters 60+.

### HAFI – Home Adaptations

www.bchousing.org/Options/Home\_Renovations

Provides financial assistance to help eligible low-income seniors and people with disabilities in BC to continue to live in the comfort of their own home.

## New Chelsea Society

www.newchelsea.ca

Provides affordable, safe and clean housing for seniors 55+, families and persons with disabilities.

## New Vista Society Housing Office

604.525.3288

www.newvista.bc.ca

Provides housing to families of varied incomes and subsidized housing to low income seniors 55+.

Apply through BC Housing at 604-433-2218.

## Society for Christian Care of the Elderly

604.681.7337

www.scce.ca

Provides dignified, independent, affordable housing for persons 55+.

## Home Owner Grants

1.888.355.2700

www.sbr.gov.bc.ca (Individuals > Property Tax)

The Home Owner Grant is one of three property tax assistance programs offered by the province. Helps homeowners reduce the amount of taxes they pay.

## Home Repairs & Maintenance

### Mobile Work Crew

604.723.3439

www.fraserside.bc.ca

(Employment Services > Mobile Work Crew)

Supervised workers with physical or mental challenges offer commercial/residential landscaping, property maintenance, recycling, and rubbish removal.

### Neighbours Helping Neighbours

604.764.6601

www.larchevancouver.org (Programs > Day\_Programs)

Supervised team of persons with developmental disabilities assist seniors and others with basic gardening, lawn maintenance, light home maintenance and repairs, recycling and debris clean up or removal.

### Senior Citizens Repair Service

604.529.1100

Provides low cost, minor house repairs and maintenance for seniors (55+) and persons with low income living with disabilities in their own homes.

## Pension & Benefits Information

### Service Canada

1.800.622.6232

www.servicecanada.gc.ca

TTY: 1.800.926.9105

Provides information about CPP, GIS, OAS, Spouse Allowance, Survivor Allowance, Veterans Benefits, and any other general inquiries about government services and programs. Open Mon-Fri, 8am-8pm, local time.

### Service BC

604.660.2421

www.servicebc.gov.bc.ca/seniors

TDD: 604.775.0303

Provides information on seniors programs including BC Seniors Supplement and Property Tax Deferment.

### Seniors Supplement

1.866.866.0800

## Continuing Education

### College for the Retired

604.517.8732

www.cccrburnaby.org

6650 Southoaks Cres, Burnaby

Offers a variety of courses and workshops for persons 55+. Programs are designed to help seniors maintain physical, mental, and social well-being.

### SFU Liberal Arts & Adults 55+

778.782.8000

www.sfu.ca/liberal-arts

Offers a variety of intellectually stimulating courses, lectures and a liberal arts certificate program for adults 55+ year round. All courses and events take place at SFU's Vancouver campus (Harbour Centre).

### UBC Continuing Studies

604.822.1444

www.cstudies.ubc.ca

Offers a variety of learning opportunities including the UBC Elder Scholar program, courses at Tapestry Wesbrook Village and Ageless Pursuits (Summer Institutes). Seniors 65+ may also qualify for exemption from tuition and application fees for UBC credit courses. Check the website for more info.

## Transportation Services

### Burnaby Seniors Transportation

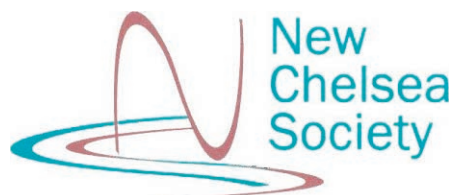
604.292.3901

Provides Burnaby seniors with transportation to their medical and dental related appointments. Call for cost or to book a ride.

### New West Seniors Medical Transportation

604.520.6621

Provides New West seniors with transportation to their medical and dental appointments. Subsidies may be available for seniors with low income. Call for cost or to book a ride.



*"Creating Community by Developing and Sustaining Quality Housing that is Safe, Secure, and Affordable."*

[www.newchelsea.ca](http://www.newchelsea.ca)

## Affordable Housing in Burnaby for Seniors & People with Disabilities

378 ft<sup>2</sup> Studio Suites @ 5897 Kincaid St. Burnaby

All rents are based on resident's income and include heat and cable

Application also requires registering with BC Housing

Please visit our website to download an application or call us at the number below

phone: 604.395.4370 email: [admin@newchelsea.ca](mailto:admin@newchelsea.ca)

**Driving Miss Daisy Seniors Services** 604.767.4030  
www.drivingmissdaisynorthshore.ca

**Freemasons Cancer Car Program** 604.872.2034  
Provides patients with transportation to and from their primary cancer treatments (drive only in Burnaby, Vancouver, New West, and Richmond).

**Bus Pass Program** 1.866.866.0800  
www.buspass.gov.bc.ca  
Offers an annual bus pass at reduced cost for seniors with low income and individuals receiving disability assistance from the province of BC.

**Translink Programs for Accessible Transit**  
www.translink.ca 604.953.3680  
(Rider Guide > Accessible Transit)

**HandyDART**

Provides door-to-door service for people with disabilities. Advanced booking is required. Call 604.575.6600 (option #1)

**Taxisaver/Handycard**

Provides discounts for persons with permanent physical and mental disabilities.

**SPARC BC** 604.718.7744  
**-Parking Permit Program** 1.888.718.7794  
www.sparc.bc.ca/parking-permit  
Provides parking permits for people with disabilities.

**Social & Recreation**

Seniors Centres offer programs for adults 55+. Socialize, learn new skills and enjoy creative leisure time.

**Burnaby Seniors Centres:**

www.burnaby.ca  
(Things To Do > Community Centres > Seniors (55+) Centres)

**Bonsor 55+ Centre** 604.297.4580  
6533 Nelson Ave, Burnaby

**Cameron Recreation Complex** 604.297.4453  
9523 Cameron St, Burnaby

**Confederation Community Centre** 604.294.1936  
4585 Albert St, Burnaby

**Edmonds Community Centre** 604.297.4838  
7433 Edmonds St, Burnaby

**Century House** 604.519.1066  
www.centuryhouseassociation.com  
620-8th St, New West

**Queensborough Community Centre** 604.525.7388  
920 Ewen Ave, New West (Queensborough Centre)

**Sapperton Old Age Pensioners Association**  
318 Keary St, New West 604.522.0280  
Meetings held on the third Wednesday of the month at 1:30pm. Recreational games every Tuesday at 1pm. Swing Dancing Wednesdays at 6:30pm & Fridays at 7:30pm.

**Burnaby Meals on Wheels** 604.292.3909  
**Let's Do Lunch**  
Friendly volunteers will visit Burnaby seniors in their homes to share lunch, form friendships and provide information on community support and social events. Visits will be available on a monthly or bi-weekly basis. Please call for more information.

**Citizen Support Services** 604.294.7980  
**Gadabouts Program**  
Provides monthly social outing by bus and/or volunteer drivers on Wednesdays. Outings usually include lunch, and on occasion, entertainment.

**Wheelers Program**

Provides monthly social outing by HandyDART for wheelchair-bound clients on Wednesdays or Fridays. Outings usually includes lunch, and on occasion entertainment. One-to-one volunteer assistant.

**Seniors Lunch Programs** 604.294.7920  
Volunteer drivers provide Burnaby seniors with rides to Confederation Centre Thursdays, 11am-12:30pm, and Burnaby Neighbourhood House on Mondays, 12noon-1:30pm.

**Seniors Services Society** 604.520.6621  
**Dining Club and Lunch Bunch**  
Includes transportation to and from local restaurants for a reduced-cost meal. Transportation is provided for a minimum fee on the Society's fully accessible 16-passenger bus.

**Out and About Social Program**

Offers opportunities for New West seniors to take part in community events, live theatre and musical performances, and recreational outings. Shuttle service is provided on fully accessible bus. Minimum charge for transportation/seniors cover cost for activity.



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Owner & Hearing Instrument Practitioner

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# Youth

## Information & Support Lines

**YouthInBC.com** 24-hr distress line: **604.872.3311**  
www.youthinbc.com

Online crisis chat service where youth chat one-on-one with a trained volunteer from the Vancouver Crisis Centre. Website offers information on a variety of youth-related issues, as well as a resource list of organizations and websites where youth can get help.

**Helpline for Children** **604.310.1234**  
After hours: **604.660.4927**

**Kids Help Phone** 24-hr: **1.800.668.6868**  
www.kidshelpphone.ca

Provides free, anonymous, confidential information, counselling, referral services and resources for young people needing help.

**Services for Youth**  
www.youth.gc.ca  
Government of Canada's website for youth with information about careers, education, money and health.

**Aged Out**  
www.agedout.com  
Provides accessible tools and resources for youth in and from government care. Includes information about education, health, housing, ID needs, money and personal life.

**Justice Education Society of BC**  
www.legalrightsfor youth.ca  
Website provides youth with information about age-based rights and responsibilities, work, driving, renting, medical rights, family break-up, abuse and sexual assault, and much more.

**Burnaby Substance Use Services** **604.777.6870**  
**-Youth Substance Use Outreach Services**  
Provides free, confidential counselling and outreach services for youth ages 12 years and older, who are experiencing difficulties with alcohol and/or other drugs. Referrals to other resources, and education and support for parents are also available.

**D-Talks** **1.866.658.1221**  
(Youth Detox Line) After hours: **604.872.4349**  
Offers help for youth ages 12-21 requiring detox for treatment services. Provides addiction support and referrals. Call 9am-9pm, 7 days a week.

## Mind Check

www.mindcheck.ca

Website is designed to help youth and young adults assess how they are feeling and quickly connect to mental health resources and support. Offers education, self-care tools, website links, and help in connecting to professional resources.

**Sex Sense Line** **1.800.739.7367**

www.optionsforsexualhealth.org

Provides free, confidential information and referral for sexual health issues including sexuality, birth control, STIs, emergency contraception, and pregnancy options.

**Smart Sex Resource** **604.707.5603**

www.smartsexresource.com

655 W. 12th Ave, Vancouver

Information and resources provided by the BC Centre for Disease Control.

**Youth Against Violence Line** 24-hr: **1.800.680.4264**

www.youthagainstviolenceline.com

Offers safe, confidential access to trained support workers who talk with youth and concerned adults about bullying, gang activity, harassment, intimidation, sexual exploitation and other issues. Services available in multiple languages.

**Inter-Regional At-Risk Youth Link (IRAYL)** **604.999.8180**

Provides outreach support and resources to youth ages 13-18 who congregate on and around Skytrain stations throughout the Lower Mainland. Mon-Fri, 12noon-11pm.

## Where to Find

www.wtf411.ca

Provides information about resources and services for at-risk and sexually exploited youth.

## Youth Programs

**Aunt Leah's Place** **604.525.1204**

www.auntleahs.org

Offers housing, job training, life skills training and quality of life opportunities for youth in foster care and young moms to help them transition to independent living.

**Covenant House Crisis Program** **604.685.7474**

www.covenanthousebc.org/services/crisis-shelter

575 Drake St, Vancouver

Offers safe housing, food, clothing and counselling to youth ages 16-24 on a first-come, first-served basis.

posAbilities

**Laurel**

*Behaviour Support Services*

☎ 778-945-1435

✉ laurel@posAbilities.ca

🌐 laurelbc.ca

## Making Changes That Matter

- Behaviour supports for children, youth and adults
- Certified Triple P® Positive Parenting Program Trainers
- Connect with PEERS® Social Skills Group
- Individualized Workshops

Contact us to learn more.





**ISSofBC**

www.issbc.org

Provides training, peer support and leadership skills through the Multicultural Youth Circle program (MY Circle). Assists immigrant and refugee youth (14-24) facing issues with integration, social isolation, communication barriers, racism, trauma, family conflict and lack of support.

**604.522.5902****MOSAIC Programs for Immigrant & Refugee Youth**

www.mosaicbc.org/youth

Provides support groups and one-on-one settlement support for Burnaby/New West refugees and immigrants with multiple barriers ages 16-28. MOSAIC also runs a popular theatre program for youth, and violence prevention initiatives. Services are culturally sensitive; multi-lingual support may be available.

**Moving Ahead FreeRunning****604.636.4712****Other youth programs****604.254.9626****QMUNITY Youth Services****604.684.5307 x107**

www.qmunity.ca/get-support/youth

1170 Bute St, Vancouver

Provides a safe place for lesbian, gay, bisexual, trans, two-spirit, intersex, queer and questioning youth to hang out and get support.

**SUCCESS Youth Employment Program 604.438.7222**

www.success.bc.ca

Delivers employability skills to youth ages 15-30 through classroom training and work experience to overcome barriers and transition to employment.

**Youth Centres**

The following youth centres offer recreation services and a variety of programs to teens and/or pre-teens, including social drop-in, day trips, leadership development, open gym times, tournaments, games, computers, and counselling referrals on relevant youth issues. Centres operate year-round. Call for hours.

**Burnaby Youth Centres:**

www.burnaby.ca

(Things To Do > Community Centres > Youth Centres)

**Creekside Youth Centre****604.415.7607**

2720 Beaverbrook Cres, Burnaby

**Youth Lounge @ Edmonds****604.297.4907**

7433 Edmonds St, Burnaby

**South Central Youth Centre****604.297.4497**

6749 Nelson Ave, Burnaby

**Summit Youth Centre****604.268.1369**

200 Willingdon Ave, Burnaby

**Burnaby Youth HUB****604.569.0951**

www.burnabyyouthhub.org

4750 Imperial St, Burnaby

Offers a youth clinic, high school, counsellors, youth programs, and resources, and free community meeting space.

**New West Youth Centre****604.515.3801**

www.newwestyouth.ca

620-8th St, New West (at Century House)

Drop-in centre for youth ages 13-18 includes a game room, lounge, Wii station, computer room, and fitness room. Offers social drop-in, recreation, life skills training and computer labs. Open Mon-Thurs, 3:15-9pm and Fri/Sat, 3:15pm-11pm.

**Youth Source****604.526.2522**

www.purposesociety.org

38 Begbie St, New West

Provides a warm, welcoming place for youth to hang out in and enjoy recreational activities. Access advocacy and referral services, free medical care, counselling with an alcohol and drug counsellor, youth worker or therapist. Showers, laundry and emergency food are also available.

**Youth Health Clinics****Options for Sexual Health Clinics****604.731.4252**

www.optionsforsexualhealth.org (Clinics)

4734 Imperial St, Burnaby

(Wed: 7pm-9pm)

3550 E. Hastings St, Vancouver

(Tue, Thurs: 7pm-9pm)

Provides a range of free, confidential services including STI testing and treatment, pregnancy testing and counselling, physical examinations, affordable birth control and more.

Serves all genders, orientations and ages. Please call ahead to book an appointment.

**Burnaby Youth Clinic****604.293.1764**

4734 Imperial St, Burnaby

Mon, Tues, Thurs, 1-5 pm. Serves youth 22 and under.

**New Westminster Youth Clinic****604.526.2522**

www.purposesociety.org

38 Begbie St, New West

Tues, 2:30-6pm, Thurs, 3:30-7:30pm. Youth 21 and under.

**East Van Youth Clinic****604.675.3986**

www.vch.ca/your-health/youth

1669 E. Broadway, Vancouver

Mon-Wed, 3-6pm, Fri, 2-5pm. Serves youth 24 and under.

**Knight Street Youth Clinic****604.321.6151**

www.vch.ca/your-health/youth

6405 Knight St, Vancouver

Mon, 2-4:30pm, Thurs, 3:30-6:30pm. Serves youth 24 and under.

# golfburnaby.ca



**Surrey Youth Clinic** 604.585.5999  
9634 King George Blvd, Surrey (Shirley Dean Pavillion)  
Mon, 1-8pm, Tues 11-6pm, Wed, 10am-5pm, Thurs,  
10am-5pm, Fri, 11am-4pm. Serves youth 21 and under.  
Appointments are preferred, but drop-ins are welcome.

**Spirit of the Children Society** 604.524.9113  
www.sotcs.ca  
201-768 Columbia St, New West  
Supports and strengthens Aboriginal families by providing  
information, resources, programs and services.

**Fraser Region Aboriginal  
Friendship Centre** 604.595.1170

www.frafca.org  
A101 - 10095 Whalley Blvd, Surrey  
Supports the preservation of Aboriginal culture, languages,  
and traditions. Provides education, social and recreation  
services for Aboriginal peoples of all ages. Open Mon-Fri,  
8:30am-4:30pm.

**Federation of Aboriginal Foster Parents** 604.291.7091  
www.fafp.ca

Provides support and services to Aboriginal foster families  
providing care in a culturally appropriate environment.

**Metis Family Services** 604.584.6621

www.metisfamilyservices.ca  
Provides supportive information and services to help  
nurture, promote and protect balance in Metis families.

**Urban Native Youth Association** 604.254.7732

www.unya.bc.ca  
Offers programs for Native youth including education and  
training, mentoring and personal support, residential  
programs, sports and recreation. Publishes "Helping Hands:  
Empowering Native Youth", a listing of resources for youth  
in Metro Vancouver.

**ACCESS - Essential Skills  
for Aboriginal Futures** 604.521.5929

www.accessfutures.com  
Delivers a diverse assortment of education, training,  
counselling, support and financial services to help urban  
Aboriginal community overcome barriers to success and  
self-sufficiency. Education programs are offered at several  
locations and include Trades Training & Apprenticeship  
Programs, Essential Skills, and Employment Assistance  
Services Program.

**NEC Native Education College** 604.873.3772

www.necvancouver.org  
285 E. 5th Ave, Vancouver  
Private college provides culturally appropriate and  
supportive learning environment for Aboriginal learners.

## Aboriginal Peoples

**Ministry of Children & Family Development**  
201-7645 Kingsway, Burnaby 604.660.9544

Provides supportive and protective services for Aboriginal  
children and families.

**Aboriginal Health Liaison Program** 604.614.7786

Provides referrals, advocacy and support to Aboriginal  
patients ensuring access to appropriate and culturally safe  
health care and community services.

**Aboriginal Wellness Program** 604.675.2551

Provides free, culturally safe mental wellness and  
substance use programs to Aboriginal people.

**Pacific Association of First Nations Women** 604.872.1849

www.pafnw.ca  
Assists Aboriginal women and their families with health  
and social services issues. Also provides services to  
Aboriginal elders 55+.

**Kids' Stop - Indigenous and Northern Affairs Canada**

www.aadnc-aandc.gc.ca  
Provides information for Aboriginal history, cultures,  
languages, games and stories, and classroom resources  
for teachers.

**Vancouver Aboriginal  
Friendship Centre Society** 604.251.4844

www.vafcs.org  
1607 E. Hastings St, Vancouver  
Provides programs on health and welfare, social services,  
culture, education and recreation for Aboriginal peoples.

**BC Aboriginal Child Care Society  
(BCACCS)** 604.913.9128

www.acc-society.bc.ca  
Offers workshops, training, and education opportunities;  
advocating for early years; and sharing resources and  
research to ensure every Aboriginal child in BC has access  
to spiritually enriching, culturally relevant, high quality  
early childhood care. Hosts two Aboriginal Head Start  
Programs in Vancouver (Eagle's Nest and Singing Frog).

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**Vancouver Native Housing Society** 604.320.3312  
www.vnhs.ca

Develops and provides affordable rental housing to families and Single Room Occupancy accommodations to single people with low income or individuals of Aboriginal ancestry.

**Aboriginal Legal Aid in BC**

www.aboriginal.legalaid.bc.ca

Aboriginal community legal workers provide legal information and limited advice services to Aboriginal peoples living on or off reserve. Resource and publications on various issues are available through website.

**Canucks Autism Network (CAN)** 604.685.4049  
www.canucksautism.ca

Provides adaptive sports, recreational, social and arts programs for children, teens and young adults living with autism while spreading awareness and providing autism training in communities across BC. Membership is \$25 per individual with autism per year (refundable through autism funding). To become a member, visit canucksautism.ca/join.

**CNIB –Canadian National Institute of the Blind**  
www.cnib.ca 604.431.2121

Offers those affected by vision loss with independent living skills training, safe travel techniques, volunteer services, support groups, library, individual counselling, career and employment counselling.

**Community Living Society** 604.523.0303  
www.communitylivingsociety.ca

713 Columbia St, New West  
Provides individualized, flexible and creative supports to people with developmental disabilities or Acquired Brain Injuries.

**Disability Alliance BC** 604.875.0188  
www.disabilityalliancebc.org

Operates a number of programs and projects including Advocacy Access which assists people with disabilities to access benefits and other supports. Publishes self-help guides, manuals for community advocates and Transition magazine.

**Advocacy Access Program** 604.872.1278

Assists people with all disabilities to apply for and appeal the denial of provincial and federal disability benefits. Assists with access to health goods, services and supplements provided through the Ministry of Social Development and Social Innovation. By appointment only.

**Family Support Institute** 604.540.8374  
www.familysupportbc.com 1.800.441.5403

Provides free support services to families of persons living with a disability. Offers information and referrals, workshops, training, and networking with similar families. Network includes over 240 families who have a family member with a disability.

**Support Worker Central**

www.supportworkercentral.com

Online database designed to match individuals, families and agencies with support workers in their communities.

**Find Support BC**

www.findsupportbc.com

Connects families of persons with disabilities with resources available to them throughout the province.

## Persons with Disabilities

**BACI –Burnaby Association for Community Inclusion** 604.299.7851

www.gobaci.com

Offers a range of programs and services to infants, children, youth, and adults with developmental disabilities and their families.

**BC Brain Injury Association** 604.984.1212  
www.brainstreams.ca

Promotes a better quality of life for those living with acquired brain injury through education, information, prevention, support and systemic advocacy.

**BC Centre for Ability** 604.451.5511  
www.bc-cfa.org

Provides community-based services to children, youth, adults and their families with neurological, physical, and developmental disabilities.

**BC Easter Seals** 604.873.1865  
www.eastersealscamps.ca

Provides overnight camps for adults, teens and children with disabilities. Offers camps in Squamish, the Okanagan Valley and on Vancouver Island.

**BCITS** 604.326.0175  
www.bcits.org

**Technologies for Independent Living Program (TIL)**

Provides Environmental Control Systems that assist people with high level physical disabilities to control devices in their homes and on the go.

**Provincial Respiratory Outreach**

**Program (PROP)** 1.866.326.1245

Provides equipment and support to qualified persons who need assistive ventilation while living in the community.

## Supporting the inclusion of people of all ages and abilities

- Infant development program
- Inclusive child care centres
- Diverse housing options
- Employment, recreational and learning opportunities
- Social connection and community engagement
- Family support and advocacy



**Burnaby Association  
for Community Inclusion**

e: [reception@gobaci.com](mailto:reception@gobaci.com) t: 604.299.7851 w: [www.gobaci.com](http://www.gobaci.com)

**Down Syndrome Research Foundation** 604.444.3773  
www.dsrf.org

Offers innovative programs and interventions for children and adults with Down Syndrome, and information and support for families and professionals throughout the life span. Programs include speech and language development, reading and communications, and occupational therapy.

**Learning Disability Association** 604.873.8139  
www.ldabc.ca

Supports the education, employment, social development, legal rights and well-being of people with learning disabilities.

**Laurel Behavior Support Services** 778.945.1435  
www.laurelbc.ca

Offers individualized behaviour support services for children and adults with autism spectrum disorder and developmental disabilities. Training and support for parents, caregivers, professionals and paraprofessionals.

**Ministry of Children & Family Development**  
**-Services to Children with Special Needs** 604.660.5900

300-5172 Kingsway, Burnaby

Provides support to children with special needs.

**Monarch House** 604.205.9204  
www.monarchhouse.ca

Offers assessments for diagnosis which follow BCAAN standards. Provides services to all ages diagnosed with Autism Spectrum Disorder and other developmental disabilities.

**Neil Squire Society** 604.473.9363  
www.neilsquire.ca

Provides employment services, computer tutoring, and assistive technology for people with disabilities.

**Pacific Autism Family Centre** 604.697.5323  
www.pacificautismfamily.com

Brings together state of the art resources for research, information, learning, assessment, treatment and support; and building capacity to address the lifespan needs of individuals with ASD, and their families across BC.

**Autism Lending Library**

Includes over 1000 autism-related books, DVDs and games that can be shipped to any BC resident for free.

**Progressive Housing Society** 604.522.9669 x302  
www.progressivehousing.net

Provides affordable housing options and support services to persons living with mental illness.

**Planned Lifetime Advocacy Network (PLAN)** 604.439.9566

www.plan.ca

Provides advocacy and personal support networks for families caring for a relative with a disability. Works with family to ensure relative has network of caring relationships, a sound financial plan, supported decision making, opportunities to contribute and place to call home. Offers workshops on RDSP, wills, trusts, and estates.

**posAbilities** 604.299.4001  
www.posabilities.ca

Assists persons with developmental disabilities to lead meaningful and healthy lives by partnering with the community to provide a comprehensive range of person-centred services for individuals and the families who care for them: behaviour consultation, community inclusion, employment and home living.

**SPARC BC -Parking Permit Program** 604.718.7744  
www.sparc.bc.ca/parking-permit

Provides parking permits for people with disabilities.

**SPARC BC Accessibility and Enforcement Line** 604.718.7734

**Spectrum Society for Community Living** 604.323.1433  
www.spectrumcommunityliving.org

Offers community-based services for people with disabilities, encouraging them to lead their own lives, express themselves, build personal networks, and find their voice in society. Delivers community living workshops through Spectrum Learning and publishes community living books and DVDs through Spectrum Press.

**Spinal Cord Injury BC** 1.800.689.2477  
www.sci-bc.ca

Provides current, comprehensive information for persons with spinal cord injuries and other physical disabilities. Also offers information on housing, government benefits, equipment, transportation, and recreation options.

**Swap n Shop**

www.sci-bc-swapnshop.ca

Online forum for buying, selling or trading equipment, wheelchairs, lift equipped vehicles and other related items.

**Peer Program** 604.324.3611

Provides educational and social events for persons living with spinal cord injury, their family, and friends where learning and social connections can lead to an improved quality of life.



**INCLUSIVE COMMUNITIES, ENRICHED LIVES.**  
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**Supports for children, youth and adults:**

Behaviour Consultation  
Community Inclusion  
Employment  
Home Living



240-4664 Lougheed Hwy., Burnaby, BC, V5C 5T5  
Tel (604) 299-4001 Fax (604) 299-0329 Email: info@posAbilities.ca

posAbilities.ca     

**Variety Children's Charity** 604.320.0505  
 www.variety.bc.ca info@variety.bc.ca  
 Provides grants to children and families in need of medical care including medical equipment and supplies, and/or specialized therapy or treatment.

**Western Institute of the Deaf & Hard of Hearing** 604.736.7391  
 www.widhh.ca TTY: 604.736.2527  
 Provides hearing tests, recycled hearing aids and specialized equipment for the deaf and hard of hearing. Sign language and interpreting services, counselling and employment services are also available.

**Burnaby Home Library & Accessible Service** 604.436.5423  
 www.bpl.bc.ca  
 Delivers materials for free to Burnaby residents who are confined to their home for a minimum of three months or who do not have easy access to library branches as a result of ill health, frailty, visual or physical disability.

**New Westminster -Home Library Service** 604.527.4650  
 www.nwpl.ca  
 Delivers materials free of charge to New West residents who are confined to home, facility or hospital due to ill health, frailty, visual or physical disability. Select from books, audios books, music, magazines, and DVDs.

**PFLAG Canada -Vancouver Chapter** 604.626.5667  
 www.pflagvancouver.com  
 Offers support, education, and resources on sexual orientation, gender identity issues to LGBT2Q+ individuals, their families and friends. Offers telephone support line and monthly support group meetings. For more information look up on Facebook as PFLAGVancouver.

**HIM - Men's Sexual Health Centre** 604.488.1001  
 www.checkhimout.ca or 604.230.9915  
 38 Begbie St, New West  
 Provides physical, sexual, social and mental health services for men. Services include HIV and STI testing, change advocacy, counselling and free condoms. Walk-in or call during clinic hours. Mon & Wed, 4-9pm.

**Transgender Health Information Program (THiP)** 604.734.1514  
 www.transhealth.vch.ca transhealth@vch.ca  
 Offers a BC-wide hub of information about gender affirming care and support. Serves the trans communities, including family, friends, allies and service providers.

## Immigrants & Newcomers

**BC Newcomers' Guide to Resources & Services**  
 www.WelcomeBC.ca  
 Offered in 14 languages. Copies can be picked up at your local library or ordered online.

**BIPT -Burnaby Intercultural Planning Table**  
 www.bipt.ca  
 Website compiles news stories, reports and resources that document and investigate immigrant issues at the local, regional and national level. Provides an inventory of organizations and people who help newcomers integrate successfully into the community.

**Burnaby Multicultural Society** 604.431.4131  
 www.thebms.ca  
 Provides newcomers with a range of services including information, ESL classes, advocacy, short-term counselling, and seniors programs.

**Conversations for Success** 604.685.8066  
 www.gv.ymca.ca/programs connections@gv.ymca.ca  
 Offers English skill building, networking, and tips on being successful in Canada. Trained facilitators will help you practice English through short presentations and discussions focused on different topics.

## LGBT2Q+ Community

**QMUNITY** 604.684.5307  
 www.qmunity.ca  
 1170 Bute St, Vancouver  
 Offers a variety of services/groups for queer and trans community, including peer support, information and referral services, coming out groups, social support groups, free short-term counselling, health clinic, and planned social activities.

**Youth Support Services (14-25)** 604.684.5307 x107  
**Older Adult Support Services (55+)** 604.684.5307 x112  
**Volunteer Inquiries** 604.684.5307 x109

**Prism (VCH Program)** 604.658.1214  
 www.vch.ca/prism prism@vch.ca  
 Provides education, information and referrals for the lesbian, gay, bisexual, transgendered, queer and Two-Spirit (LGBT2Q+) communities in the VCH region. Provides diversity and inclusion training for service providers and the community.



# ROYAL CITY CENTRE

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**YMCA Social and Educational Events 604.685.8066**  
www.gv.ymca.ca/programs connections@gv.ymca.ca  
Offers monthly events that help newcomers learn more about the community, make new friends, practice English and have fun! Events are free but you must register at www.eventbrite.ca (search YMCA connections). For Permanent Residents only.

**ISSofBC**

www.issbc.org  
207-7355 Canada Way, Burnaby **604.395.8000**  
280-610 6th St, New West **604.522.5902**  
Provides immigrants and refugees with first language settlement services, community connections, specialized programs for women and youth, career services, language classes and more.

**Moving Ahead Program**

Provides wraparound case management support for newcomers facing added barriers to their integration in Canada. Also provides one to one support, group services, referrals and case conferencing.

**Journey Home Community Association 604.568.4892**  
www.journeyhomecommunity.ca

Provides newly arriving refugee claimant families in Greater Metro Vancouver area with housing assistance, basic needs, resettlement resources and assistance establishing a support network.

**Justice Education Society of BC**

www.immigrantlegal.ca  
Provides free legal information, education and resources for newcomers and the people working with them.

**SUCCESS Settlement Services 604.430.1899**  
www.success.bc.ca

Provides settlement services including individual counselling and support services, case management, life skills education workshops, public education workshops, labour market information and community connection programs.

**Pacific Immigrant Resources Society 604.298.5888**  
www.pirs.bc.ca

Offers programs for immigrant women and their children.

**Progressive Intercultural Community Services 604.596.7722**

www.pics.bc.ca  
Provides a variety of programs and services to assist new and recent immigrants with their transition in Canada.

**MOSAIC Services for Immigrants & Refugees**

www.mosaicbc.org  
Provides free, multi-lingual services for immigrants, refugees and work permit holders, including case management, settlement services, workshops, social mentoring, life-skills training and field trips. Also offer programs specific to youth, families and seniors.

**Moving Ahead Program for Refugees & Immigrants with Multiple Barriers 604.636.4712**

310-7155 Kingsway, Burnaby  
**Settlement Programs for Newcomers/ Work Permit Holders**

www.mosaicbc.org/settlement-services  
5902 Kingsway, Burnaby **604.438.8214**  
2055 Rosser Ave, Burnaby **604.292.3907**

**I Belong Settlement Services for LGBTQ Immigrants & Refugees 604.254.9626**

www.mosaicbc.org/i-belong  
**Newcomers' Centre for Children and Families 604.636.0120**  
www.mosaicbc.org/services/family-children-youth

**Settlement Workers in Schools (SWIS)**

Connect immigrant and refugee families to school, community and government resources.

**Burnaby School District Welcome Centre 604.664.7230**

http://swis.sd41.bc.ca  
**New Westminster Schools 778.628.0111**  
www.mosaicbc.org/swis

**Skills Connect for Immigrants Program 604.298.4720**  
www.skillsconnectbc.com

Offers government funded employment programs for professional immigrants. Support Services include: job search assistance, career assessment and planning, mentoring services and employment coaching for workplace success. Some financial assistance for language and technical/occupational skills upgrading is available.

**Vancouver & Lower Mainland Multicultural Family Support Services Society 604.436.1025**

www.vlmfss.ca againstviolence@vlmfss.ca  
Provides culturally and linguistically sensitive services to immigrants, refugees, no-status and visible minority women and their families who are experiencing family violence. Services are free and confidential and include individual and group counselling, advocacy and support through Multicultural Outreach STV, Children Who Witness Abuse Program, Bi-cultural Parenting, Community-Based Victim Assistance, Volunteers Program and Intake Service. Open Mon-Fri, 9am-5pm.

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## International Credential Evaluation Service

www.bcit.ca/ices

604.432.8800

Evaluates the credentials of people who have studied outside the province/Canada and compares to BC and Canadian standards.

## Recreation & Community

### Recreation Centres & Libraries

#### Burnaby Home Library &

#### Accessible Service

604.436.5423

www.bpl.bc.ca

Delivers materials for free to Burnaby residents who are confined to their home for a minimum of three months or who do not have easy access to library branches as a result of ill health, frailty, visual or physical disability.

#### New West Home Library Service

604.527.4650

www.nwpl.ca

Delivers free materials to New West residents who are confined to home, facility or hospital because of ill health, frailty, visual or physical disability. Materials include books, audio books, music, magazines, and DVDs.

#### Burnaby Parks, Recreation & Cultural Services

www.burnaby.ca/active

604.294.7450

Offers a variety of leisure services and activities for all ages, interests, and skill levels. Check the Leisure Guide for more information and schedules for all facilities. Well-equipped recreation facilities and parks are located throughout the city.

#### Bill Copeland Sports Centre

604.297.4521

#### Bonsor Recreation Complex/Pool

604.297.4597

#### Cameron Recreation Complex

604.297.4456

#### C.G. Brown Memorial Pool

604.297.4520

#### Edmonds Community Centre/Pool

604.297.4838

#### Eileen Dailly Leisure Pool

604.298.7946

#### Kensington Complex

604.297.4535

#### Willingdon Community Centre

604.297.4526

#### New West Parks, Culture & Recreation

604.527.4567

www.newwestpcr.ca (Recreation - Active Living Guide)

Offers a variety of leisure programs and drop-in services for all ages. Rentals of gyms, fields, community halls and ice time are also available.

#### Canada Games Pool

604.526.4281

#### Centennial Community Centre

604.777.5100

#### Moody Park Arena

604.525.5301

#### Queen's Park Arena

604.777.5111

#### Queensborough Community Centre

604.525.7388

## Public Libraries

Provide access to a rich array of stories, ideas, and information. Through great collections, creative public programming, and friendly knowledgeable staff, libraries support lifelong learning and literacy. Branches are important public spaces, meeting places, and centres for discovery and dialogue.

### Burnaby Public Library

www.bpl.bc.ca

#### Cameron Library

604.421.5454

9523 Cameron St, Burnaby

#### Tommy Douglas Library

604.522.3971

7311 Kingsway, Burnaby

#### McGill Library

604.299.8955

4595 Albert St, Burnaby

#### Metrotown Library

(Main Branch)

604.436.5410

6100 Willingdon Ave, Burnaby

### New West Public Library

www.nwpl.ca

#### Main Branch

604.527.4660

716-6th Ave, New West

#### Queensborough Library

604.636.4450

920 Ewen Ave, New West (Queensborough Centre)

### Art Galleries, Museums & Theatres

#### Arts Council of New Westminster

604.525.3244

www.acnw.ca

Coordinates events and monthly exhibits by emerging and established artists.

#### Burnaby Arts Council &

#### Deer Lake Gallery

604.298.7322

www.burnabyartscouncil.org

6584 Deer Lake Ave, Burnaby

Presents events and programs from all arts disciplines. See website for information on events and gallery.

#### Burnaby Art Gallery

604.297.4422

www.burnabyartgallery.ca

6344 Deer Lake Ave, Burnaby

Presents a variety of exhibitions, programs, and events.

#### Burnaby Village Museum

604.297.4565

www.burnabyvillagemuseum.ca

6501 Deer Lake Ave, Burnaby

Represents a typical 1920's tram-stop community with period costumed staff and a variety of demonstrations.



### BURNABY PUBLIC LIBRARY – OUR GOAL IS TO ENSURE ACCESS TO ALL!

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- We have an exclusive collection of large print and audiobooks just for patrons with print disabilities.
- We offer personalized service and one-on-one assistance for all your library needs.

Curious? Call BPL's **Home Library & Accessible Service** at 604-436-5423 to learn more.



6100 Willingdon Avenue | [bplhomes@bpl.bc.ca](mailto:bplhomes@bpl.bc.ca) | [bpl.bc.ca/home-library-service](http://bpl.bc.ca/home-library-service)

**Fraser River Discovery Centre 604.521.8401**

www.fraserriverdiscovery.org  
788 Quayside Dr, New West  
Interpretive centre celebrates the past, present, and future of living and working on the Fraser River.

**Massey Theatre and Plaskett Gallery 604.517.5900**

www.masseytheatre.com  
735-8th Ave, New West  
See website for information about events, rentals, gallery exhibits and community programs.

**Michael J. Fox Theatre 604.664.8875**

www.michaeljfoxtheatre.ca  
7373 MacPherson Ave, Burnaby  
Hosts multicultural performances, dance, drama, music and other community events.

**New Westminster Museum & Archives 604.527.4640**

www.newwestpcr.ca  
777 Columbia St, New West  
Home to an extensive collection of artifacts and information about the history of New Westminster.

**Nikkei National Museum & Cultural Centre 604.777.7000**

www.nikkeiplace.org  
6688 Southoaks Cres, Burnaby, BC  
Celebration of Japanese Canadian culture and its contribution to the Canadian mosaic. Also houses the Nikkei Garden.

**Royal City Musical Theatre 604.522.4306**

www.royalcitymusicaltheatre.com  
735-8th Ave, New West  
Produces and presents musical theatre for the public and provides practical experience in musical theatre to youth.

**Shadbolt Centre for the Arts 604.291.6864**

www.shadboltcentre.com  
6450 Deer Lake Ave, Burnaby  
Offers programs in fine and performing arts for students of all ages. Presents festivals, performances, and workshops.

**SFU Museum of Archaeology & Ethnology 778.782.3325**

www.sfu.museum  
8888 University Dr, Burnaby  
Public museum presents archaeology and cultures of BC and around the world. Admission by donation.

**Government Elected Officials**

Elected officials may help residents navigate various government authorities, advocate on their behalf, ensure access to government services, and respond to grievances/questions about government.

Mayors:

**Mayor Derek Corrigan** (Burnaby) **604.294.7340**

**Mayor Jonathan Cote** (New West) **604.527.4522**

Provincial MLAs:

**Kathy Corrigan** (Burnaby–Deer Lake) **604.775.2414**

**Raj Chouhan** (Burnaby–Edmonds) **604.660.7301**

**Jane Shin** (Burnaby–Lougheed) **604.660.5058**

**Richard T. Lee** (Burnaby North) **604.775.0778**

**Judy Darcy** (New West) **604.775.2101**

Federal MPs:

**Terry Beech** (Burnaby North–Seymour) **604.718.8870**

**Kennedy Stewart** (Burnaby South) **604.291.8863**

**Peter Julian** (New West–Burnaby) **604.775.5707**

**Environment & Recycling**

**Regeneration**

www.regeneration.ca  
Provides information about how and where to recycle special waste such as lighting products, paint, pesticides, smoke alarms, indoor/outdoor power tools and appliances.

**BC Recycling Hotline 604.732.9253**

www.rcbc.ca  
Provides information on waste reduction, reuse, recycling and proper disposal of all materials including household hazardous products.

**Burnaby Engineering Department 604.294.7972**

www.burnaby.ca (City Services - Garbage & Recycling)  
4949 Canada Way, Burnaby

**Burnaby Curbside Appliance Collection**

Service for Burnaby residents only. Call for pick-up. Appliances may also be delivered to the above site.

**Burnaby Recycling & Yard Waste Depot**

4855 Still Creek Ave, Burnaby  
Open Mon-Sun, 8am-4pm.

**Composters & Rain Barrels**

Reduce waste and conserve drinking water by using a backyard composter and installing a rain barrel for watering gardens. Buy at Yard Waste Depot.

**New Westminster Recycling Depot 604.968.4208**

www.newwestcity.ca (Garbage & Recycling)  
65 E. 6th Ave, New West (adjacent to Canada Games Pool)  
Open Wed-Sun, 10am-6pm.

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604-718-8870 | terrybeech-parl.ca | /terryjamesbeech



### Electronics Recycling Locations

These locations accept computers and peripherals, printers, televisions, and microwaves.

**Lee's Bottle Depot** 604.435.3432

7385 Buller Ave, Burnaby

**Regional Recycling** 1.855.701.7171

www.regionalrecycling.ca/burnaby

2961 Norland Ave, Burnaby

**Return-it (Encorp Pacific Canada)** 604.473.2400

www.return-it.ca

Visit website for various locations and accepted items.

**Call 2 Recycle** 1.888.224.9764

www.call2recycle.ca/locator

Provides an eco-friendly way to recycle batteries and cellphones. Check website locator to find nearest site.

**Kidney Foundation of Canada** 604.736.9775

www.kidney.bc.ca

#### Kidney Car Program

Donate unwanted vehicles to the Kidney Foundation. Receive a free tow and tax receipt. Call for pick-up.

**Wastech Coquitlam Transfer & Recycling Station** 604.521.1715

www.wastech.ca

1200 United Blvd, Coquitlam

See website or call for a full listing of accepted items, days and times of operation.

#### Construction Recycling Facility

995 United Blvd, Coquitlam

### Volunteer Opportunities

**Burnaby Community Services & Burnaby Meals on Wheels** 604.299.5778

www.BbyServices.ca

www.mealsonwheels-burnaby.com

Offers a wide variety of volunteer opportunities, seasonal to year round. Areas include Burnaby Christmas Bureau, summer events, seniors transportation drivers, reception, meal delivery, income tax preparation and form completion. See website for more information.

### Charity Village

www.charityvillage.com

Online source of information, jobs, services, resources and volunteer opportunities for the non-profit community.

**Community Volunteer Connections** 604.529.5139

www.volunteerconnections.net

Provides information on volunteer opportunities in New West/ Tri-Cities. Offers supported volunteering for adults with disabilities and youth volunteer opportunities through the CVC flying squad.

**Go Volunteer** 604.875.9144

www.govolunteer.ca

Online databases connects community volunteers to local non-profit organizations.

**ISSofBC** Burnaby: 604.395.8000

www.issbc.org

New West: 604.522.5902

Provides opportunities to volunteer within ISSofBC programs and services, special events and mentors. Mentoring may include assisting in the settlement process, English practice or providing information on Canadian work life.

**Seniors Services Society** 604.520.6621

www.seniorsservicesociety.ca

Opportunities include working with all programs offered to seniors: Meals on Wheels, Medical Transportation, Information and Referral Support, Support Calls, and Office Support. Call for more information.

**Volunteer Burnaby** 604.294.5533

www.volunteerburnaby.ca

Promotes volunteerism and citizen participation through recruitment and referral of volunteers to non-profit agencies of community services.

**Volunteer Grandparents** 604.736.8271

www.volunteergrandparents.ca

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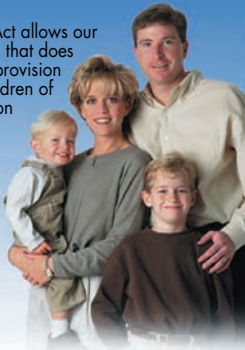
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### We Understand People Who Did Not Receive A Deserved Inheritance.

If you did not receive the inheritance you anticipated or think you deserved, different options may be available:

The Wills Variation Act allows our Courts to vary a Will that does not make adequate provision for the spouse or children of the testator (the person signing their will).



### We Are Aware You Want To Protect Your Family.

Having a Will allows you to appoint an executor of your choosing. If you die without a Will someone will have to apply to the Court to be appointed to administer your estate.

And until this appointment is made one will have authority to deal with your estate. The person appointed may have to post a bond, adding to the costs of administering your estate and reducing what is left for your beneficiaries.



### We Help People Seriously Injured In Car Accidents.

Insurance companies know from handling thousands of cases just like yours that most injured persons are reluctant to hire a lawyer and "cause trouble." In fact, insurance adjusters will tell you that you don't need a lawyer. But insurance companies come to the table armed with the best lawyers, investigators and specialists to prepare their defense.

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### Estate Litigation & Civil Litigation

If you think you may have a case worth pursuing or are unsure, we encourage you to speak to us about your possible chances of success, the amount you may recover, as well as the risks and possible costs.

It is important that you discuss your situation with a lawyer without delay as various limitations periods may extinguish a valid claim.

We can also assist you with needed notarizations or Powers of Attorney.



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