



BURNABY  
COMMUNITY  
SERVICES

# COMMUNITY RESOURCE GUIDE



2019

Burnaby & New Westminster

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)



# What do YOU want to do?

## Finish high school or upgrade your marks – Tuition-free for eligible students

We offer **High School Completion Courses** to suit your lifestyle. Take them day or night. Talk to one of our advisors. It's never too late to graduate.

## Improve your English language skills – Tuition-free for eligible students

Improve your reading, writing, speaking and listening skills, and meet new friends while taking **Literacy Foundations Courses** in English, Math, Science, Social Studies, or Computers.

**LINC Classes** focus on speaking, listening, reading, and writing English for day-to-day living, to help you integrate more easily into the community. Childminding is available.

## Work toward new career opportunities

We have a variety of study options to suit your needs. Choose part-time or full-time, short term or long term, and daytime or evenings.

- Dental Office Administration
- Dietary Aide
- Health Care Assistant
- Medical Office Assistant
- Therapeutic Recreation Aide
- Early Childhood Education
- Education Assistant
- Start a Family Day Care
- TESOL (ELL Instructor)
- Floral Arranging
- Interior Decorating
- Makeup Artistry
- Accounting & Payroll Admin
- Administrative Assistant
- Business Office Communication
- Computer Courses
- Hotel Management
- Leadership Development
- Media Training
- Office Skills
- Payroll / Bookkeeping
- Voice-over Announcing
- Arborist Tree Identification
- Hardscape Installation
- Landscaping Horticulture Apprenticeship
- Organic Master Gardener
- Permaculture Design
- Residential Landscape Technician
- Tree Pruning
- Building Service Worker

## Try something new

Choose from a long list of **General Interest Courses** including: French, Spanish, Mandarin, Russian, Accent Reduction, Yoga, Reiki, High Intensity Interval Training, Photography, Hairstyling, Soap Making, and Sewing.

# Explore your options.



## BURNABY COMMUNITY SERVICES

**Stephen D'Souza**  
Executive Director

**Marney Godkin**  
Community Resources  
Manager

**Marah Arif**  
Publications Assistant

## Burnabynow

**Publisher**  
Lara Graham

#201A-3430 Brighton Ave.  
Burnaby, BC V5A 3H4

604.444.3451

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

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# WELCOME TO THE 2019 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!

## Change Begins With Us.

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 acknowledges that we operate on the ancestral, traditional and unceded territories of the Coast Salish Peoples.

## 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)  
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## 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 is 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 at Gilmore Community School and Burnaby Neighbourhood House - South from Sept-June.

#### Quest Food Exchange 604.553.0636

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

7753-6th St, Burnaby

Provides dignified access to a variety of affordable and healthy foods to people facing food security challenges. Referral is required from a non-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.

#### Jubilee United Church 604.434.8323

7551 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 free lunch Thurs, 11am-12pm. NW residents may access emergency food once a month on Fri, 9-11am.

#### Union Gospel Mission 604.525.8989

658 Clarkson St, New West

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

#### Salvation Army - Metrotown 604.437.1521

6125 Nelson Ave, Burnaby

Emergency food bank open Wed, 10am-4pm, supplying food hampers, thrift store vouchers. Meals at Southside Church on Mon, 5:45pm.

#### Salvation Army - New Westminster 604.521.2421

325-6th St, New West

Emergency food assistance for New West and Tri-Cities residents on Mon, Wed & Fri, 10am-1pm and Burnaby residents on Fri 1-2pm, by appointment only. Saturday Brunch Program at 10am. Call for more information.

#### Society to End Homelessness in 604.200.0712

##### Burnaby -Outreach Resource Centre

Southside Church - 7135 Walker Ave, Burnaby

Thurs, 9-11:30am. 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.BurnabyMeals.ca](http://www.BurnabyMeals.ca)

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.seniorsservicessociety.ca/smow.htm](http://www.seniorsservicessociety.ca/smow.htm)

Delivers fresh, nutritious, and affordable meals to NW residents 60+. Meals are prepared Mon, Wed and Fri 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)

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

#### Casalinga Food Service 604.435.1994

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

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

#### Dairyland Home Service 1.877.341.8700

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

## Community Gardens

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

**Burnaby & Region Allotment Garden** 604.842.8571  
www.baraga.ca  
Garden site: 7528 Meadow Ave, Burnaby

**Heights Neighbourhood Garden**  
f: Heights Community Garden heightsgrdn@gmail.com  
Garden site: 3897 Pender St, Burnaby

**Naheeno Park Community Garden** 604.291.3000  
www.univercity.ca > The Community > Parks + Greenspaces  
Garden site: 8888 University Dr, Burnaby

**North East Burnaby Organic Community Garden**  
www.nbcagarden.org nebcagarden@gmail.com  
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  
Garden Site: 7014 Stride Ave, Burnaby

**New West Community Gardening Society**  
www.nwcgs.ca nwcommunitygarden@gmail.com  
Provides garden lots in various locations in New West.

## Farmers Markets

Call to confirm locations and times for these seasonal markets.

**Burnaby Farmers Market** 604.357.4736  
www.artisanmarkets.ca  
Burnaby City Hall (north parking lot) 4949 Canada Way  
at Deer Lake Pkwy, Saturdays, 9am-2pm, May-Oct.

**New West Farmers Market** 778.928.7236  
www.newwestfarmers.ca  
Tipperary Park - 4th St and Royal Ave, New West  
Thursdays, 3-7pm, June-Oct

## Health & Wellness

**HealthLink BC** 24-hr: 811  
www.healthlinkbc.ca TTY: 711  
Multi-lingual, non-emergency health information and referral; speak with a nurse, pharmacist or dietitian.

## Healthy Families BC

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.gov.bc.ca  
Helps low income families with the cost of basic dental care and prescription eyewear for their children, including dependent children up to 18yrs whose families receive MSP premium assistance through the Ministry of Health.

**BC Drug & Poison Information Centre** 604.682.5050  
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

**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** 604.587.3936

**-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.

**BC Emergency Health Services** 604.872.5151  
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  
Provides comprehensive maternal/fetal/newborn and specialized health services for BC women and their families.

**Screening Program Information Line** 604.877.6187  
www.bccancer.bc.ca/screening  
Provides information and booking for breast and colon screening.

## PEOPLE OF ACTION

Rotary is where Business Professionals, Community Leaders & Citizens unite for the common good.

Share ideas and take action to create lasting change.

Discover us online...

facebook.com/RotaryMetrotown  
www.burnabymetrotownrotary.org

Join Rotary Today!

District 5040 **Rotary**  
Club of Burnaby Metrotown



- Health Insurance BC** **604.683.7151**  
www.health.gov.bc.ca  
Provides information on Pharmacare, Fair Pharmacare, and the 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**
- 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
- 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 Medical Clinic** **604.299.9769**  
www.kensingtonmedicalclinic.com  
6548 E. Hastings St, Burnaby
- Metrohealth Clinic** **604.433.8888**  
www.metrohealthclinic.ca  
4879 Kingsway, Burnaby
- Middlegate Medical Centre** **604.522.1886**  
7018 Kingsway, Burnaby
- Old Orchard Medical Walk-In Clinic** **604.431.6585**  
www.burnabymedicalclinic.com  
11-4429 Kingsway, Burnaby
- Royal Columbia Medical Clinic** **604.522.7363**  
107-301 E. Columbia St, New West
- Welcome Medical Clinic** **604.526.1303**  
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**
- Stop Overdose BC**  
www.stopoverdose.gov.bc.ca  
Learn to recognize the risks and signs of overdose and how to respond to save lives. Info on how and when to use naloxone, tips on talking openly with loved ones, and find supervised consumption/overdose prevention services.
- Alcohol & Drug Information & Referral** **604.660.9382**  
www.bc211.ca **1.800.663.1441**  
Provides 24-hr information and referral to counselling, detox, residential treatment centres, and self-help groups.
- 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 those who are concerned about their own or another's alcohol and drug use. Outreach services for youth and older adults 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 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 longer-stay regional service provides stabilization and safety, assessment, and referral to residential services.



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**CHARLFORD HOUSE**  
SOCIETY FOR WOMEN



*Saving and transforming lives one  
miracle at a time. Reuniting and  
rebuilding families one life at a time.*

**ADDICTS  
DO RECOVER**

PO BOX 44077, BURNABY, BC V5B 4Y2  
(604) 420-6601 • INFO@CHARLFORDHOUSE.CA

**Creekside Withdrawal Management 604.587.3755**

Provides in-patient withdrawal management services including assessment, substance use education, counselling, medical and nursing care.

**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 intoxication. Open 24/7. Centre also provides safe consumption services for IV users from 7am-7pm.

**Last Door Recovery Centre 604.525.9771**

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

Provides residential program for male youth ages 14-18 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**

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

**604.522.3722 x101**

Free counselling services 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](http://www.phoenixsociety.com)

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

**Problem Gambling Helpline 1.888.795.6111**

[www.bcresponsiblegambling.ca](http://www.bcresponsiblegambling.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](http://www.vancouveraa.ca)

**Al-Anon/Alateen 604.688.1716**  
[www.bcyukon-al-anon.org](http://www.bcyukon-al-anon.org)

**Cocaine Anonymous 604.662.8500**  
[www.ca-bc.org](http://www.ca-bc.org)

**Gamblers Anonymous 1.855.222.5542**  
[www.gabc.ca](http://www.gabc.ca)

**Nar-Anon 604.878.8844**  
[www.nar-anon.org](http://www.nar-anon.org)  
Support groups for family and friends of compulsive drug users.

**Narcotics Anonymous 604.873.1018**  
[www.vascna.ca](http://www.vascna.ca)

**Overeaters Anonymous 604.878.4575**  
[www.oaseatosky.com](http://www.oaseatosky.com) [oaseatosky@gmail.com](mailto:oaseatosky@gmail.com)  
Support group of men and women in recovery from compulsive eating, bulimia or anorexia.

**Parents Forever 604.524.4230**  
[www.parentsforever.ca/about.html](http://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](http://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.



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**Douglas College Dental Assisting Clinic 604.527.5464**

www.douglascollege.ca

(Dental Clinic Preventative Services)

Provides preventive dental services to patients ages 4-25. Services are offered at reduced rates. Must attend screening appointment. Available only in April and May.

**Halo Dental Clinic 604.544.8875**

www.halodental.ca

Patients on ministry and income assistance are welcomed. Offers convenient hours, free parking and student discounts. Wheelchair accessible.

**Mid-Main Health Centre - Dental Clinic 604.873.3602**

www.midmain.net

3998 Main St, Vancouver

Provides family dental services at discounted rates.

**UBC Dental Clinic 604.822.2112**

www.dentistry.ubc.ca/treatment

Students provide a range of dental services for adult and geriatric patients at reduced rates.

**UBC Dental Hygiene Program 604.822.2112**

Offered on Saturdays at Douglas College Clinic. Free for residents of New West. Call for a screening appointment.

**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 Aboriginal and non-Aboriginal people, those on income assistance, and children through the Healthy Kids Program. Donations are gratefully accepted based on type of treatment. 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/services/eat-shop--more/dental-clinic

Call for current program details on services, discounted fees and times of operation.

**Medical Equipment & Supplies**

**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.

**Fraser Health Lifeline 604.953.4960**

www.fraserhealth.ca (Search > Lifeline)

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

**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.

**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.

**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.

**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. 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.

**Advanced Mobility Products 604.293.0002**

www.advancedmobility.ca

Offers a large inventory of home health products and rehabilitative equipment.



**Free  
Denture  
Cleaning  
& Consultation**



**Call 778 985 5000  
to book your appointment**



#111-7738 Edmonds St | Burnaby  
www.dukeparkdentureclinic.ca



All Denture Services | Implant Supported Dentures | Mobile & Emergency Services | Repairs | All Dental Plans Accepted

**BC Medequip Home Health Care** 604.888.8811  
 www.bcmequip.com  
 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  
 Offers a large inventory of home health products and rehabilitative equipment. Shop online services are available.

**Sunquest Mobility** 778.397.8083  
 www.sunquestmobility.com  
 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.

**Tetra Society of North America** 604.688.6464  
 www.tetrasociety.org info@tetrasociety.org  
 Provides customized assistive devices to people with disabilities. Engineers and technicians work one-on-one with people who have specific needs that can't be met by commercial devices.

**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: 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 education and community-based research and services to those affected by mental illness. Call for more info on workshops, resources and events.

**BounceBack** 604.874.7881  
 Free skill-building program obtained by a doctor's or nurse practitioner's referral for adults experiencing mild to moderate stress, depression, or anxiety. Translations available in Mandarin and Cantonese.

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

**Child & Youth Mental Health Program**  
 Ministry of Children and Family Development provides community-based specialized mental health services for children and youth 6-18yrs. Services are accessed through a walk-in intake clinic; no appointment necessary. 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, education, and direction for getting help. Serves ages 13-30.

**FamilySmart** 604.878.3400  
 www.familysmart.ca  
 Provides families with an opportunity and support to create caring experiences and greater outcomes for child and youth mental health. FamilySmart also offers information, tools, and tips on support and assistance for kids with mental health difficulties.

**Fraser Side Community Services** 604.522.3722  
 www.fraserside.bc.ca  
 Provides assisted living, supported housing, transitional housing, and member-directed clubhouse for adults with mental health challenges.

**Kelty Mental Health Resource Centre** 604.875.2084  
 www.keltymentalhealth.ca keltycentre@cw.bc.ca  
 Provides information, support and resources on mental health, medications, and substance use issues for children and youth under 24 yrs and their families. Also provides youth/parent peer support. Access at Children's Hospital.

**Foundry**  
 www.foundrybc.ca  
 Website is designed to help people ages 12-24 assess their feelings and quickly connect to mental health resources and support. Offers education, self-care tools, website links, and connections to professional resources.

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www.katrinachen.ca



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110-888 Carnarvon Street  
New Westminster, BC V3M 0C6  
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peter.julian.c1@parl.gc.ca  
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**Raj Chouhan, MLA**  
Burnaby - Edmonds  
5234 Rumble Street  
Burnaby, BC V5J 2B6  
604-660-7301  
raj.chouhan.mla@leg.bc.ca  
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Burnaby - Deer Lake  
105 - 6411 Nelson Avenue  
Burnaby, BC, V5H 4H3  
604-775-0565  
anne.kang.mla@leg.bc.ca

**Mood Disorders Association of BC** 604.873.0103  
www.mdabc.net

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

### Sexual Health Resources

**Rape Crisis Line** 24-hr: 604.872.8212

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

www.rapereliefshelter.bc.ca

**-WAVAW Rape Crisis Centre** 604.255.6344

www.wavaw.ca

**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

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

**Options for Sexual Health Clinics** 604.731.4252

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 an appt.

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

3550 E. Hastings St, Vancouver

(Mon: 7-9pm, drop-in; Tues & Thurs: 7-9pm, by appt only)

*\*For more options, please see Drop-In Clinics, page 7 or Youth Health Clinics, page 43*

### Health Organizations

**Alzheimer Society of BC - Fraser Region** 604.298.0780

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**

www.arthritis.ca/bc

604.714.5550

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

**Autism BC** 604.434.0880

www.autismbc.ca

Offers information, support, and education to BC families and caregivers of children and adults with Autism. Workshops, events, resource library and an online newsletter are also available.

**BC Brain Injury Association**

www.brainstreams.ca

info@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

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

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.s.s.org

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

**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 Liver Foundation - BC/Yukon Chapter**

www.liver.ca

604.707.6430

Provides information and support programs for people living with liver disease.



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**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 and services offered 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.

**Diabetes Canada** 1.800.226.8464  
 www.diabetes.ca  
 Provides diabetes related information and referral services. For service in Chinese, call 604.732.8187.

**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 Indigenous communities, new immigrants, South Asian communities, active seniors and families with low income.

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

**GI Society** 604.873.4876  
 www.badgut.org  
 Provides trusted, evidence-based information, resources and research on a wide array of gastrointestinal diseases and disorders.

**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 Canada – BC & Yukon Branch** 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 – BC & Yukon Division** 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 1.800.463.6842  
 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.srabcc.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.

## 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.

## Family Services of Greater Vancouver

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

**604.525.9144**

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

## 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 months.

### Family Development Response

Provides parenting assessment/intervention for up to 3 months.

### 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.

## 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. Also offers educational programs and workshops on grief and loss for volunteers and professionals.

## Fraser Side Community Services

**604.522.3722 x101**

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

### Perspectives Substance Use Counselling Services

Provides free counselling, education, referral, and support to adults, children, adolescents and their families who are experiencing challenges related to their substance use or are affected by someone else's substance use.

### The Peace Program

(formerly Children Who Witness Abuse)

Provides group and individual counselling to children and youth who witness violence against a parent or caregiver.

## 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, 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.

## Lookout Housing & Health Society

**604.255.0340**

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

[info@lookoutsociety.ca](mailto:info@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**

### Rhoda Kaillis Residence

**604.544.5145**

### Russell Housing Centre

**604.529.9126**

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**New West UBC Counselling Centre 604.525.6651**  
Provides free counselling to adults, adolescents, and families from Sept-June.

**Burnaby Seniors Outreach 604.291.2258**  
www.bsoss.org  
Offers support services for seniors and unpaid caregivers. Programs include free peer counselling for seniors experiencing anxiety, depression, frustration or difficulties because of life changes, and support groups for unpaid caregivers. Call for more info and program updates.

**Century House Senior Peer Counselling 604.519.1064**  
www.chspc.ca  
Provides free counselling programs for New West seniors 50+. Helps those dealing with life transitions, bereavement, loss, loneliness, isolation, health and aging concerns.

**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 abuse or trauma.

**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 raising children.

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

**Qmunity 604.684.5307**  
www.qmunity.ca/get-support/counselling  
Offers support for the LGBT2Q+ community.

**Elizabeth Fry Society 604.520.1166**  
www.elizabethfry.com info@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 Service 604.525.0999**  
www.pacscanada.org  
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.

**Vietnamese Family Support Program 604.254.9626**  
www.mosaicbc.org/vfsp  
Offers counselling support on life transitions, grief and loss, cultural adaptation, financial difficulties, or unemployment for the Vietnamese community.

**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.

## Burnaby Seniors Outreach

- *Peer Counselling* providing free, confidential support for seniors in the community
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2055 Rosser Avenue, Burnaby, BC, V5C 0H1 • 604-291-2258 • info@bby seniors.ca



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**MenTor** **604.636.1864**  
Program helps transform relationships between men and women through counselling. Teaches men how to have a healthy relationship with women and challenges the thinking of men that misuse power. Meetings are held on Monday nights for 15 weeks. Cost is \$20 per class.

**MOSAIC Men in Change** **604.254.9626**  
[www.mosaicbc.org/mic](http://www.mosaicbc.org/mic)  
Provides counselling and psychoeducation for immigrant, refugee and visible minority men who have used or are at risk of using violence in intimate relationships.

**BC Society for Male Survivors of Sexual Abuse** **604.682.6482**  
[www.bc-malesurvivors.com](http://www.bc-malesurvivors.com)  
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**  
[victimservices@bc-malesurvivors.com](mailto:victimservices@bc-malesurvivors.com)  
Provides justice system information, support, and liaison to male survivors who wish to explore avenues of justice.

**Burnaby Hospice Society** **604.520.5087**  
[www.burnabyhospice.org](http://www.burnabyhospice.org)  
Provides services to individuals and families in Burnaby going through the end-of-life journey. Supports palliative or hospice care patients and their families and caregivers.

**Memorial Society of BC** **1.888.816.5902**  
[www.memsoc.org](http://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](http://www.bcbereavementhelpline.com)  
Provides information, referral and compassionate listening for persons coping with grief.

### Victim Services

**VictimLINK BC** 24-hr: **1.800.563.0808**  
[www.victimlinkbc.ca](http://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 and safety planning.

**Police Victim Services Units**  
Offers information, emotional support, and practical assistance to persons or families affected by a crime or trauma.

**Burnaby RCMP** **604.646.9700**  
[www.burnaby.rcmp.ca](http://www.burnaby.rcmp.ca)  
[burnaby\\_victim\\_services@rcmp-grc.gc.ca](mailto:burnaby_victim_services@rcmp-grc.gc.ca)  
**New Westminster Police** **604.529.2525**  
[www.nwpolice.org](http://www.nwpolice.org) [VAU@nwpolice.org](mailto:VAU@nwpolice.org)

**MADD Metro Vancouver** **1.800.665.6233 x359**  
[www.maddchapters.ca/vancouver](http://www.maddchapters.ca/vancouver)  
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.

**Family Services of Greater Vancouver –Victim Service Program** **604.525.9144**  
[www.fsgv.ca/counselling](http://www.fsgv.ca/counselling)  
Provides community-based support services for victimized adults.

**Child & Youth Victim Support Service** **604.436.9449x237**  
[www.cameray.ca](http://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** **604.953.4723**  
**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. Service also available at UBC Urgent Care Centre, 2211 Wesbrook Mall, 8am-10pm, 7 days/week.



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

**Burnaby Hospice Society**



## **MOSAIC –Multicultural Victim Services**

[www.mosaicbc.org/mvs](http://www.mosaicbc.org/mvs)

**604.254.9626**

Provides community-based, specialized services for multicultural victims of all types of crime, including criminal justice information and support, safety planning, information and referral, and emotional/practical support to assist victims in recovery.

### **Stopping the Violence and Multicultural Outreach Services**

[www.mosaicbc.org/stv](http://www.mosaicbc.org/stv)

Provides individual/group counselling for women who are at risk or have experienced abuse, including threats or any kind of violence. Advocacy, prevention, resources, and community liaison is provided to assist with victim empowerment and positive change.

## **Justice Education Society of BC**

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

Provides online resource for victims and witnesses of crime. Includes services for victims, legal and financial help, info about reporting crimes and court process.

## **Housing**

### **Emergency, Transitional & Supportive Housing**

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

Dial or text: **211**

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

Provides information on shelters, 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 updated 11:30am and 7:30pm.

#### **Extreme Weather Shelter**

**604.544.5145**

Westminster Bible Chapel - 7540 6th St, Burnaby  
Opens on weather dependent basis from Nov 1-Mar 31 (7pm-7am) when weather is severe enough to present a substantial threat to life or health of homeless persons. Openings are posted at local community centres, libraries 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**

**604.522.3722**

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

Provides no-cost, high-barrier Family Shelter; transitional housing for adults with mental illness; low-barrier housing for adults at risk of homelessness; and supportive housing for adults with mental health and substance use issues.

## **Lookout Housing & Health Society**

**604.255.0340**

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

[info@lookoutsociety.ca](mailto:info@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**

#### **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**

[www.sh-shelter.com](http://www.sh-shelter.com)

32 Elliot St, New West

14 bed emergency shelter for men. Self-referral on a first-come, first-served basis. Call at 9am.

## **Union Gospel Mission**

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

[contact@ugm.ca](mailto:contact@ugm.ca)

Offers emergency shelter, meals, alcohol/drug recovery programs and affordable housing in Vanc/New West.

## **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**

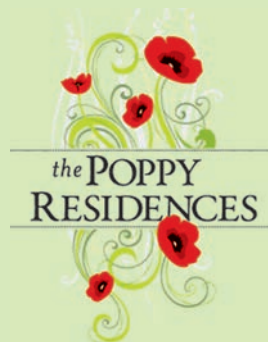
**604.433.7380**

For low income Burnaby residents raising children.

#### **Stopping the Violence Counselling** **604.298.2549**

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

## **We Call It Home**



**CALL DONNA  
for your  
PERSONAL TOUR.  
604.568.5563**

5291 Grimmer St. Burnaby  
[thePoppyResidences.com](http://thePoppyResidences.com)

**Elizabeth Fry Society** 604.520.1166  
www.elizabethfry.com info@elizabethfry.com  
Provides housing, support and counselling for women and children.

**Cynthia's Place** 604.582.2456  
Provides shelter for women and their children ages 5+.

**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.

## Housing Information & Services

**BC Housing** 604.433.2218  
www.bchousing.org  
Provides subsidized housing for persons with low income including families with young children, 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  
Provides financial assistance for eligible renters 60+.

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

**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 info and workshops about co-op housing. Offers list of co-ops currently accepting applications.

**Metro Vancouver Housing Cooperation** 604.432.6300  
www.metrovancouver.org (Services > Housing)  
Offers housing for low income families, seniors, and persons with disabilities. Limited rental assistance program for those who qualify.

**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.

**Seniors Services Society** 604.520.6621  
www.seniorsservicesociety.ca  
housing@seniorsservicesociety.ca  
rentbank@seniorsservicesociety.ca  
Provides seniors housing navigation across BC, information and referral, seniors homeless outreach program, Temporary Housing Program (cost geared to income), Seniors Rent Bank, for one-time interest free loans and Seniors Housing Navigator Training Program. Services available for seniors 60+ living in the Lower Mainland (except Downtown Eastside).

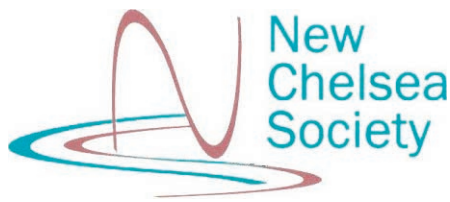
**Society for Christian Care of the Elderly** 604.681.7337  
www.scce.ca  
Provides dignified, independent and affordable housing for persons 55+.

**Progressive Housing Society** 604.522.9669 x318  
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 HSRT0@gov.bc.ca  
Provides landlords and tenants with information about their rights and responsibilities, and dispute resolution services.



*"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

## TRAC –Tenant Resource & Advisory Centre

www.tenants.bc.ca **604.255.0546**

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 & Maintenance

**BC Housing** **604.433.2218**

www.bchousing.org

### HAFI –Home Adaptations for Independence

www.bchousing.org/Options/Home\_Renovations

Provides financial assistance for home modifications to help eligible low-income seniors and people with disabilities to continue to live in their own home.

**BC Home Renovation Tax Credit for Seniors and Persons with Disabilities** **1.877.387.3332**

www.gov.bc.ca ITBTaxQuestions@gov.bc.ca

Assists eligible seniors 65+ and persons with disabilities with the cost of certain permanent renovations to improve accessibility, function or mobility at home.

**Mobile Work Crew** **604.723.3439**

www.fraser.bc.ca/community-living/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/day\_programs\_nhn.htm

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 home.

**1st Hoarding CleanUp** **1.855.468.2588**

www.1stHoardingCleanUp.com

Provides compassionate help for hoarders, along with their families when living environments become too difficult to manage on their own.

**Clean Start BC** **604.992.5316**

www.cleanstartbc.ca

Offers hoarding clean up and junk removal services.

## Education

### BC Ministry of Education

www.gov.bc.ca/bced

**Burnaby School District** **604.296.6900**

www.burnabyschools.ca

**New Westminister School District** **604.517.6240**

www.newwestschools.ca

### Federation of Independent School Associations

www.fisabc.ca

**604.684.6023**

### Independent Schools Association of BC

www.isabc.ca

**604.913.6038**

## Homeschooling Resources

### BC Ministry of Education

www.bced.gov.bc.ca/home\_school

Provides parents with information about homeschooling.

### Homeschool Canada

**778.809.3710**

www.homeschoolcanada.ca

Online guide to homeschooling in Canada.

### The Canadian Homeschooler

www.thecanadianhomeschooler.com

thecanadianhomeschooler@gmail.com

Provides resources for Canadian home educators.

## Post-Secondary Institutions

### British Columbia Institute of Technology (BCIT)

www.bcit.ca

**604.434.5734**

### Douglas College

**604.527.5400**

www.douglascollege.ca

### Justice Institute of British Columbia (JIBC)

www.jibc.ca

**604.525.5422**

### Simon Fraser University (SFU) –Burnaby Campus

www.sfu.ca

**778.782.3111**

## High School Completion/Continuing Education

### Burnaby Community & Continuing Education

www.burnabycce.ca

**604.296.6901**

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



## Hands On Accounting

### Professional Bookkeeping and Tax Services

- Tax Returns
- Bookkeeping
- Payroll
- Corporation

We use Sage 50 for your small business.

**604-314-8395 | www.handsonbooks.ca**

**NEC Native Education College** 604.873.3772  
www.necvancouver.org  
285 E. 5th Ave, Vancouver  
Private college works to strengthen Indigenous communities through accredited programs that lead to employment and higher learning.

**Pearson Adult Learning Centre** 604.517.6286  
www.newwestschools.ca/on-line-learning  
Supports adult students who need academic upgrading in English or Math, or specific courses for post-secondary institutions, or high school graduation.

**POWER Alternate Secondary School** 604.517.6141  
www.newwestschools.ca/our-schools/power/  
Offers New West students ages 16-18 a high school graduation diploma and incorporates academic, career exploration and work experience opportunities, along with individualized support and instruction.

**Purpose Secondary School** 604.528.6014  
www.purposessecondary.org  
Offers independent high school program for students ages 13-19.

**SIGMA Young Adult Learning Centre** 604.517.6292  
www.newwestschools.ca/our-schools/sigma  
Offers a flexible high school completion program for academically capable students ages 16-18.

**Virtual School BC** 604.517.6191  
www.newwestadultlearning.ca/home  
Offers a full range of academic courses for school-aged and adult students. Open online 24/7; centres are open for testing and tutorial assistance on weekdays.

## ESL Resources

**Burnaby Community & Continuing Education**  
www.burnabyccce.ca 604.296.6901  
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.

**New Westminster Continuing Education - Pearson ALC** 604.517.6286  
www.newwestadultlearning.ca/home  
Provides daytime and evening English Language Learning. Free tuition for BC residents who do not hold a high school diploma.

**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 -LINC**  
www.issbc.org  
Provides LINC (Language Instruction for Newcomers to Canada) including literacy, and workplace English.  
Burnaby: 604.936.0210  
New West: 604.522.5902

**Brentwood Learning Centre** 604.298.8201  
www.mosaicbc.org/english-language-centres  
Provides free daytime and evening English classes for immigrants and refugees. Classes are taught by highly experienced instructors. Childminding services provided.

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

## Literacy

**Literacy Now Burnaby**  
www.literacynowburnaby.ca  
info@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.

**Decoda Literacy Solutions** 604.681.4199  
www.decoda.ca info@decoda.ca  
Provides resources, training and funds to support community-based literacy programs and initiatives.

**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.

**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.

# Burnaby Neighbourhood House

## Building Welcoming and Inclusive Neighbourhoods

- 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



South House - 4460 Beresford Street,  
Burnaby (604) 431-0400

North House - 4908 Hastings Street,  
Burnaby (604) 294-5444

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<http://burnabynh.ca/>

**I-CARE (Douglas College) 604.527.5409**

www.douglascollege.ca/ICARE

Helps English-speaking adults improve basic reading and writing skills. One-on-one tutoring is available.

**Burnaby Public Library 604.436.5400**

www.bpl.bc.ca

Provides literacy tips and resources for families helping their children learn to read. Free story times 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.

**New West Public Library 604.527.4660**

www.nwpl.ca

Offers a wide range of programs and events for children learning to read.

**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 include: Trades Training & Apprenticeship Programs, Essential Skills, and Employment Assistance Services Program. Programs offered in several Lower Mainland locations.

**Cave Youth Employment Program 604.438.3045**

www.douglascollege.ca/cave

cave@douglascollege.ca

Offers a free training option for youth ages 15-29 to build their workplace skills and confidence, identify job goals, and create a plan. Must be unemployed or working less than 20 hrs/week, not a full time student, and not receiving EI.

**ISSofBC –Job Quest**

https://issbc.org/service-types/find-work

Provides flexible appointments to fit a range of skills and experience, and provide referrals to programs meeting the needs of users (employers, Career Paths, skills and language training, financial assistance, work and volunteer experience). Coaching and group sessions help with preparation of resumes and cover letters, build job search and interview skills, and overcome employment barriers.

Burnaby: 604.395.8000

New West: 604.522.5902

**MOSAIC Employment Services 604.438.8214**

www.mosaicbc.org/employment-programs

Career Paths Program helps newcomers find jobs to suit pre-arrival qualifications and gain Canadian work experience. Support services include language, career planning, credential assessment, practicum and mentorship opportunities. Call for other employment programs for refugees and immigrant job-seekers.

**Neil Squire Society 604.473.9363**

www.neilsquire.ca

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

**SUCCESS –Chance to Choose Employment Program 604.438.7222**

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.

**Employment & Financial Assistance**

**WorkBC Employment Services 1.877.952.6914**

www.workbc.ca (Employment Services)

Offers a full range of services, programs and supports to people looking for work, apprenticeship or training programs, or receiving income assistance or employment insurance. Specialized services are available for Aboriginals, immigrants, persons with disabilities, older workers, youth, survivors of abuse or violence, and people with multiple barriers. Check website for WorkBC locations.

**Job Bank**

www.jobbank.gc.ca

Government of Canada online source for jobs and labour market information. Offers 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 1.866.866.0800**

www.gov.bc.ca (Search > Income Assistance)

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. Call local office for emergency funds.



**Burnaby Public Library**

- Programs for all ages
- Reference & research services
- Downloadable audiobooks and e-books
- Online news, research, language learning and career resources
- Personalized reading suggestions
- Books in accessible formats and delivery to qualifying residents

*Be curious...*

www.bpl.bc.ca | 604-436-5400

**YMCA Experience Works 45+ Program 604.685.8066**  
www.gv.ymca.ca/Programs/Categories/Employment-Services  
Offers a 30-week job-readiness program that provides training and support for job seekers ages 45+ to gain the confidence, skills and experience needed to secure and maintain employment. Open to persons in the Lower Mainland who are unemployed or under-employed, working less than 20 hours/week. Clients must not have received EI benefits within the last 3 years or attended school. For more details, call or email: exw@gv.ymca.ca.

**How to Apply for Welfare & Welfare Benefits**  
www.legalaid.bc.ca/publications  
Publications explain the process for applying for welfare and the benefits available once qualified. Order online.

### 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 TDD: **604.775.0303**

**Service Canada 1.800.622.6232**  
www.canada.ca TTY: **1.800.926.9105**

**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 online chat.

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

**Volunteer Tax Preparation Clinics 1.800.959.8281**  
www.canada.ca/en/revenue-agency.html (CVITP)  
Visit website or call for location/times of clinics.

## Low Cost Goods

**Habitat for Humanity – ReStore**  
www.habitatgv.ca/restore-locations  
Offers a variety of new and used building materials, appliances and furniture at reduced cost. All proceeds support local affordable housing projects and housing projects around the world.

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

**Salvation Army Emergency Clothing 604.521.2421**  
325-6th St, New West  
Vouchers are available twice a year for persons experiencing homelessness. Call for more information.

**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 12-4pm, 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, 12pm-5pm.

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

**Grand Central Consignment 604.524.4095**  
www.grandcentralconsignment.com  
719 Carnarvon St, New West  
Open Mon-Sat, 11am-6pm; Sun 11am-5pm.

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

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

# OLD ORCHARD CENTRE

Corner of Kingsway and Willingdon

**OVER 25 STORES AND SERVICES FOR YOUR SHOPPING CONVENIENCE.**

Including Save On Foods, Shoppers Drug Mart, Medical and Dental offices.

Plenty of free customer parking.

**KINGSWAY & WILLINGDON, BURNABY**

**New to You Thrift Store** **604.515.4815**

416 E. Columbia St, New West  
Open Tues-Sat, 10am-3pm. 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.

**St. Barnabas Anglican Church Thrift Store** **604.526.6646**

1010-5th Ave, New West  
Open Wed-Sat, 10am-4pm.

**Treasure Chest Thrift Store** **604.516.8080 x327**

435-6th St, New West  
Open Tues-Sat, 10am-4pm; Sun, 12pm-4pm.

## 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.

**Canadian Anti-Fraud Centre** **1.888.495.8501**

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  
by responding to inquiries and complaints.

## Legal

**Clicklaw**

www.clicklaw.bc.ca  
Provides online legal info, education, and assistance.

**MyLawBC**

www.mylawbc.com  
MyLawBC is a new interactive website that engages  
users to help find solutions to common legal problems,  
including issues on family law, abuse and family violence,  
foreclosure, wills and personal planning.

**Courthouse Libraries of BC** **604.660.2841**

www.courthouselibrary.ca  
librarian@courthouselibrary.ca

**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 48 for local library branches.*

**Justice Education Society of BC** **604.660.9870**

www.justiceeducation.ca  
Provides information about our courts and justice system,  
resources for victims, immigrants, aboriginals, parents,  
youth and many self-help guides and resources.

**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 a consultation with a lawyer for up to 30  
minutes for a \$25 fee. Call Mon-Fri, 8:30am-5pm.

**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.islap.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.

**LITTLE BILLY'S STEAKHOUSE**  
RESERVATIONS RECOMMENDED  
6785 EAST HASTINGS, BURNABY • 604.294.4460 • WWW.LITTLEBILLYS.COM

www.BbyServices.ca Community Resource Guide 2019 23

**Seniors First BC**  
**(formerly BC Centre for Elder Advocacy & Support)**  
–Elder Law Clinic **604.336.5653**  
–Seniors Abuse & Information Line (SAIL) **604.437.1940**  
[www.seniorsfirstbc.ca](http://www.seniorsfirstbc.ca)

Offers legal consultations to seniors on most matters of law including proceedings, adult guardianship, wills, powers of attorneys and representation agreements. It also holds monthly legal clinics at local seniors centres. Legal Advocacy Program provides assistance with government pensions and benefits, residential tenancy issues and debt.

**Mediate BC** **604.684.1300**  
[www.mediatebc.com](http://www.mediatebc.com)  
Provides people with practical, accessible, and affordable services to prevent, manage and resolve disputes.

## Advocacy

**Sources –Ask An Advocate**  
[www.AskAnAdvocate.ca](http://www.AskAnAdvocate.ca)  
Provides quick access to information and resources on income assistance, disability and tenancy.

**BC Human Rights Clinic** **604.622.1100**  
[www.bchrc.net](http://www.bchrc.net)  
Offers advocacy and education services on human rights.

**Burnaby Community Services** **604.299.5778**  
[www.BbyServices.ca](http://www.BbyServices.ca)  
Trained volunteers provide assistance with form completion for various government benefits, including: CPP, OAS, GIS, Fair Pharmacare, MSP, Bus Pass application, SAFER and more. Call for more info or to book an appt.

**Disability Alliance BC** **604.872.1278**  
[www.disabilityalliancebc.org](http://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](http://www.thekettle.ca)  
Offers advocacy services for those living with mental illness.

**MOSAIC Legal Advocacy Program** **604.254.9626**  
[www.mosaicbc.org/lap](http://www.mosaicbc.org/lap)  
Provides information on immigration and poverty law, summary advice referrals and representation to low-income immigrants and refugees.

**Office of the Ombudsperson** **1.800.567.3247**  
[www.bcombudsperson.ca](http://www.bcombudsperson.ca)  
Receives inquiries and complaints about the practices and services provided by public agencies. Conducts impartial, confidential investigations to ensure fair treatment for all.

**Office of the Seniors Advocate** **1.877.952.3181**  
[www.seniorsadvocatebc.ca](http://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.

**PovNet**  
[www.povnet.org](http://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**  
**(Burnaby Task Force On Homelessness)** **604.200.0712**  
[www.burnabyhomeless.org](http://www.burnabyhomeless.org)  
[info@burnabyhomeless.org](mailto:info@burnabyhomeless.org)  
Support services for persons who are homeless or at risk of homelessness. Activities include a weekly Outreach Resource Centre, service provision events, leadership for homeless reduction strategies, community awareness, information sharing, support for outreach and extreme weather programs.

**Wilson Heights United Church** **604.325.9944 x224**  
[www.whuc.net](http://www.whuc.net) (Learn About our Advocacy Program)  
Offers advocacy services for Lower Mainland residents. Call for an appointment.

**Vancouver & Lower Mainland** **604.436.1025**  
**Multicultural Family Support Services Society**  
[www.vlmfss.ca](http://www.vlmfss.ca) [againstviolence@vlmfss.ca](mailto:againstviolence@vlmfss.ca)  
Provides culturally and linguistically sensitive services in over 20 languages to immigrants, refugees, no-status and visible minority women and their families who are experiencing family violence. Open Mon-Fri, 9am-5pm.

## seniors first BC

We also offer legal consultations in New Westminster, Surrey, North Vancouver, Richmond and Vancouver.

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

Seniors First BC's Legal Programs are funded by the Law Foundation of BC

### Free Legal Consultations for Adults 55+, once a month:

3rd Wednesday from 11:00 am to 1:30 pm  
2055 Rosser Avenue, Burnaby  
Brentwood Community Resource Centre

[Call 604-336-5653 to book an appointment](http://www.SeniorsFirstBC.ca)







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# Transportation

## Information

**Translink Customer Information** 604.953.3333  
www.translink.ca  
Provides bus, skytrain, and seabus schedules and info.

**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** 604.299.5778  
www.BbyServices.ca/seniorstransportation  
Provides Burnaby seniors with transportation to their medical and dental related appointments. Call for details.

**New West Seniors Medical Transportation**  
www.seniorsservicessociety.ca 604.520.6621  
Provides New West residents (60+) with transportation to their medical and dental appointments. Subsidies may be available for residents with low income. Call for more details.

**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 required; call 604.575.6600 (opt#1).

### Taxisaver/Handycard

Provides discounts for persons with permanent disabilities.

**Jack Bell Rideshare Program** 604.879.7433  
www.ride-share.com info@ride-share.com  
Provides info on vanpooling, car sharing, and ride matching.

**Modo** 604.685.1393  
www.modo.coop  
Coordinates a co-operative car-sharing network.

**Zip Car** 604.697.0550  
www.zipcar.ca  
Offers membership-based car sharing that provides automobile reservations to its members, billable by the hour or day.

# Families

## Information & Childcare Resources

**YMCA Child Care Resource & Referral** 604.294.1109  
www.crrr.bc.ca bnwccrr@gv.ymca.ca  
3rd Fl, 4460 Beresford St, Burnaby  
Provides parents with child care information and referral, and assistance with applying for the Affordable Child Care Benefit. Supports child care providers by providing information, resources and training opportunities. Free program funded by the Province of BC.

### Burnaby Early Childhood Development Table

www.kidsinburnaby.ca  
f: BurnabyECDCommunityTable  
One stop shop for information, resources, and support for families with children 0-5 yrs.

### Kids In New West

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

### Information Children

www.informationchildren.com 778.782.3548  
infochld@sfu.ca  
Provides information, referrals, workshops and support for parents and caregivers. Helpline, email support, and one-on-one coaching available.

### Burnaby Community Services

www.BbyServices.ca 604.299.5778  
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 info.

### Ready, Set, Learn

Mapped listing of programs and services for families with pre-school and school-aged children 0-12yrs.

### Community Resource Guide

Listings include a wide range of selected programs and services in Burnaby and New Westminster.

- A/C & HEATING
- FUEL SYSTEMS
- BATTERIES
- SUSPENSION
- BRAKES
- TIRES
- ELECTRICAL
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## Pregnancy Resources

### **Pregnancy Options Phone Service 1.888.875.3163**

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

BC Women's Health Centre provides unbiased and confidential counselling, information and referral about pregnancy options, abortion, and adoption.

### **Crisis Pregnancy Centre 604.525.0999**

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

Offers free weekly support groups for high-risk pregnant women that include discussion, education, support and lunch. Childcare is provided.

### **SMILE 604.298.6245**

[www.stleo.ca/our-services/young-parents](http://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.

### **OnlineCare Canada**

[www.onlinecare.ca](http://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](http://www.lllc.ca)

Provides breast-feeding support and referral services.

### **ISSofBC -HIPPY 604.684.2561**

**(Home Instruction for Parents of Preschool Youngsters)**

<https://issbc.org/our-services/hippy>

Offers home-based training support for newcomer parents to become their preschooler's first teacher in preparation for school.

### **Pacific Post Partum Support Society 604.255.7999**

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

[admin@postpartum.org](mailto:admin@postpartum.org)

Offers free phone support to women, and their families, who are experiencing any kind of distress. Also supports women who are pregnant and experiencing distress. Offers 8 support groups in the Lower Mainland. Phone support available Mon-Fri, 10am-3pm.

### **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.

### **Burnaby Family Place 604.299.5112**

410 Clare Ave, Burnaby

Offers parent and child drop-in program and parent education, Mon-Thurs, 9:30am-2pm.

### **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, outdoor play area and parent education, Tues & Fri, 10am-1pm.

### **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.

### **Kidcare Canada**

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

[info@kidcarecanada.org](mailto:info@kidcarecanada.org)

Provides trustworthy videos that empower parents and caregivers to give their babies the best possible start to life. Videos model how to build loving bonds with babies, and demonstrate positive parenting skills. They also visually explain the science of infant development and reduce the isolation that many new parents experience.

### **New Westminster Family Place 604.520.3666**

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

[info@nwfamilly.bc.ca](mailto:info@nwfamilly.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.

### **Council of Parent Participation Preschools of BC**

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

**604.435.4430**



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### 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. Snacks provided.

### Burnaby Schools:

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

Drop-in Mon-Fri, 9am-12noon

Cascade Heights	<b>604.296.9007</b>
Chaffey-Burke	<b>604.296.9008</b>
Edmonds	<b>604.296.9012</b>
Forest Grove	<b>604.296.9026</b>
Kitchener	<b>604.296.9017</b>
Lochdale	<b>604.296.9019</b>
Maywood	<b>604.296.9022</b>
Morley	<b>604.296.9024</b>
Second Street	<b>604.296.9029</b>
Stoney Creek	<b>604.296.9031</b>
Stride Avenue	<b>604.296.9032</b>
Twelfth Avenue	<b>604.296.9035</b>

### New West Schools:

[www.newwestschools.ca/programs-services/early learning/strongstart/](http://www.newwestschools.ca/programs-services/early-learning/strongstart/)

Connaught Heights	<b>604.517.6010</b>
Queensborough Middle School	<b>604.517.6040</b>
Richard McBride	<b>604.517.6090</b>

### Parenting Programs & Support

#### Adoptive Families Association of BC **604.320.7330**

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

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, preschool and school-age child care in multiple locations, community kitchens and income tax services for families and individuals with limited income, information and referral services. Youth leadership programs for grades 8-12 are also available.

#### 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 5.

#### Family Services for Greater Vancouver

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

**604.525.9144**

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**

Olivet Church: 613 Queens Avenue, New West

Operates drop-in and Family Place Children's programs on Thursdays during food bank hours, 10:30am-12:30pm.

#### Ministry of Children & Family Development

##### -Centralized Screening Team **1.800.663.9122**

Receives initial requests for services and child protection reports.

**Kingsway South Office **604.660.9494****

**Youth Intake Team (13yrs+) **604.660.5900****

#### MOSAIC -Family Centre **604.636.0120**

[www.mosaicbc.org/familycentre](http://www.mosaicbc.org/familycentre)

Provides an early childhood development (ECD) program for Burnaby refugee families. Children join activities while parents practice English, join discussion groups and learn about parenting skills, health and nutrition.

#### 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 Kinsight Community Society 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.

*\*Resources for Families continued on page 33*



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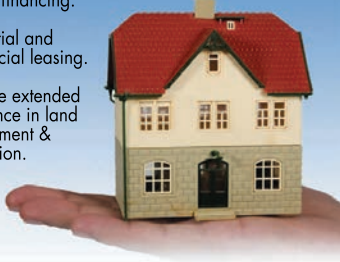
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- Commercial Mortgages
- Corporate Organization
- Restructuring
- Joint Ventures
- Mergers & Acquisition



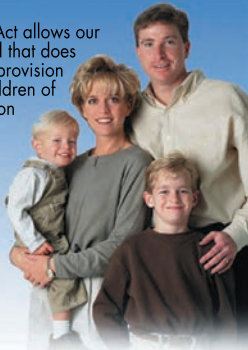
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It is important that you discuss your situation with a lawyer without delay as various limitations periods may extinguish a valid claim.

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**Parent Support Services Society of BC 604.669.1616**  
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.

**Parents Together 604.325.0556**  
www.bgcbc.ca **604.779.1810**

(What We Do > Counselling Support Services)

Offers education and group support for parents of youth ages 13-24 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.

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

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 group 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.

**St. Leonard's Youth & Family Services 604.524.1511**  
www.stleo.ca

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

**British Columbia Family Maintenance Enforcement Program 604.775.0796**

www.fmep.gov.bc.ca

Monitors and enforces maintenance orders and agreements.

**Justice Education Society of BC**  
www.familieschange.ca

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.

**Families with Low Income**

**Child Care Subsidy Helpline 1.888.338.6622**

www.gov.bc.ca/affordablechildcarebenefit

Ministry of Children and Family Development provides a monthly subsidy to help qualifying families with low income pay for childcare.

**Affordable Family Fun**

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

info@a4k.ca

Provides financial support towards basic amateur sport registration fees for youth ages 5-18. Family income must be under \$42,000/yr, or child in foster care, or a parent receives social assistance. Please follow online registration through website.

**Burnaby Kidsport Fund 604.294.7111**

www.kidsport.ca/burnaby

Provides financial support to qualifying Burnaby families for sport registration fees for kids 18 and under.

**Canadian Tire Jumpstart 1.877.616.6600**

https://jumpstart.canadiantire.ca

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

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604-434-6220

**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 recreation 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.

**Career Counselling Program**

Free one-to-one session with a Career Services Specialist for those working more than 20 hrs/week, but still making less than an average \$731.85/week and interested in exploring opportunities for advancement to a living wage job. Call for an appointment.

**Burnaby MoreSports Society****604.376.0556**[www.burnabymoresports.ca](http://www.burnabymoresports.ca)

Offers free after-school programs for children, grades 2-5, enrolled at Stride Avenue, Edmonds, Morley, Kitchener, Armstrong, Cameron and University Highlands schools. See program details on website.

**Burnaby Parks, Recreation & Cultural Services****-Burnaby Recreation Credit Program**[www.burnaby.ca/recreationcredit](http://www.burnaby.ca/recreationcredit)**604.320.2227**

Provides a credit to qualifying Burnaby residents in financial need. Credit can be used to register for any Parks, Rec or Cultural program 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 info.

**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**[www.fraserside.bc.ca](http://www.fraserside.bc.ca)**604.522.3722 x120**

Provides families with low income with access or referrals to financial assistance towards New West Parks and Recreation subsidies, summer camp subsidies, and Quest Not-For-Profit Grocery Markets.

**Salvation Army -Christmas Bureau** **604.521.2421**

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

**SmartSAVER****-Free Money for RESPs****1.855.737.7252**[www.uwlm.ca/start-my-resp-uwbc/](http://www.uwlm.ca/start-my-resp-uwbc/)[info@smartsaver.org](mailto:info@smartsaver.org)

SmartSAVER helps families start saving for their children's education with information on free government money and online access to get savings started.

**BC Hydro****1.877.806.3242****-Savings and Rebate Programs**[www.bchydro.com/powersmart/residential/savings-and-rebates.html](http://www.bchydro.com/powersmart/residential/savings-and-rebates.html)

Provides qualifying households with a variety of savings and rebate programs. Check website or call for more information and eligibility requirements.

## Seniors

**Seniors BC/Seniors Info Line****604.660.2421**[www.seniorsbc.ca](http://www.seniorsbc.ca)TDD: **604.775.0303**

Offers a single source of government services information, including health services and resources.

**AssistList**[www.assistlist.ca](http://www.assistlist.ca)[info@assistlist.ca](mailto:info@assistlist.ca)

Free online marketplace for individuals to buy, sell and donate home health medical equipment, and find other healthcare resources.

## Voices of Burnaby Seniors (VOBS)

- Raising awareness about seniors' needs and challenges
- Building connections between individuals and organizations to address seniors' needs
- Developing, supporting and advocating for initiatives to address seniors' ability to live independently



VOICES OF BURNABY  
**seniors**

[vobs@bbyervices.ca](mailto:vobs@bbyervices.ca)

### ElderPost

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

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

### CARP

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

**604.522.9020**

[northfraser@carp.ca](mailto:northfraser@carp.ca)

CARP is a non-partisan advocacy association that works with all parties in government to advocate for older Canadians for better healthcare, financial security, and freedom from ageism.

### Burnaby Community Services

**604.299.5778**

[www.BbyServices.ca](http://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 info or to download copies.

#### As We Age Seniors Resource Guide

Lists services for and stories about seniors 55+ and their families.

#### Community Resource Guide

Listings include a wide range of selected programs and services in Burnaby and New Westminster.

#### Seniors Resource Card

Features contact information for services/programs to help support seniors and prevent isolation.

### Citizen Support Services

**604.294.7980**

#### -Senior Citizens' Resource Guide

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

Contains information about programs, benefits, agencies, and services available to Burnaby seniors.

Copies are available online.

### Food Delivery & Meal Programs

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

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

Delivers fresh, nutritious, and affordable meals to New West residents (60+). The meals are prepared Mon, Wed and Fri by the Starlight Casino's chef and team. Call for rates and details.

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

[www.tonarigumi.ca](http://www.tonarigumi.ca) (Services > Service List)

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

### Burnaby Meals on Wheels

**604.299.5754**

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

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.

### Better Meals

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

**604.299.1877**

**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

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

**604.435.1994**

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

### Dairyland Home Service

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

**1.877.341.8700**

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

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

**604.294.7498**

#### Grocery Shop-By-Phone

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

#### 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.

### Senior Services Society

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

**604.520.6621**

#### Grocery Shopping Program

Provides New West residents (60+) with the option to order groceries by phone. Volunteers take orders and items are delivered by Save On Foods (Sapperton). Minimum order and delivery charge applies. Call for rates and details.



**Seniors  
Services  
Society**

750 Carnarvon Street, New Westminster

**604-520-6621**

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

Programs include:

Form and Tax Completion

Housing Support

Meals-on-Wheels

Social Outings

Tax Clinic

**We assist seniors 60+  
with housing, social and  
support programs.**

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

## Health & Wellness

### Fraser Health Authority

www.fraserhealth.ca

#### 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**

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

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

#### Geriatric Mental Health Team

Burnaby **604.453.1900**  
New West **604.777.6800**

#### Health Protection Office **604.587.3936**

##### -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 **604.953.4960**

www.fraserhealth.ca (Search > Lifeline)

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

#### 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. Fee for program, but financial assistance may be available for those in need.

#### 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 provided.

### 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)

Stroke Recovery Club

**Century House **604.519.1066****

Health Drop-in

Seniors Gay Straight Alliance

Parkinson's Self Help

Peer Counselling

### Alzheimer Society of BC -Fraser Region

www.alzheimerbc.org **604.298.0780**

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****

### Healthy Eating for Seniors Handbook

www.gov.bc.ca/seniorshealthyeating

Provides information for seniors about food, meals and supplements. Also includes tasty recipes with nutritional information, smaller portion size, and cultural adaptations. Available online or in print in several languages. Free copies can be ordered by calling HealthLinkBC at 8-1-1.

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

## Counselling & Support

### Welcoming Seniors' Spaces

Trained volunteers reach out to seniors experiencing social isolation and connect them to inclusive community spaces in various neighbourhoods that are actively working to remove barriers to participation. We offer free training and continuing education to these outreach volunteers.

**Burnaby Community Services **604.299.5778****

www.BbyServices.ca

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

www.burnabynh.ca

seniorsoutreach@burnabynh.ca

## JUST LIKE FAMILY HOME CARE

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- Hospital Recovery
- Respite Care and more...
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- Cooking

Call for your free consultation **604.725.7254** • [www.justlikefamily.ca](http://www.justlikefamily.ca)



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

www.bsoss.org

Offers support services for seniors and unpaid caregivers. Call for more information and program updates.

**Peer Counselling**

Free peer counselling programs for seniors experiencing anxiety, depression, frustration or difficulties because of life changes.

**Unpaid Caregiver Support Program**

Support to unpaid caregivers who are caring for a relative. Offers support groups, education series, resources and an annual expo.

**Burnaby Neighbourhood House** South: **604.431.0400**

www.burnabynh.ca

North: **604.294.5444**

**Seniors Together Program**

seniors@burnabynh.ca

Welcomes seniors from diverse cultural backgrounds, skills and abilities, and supports their health and well-being. Seniors lead educational workshops, social and physical activities. Membership fee \$5; most programs are free.

**Century House Senior Peer Counselling**

www.chspc.ca

**604.519.1064**

Provides free counselling programs for New West seniors 50+. Helps those dealing with life transitions, bereavement, loss, loneliness, isolation, health and aging concerns.

**MOSAIC Seniors Club 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.

5902 Kingsway, Burnaby

**604.438.8214**

2055 Rosser Ave, Burnaby

**604.292.3907**

**Seniors First BC** **604.437.1940**

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

-Seniors Abuse & Information Line (SAIL)

www.seniorsfirstbc.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 Seniors First BC legal and victim services programs.

**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 site 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 info about membership, drop-in activities and events. Free income tax service in March and April for people with low income.

**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 New West residents (60+) with support services such as Meals on Wheels, Light Housekeeping, Medical Transportation, Support Calls, Form and Income Tax Completion and Annual Income Tax Clinics. 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 Attorneys, Representation Agreements, Advanced Directives and Wills.

**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.

**Public Guardian & Trustee of BC** **604.660.4507**

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.

**Safe Care Home Support**

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**604-945-5005** • www.safecarehomesupport.ca

ICBC CLAIMS  
ACCEPTED DVA PROVIDER



<b>Burnaby Hospice Society</b> www.burnabyhospice.org 5th Fl, 4535 Kingsway, Burnaby Provides services to individuals and families in Burnaby going through the end-of-life journey. Supports palliative or hospice care patients and their families and caregivers.	<b>604.520.5087</b>	<b>BC Eldercare Massage</b> www.bceldercare.ca	<b>604.340.3581</b>
<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>Big Hearts Homecare</b> www.bigheartshomecare.ca	<b>778.788.5578</b>
<b>BC Bereavement Helpline</b> www.bcbereavementhelpline.com Provides information, referral and compassionate listening for persons coping with grief.	<b>604.738.9950</b> contact@bcbh.ca	<b>CBI Health Group Home Health</b> www.cbi.ca	<b>1.800.463.2225</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>Classic LifeCare</b> www.classiclifecare.com	<b>604.263.3621</b>
<b>In-Home Support Services</b>		<b>Comfort Keepers</b> www.comfortkeepers.ca/local-office/british-columbia/burnaby	<b>604.689.8609</b>
<b>Better At Home Programs</b> www.betterathome.ca Helps seniors live independently by providing simple non-medical support services. Services may include light housekeeping and transportation to medical appointments. Subsidies may be available for independent living seniors 65+, depending on income level.		<b>Diamond Geriatrics</b> www.diamondgeriatrics.com	<b>604.874.7764</b>
<b>Burnaby Better At Home</b> betterathome@burnaby.ca	<b>604.297.4877</b>	<b>FootCare Passion –Mobile Foot Care</b> www.footcarepassion.ca	<b>604.780.3992</b>
<b>New Westminster Better At Home</b> support@seniorsservicessociety.ca	<b>604.520.6621</b>	<b>Golden Transitions</b> www.goldentransitions.ca	<b>604.240.8085</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. Call or check websites for details.		<b>Home Instead Senior Care</b> www.homeinstead.com/3037	<b>604.432.1139</b>
<b>Aging My Way Home Care</b> www.agingmywayhomecare.ca	<b>604.290.8331</b>	<b>John's Helping Hands</b> www.johnshelpinghands.ca	<b>604.329.1006</b>
<b>All Nursing Health Services</b> www.allnursing.ca	<b>604.488.9323</b>	<b>Joie de Vivre Life Enrichment Services</b> www.jdvlifeenrichment.com	<b>778.384.0060</b>
<b>Bayshore Home Health</b> www.bayshore.ca	<b>604.739.7454</b>	<b>Just Like Family Senior Home Care Services</b> www.justlikefamily.ca	<b>604.440.3331</b>
		<b>Karp Home Care</b> www.karphomecare.com	<b>604.420.7800</b>
		<b>Nurse Next Door Home Care Services</b> www.nursenextdoor.com	<b>604.553.3330</b>
		<b>Nurse Tree Health</b> www.nursetree.ca	<b>604.655.2636</b>
		<b>Personalized Dementia Solutions Inc.</b> www.dementiasolutions.ca	<b>778.789.1496</b>
		<b>Physio2U</b> www.physio2u.ca	<b>778.846.7695</b>
		<b>Practically Daughters Senior Move Managers</b> www.goodriddance.ca	<b>604.421.5952</b>
		<b>Retire-at-Home</b> www.retireathomeNS.com	<b>604.998.1628</b>
		<b>Safe Care Home Support</b> www.safecarehomesupport.ca	<b>604.945.5005</b>
		<b>Shylo Nursing &amp; Home Healthcare</b> www.shylohomehealthcare.ca	<b>604.985.6881</b>
		<b>Strive Community Home Care</b> www.striveliving.ca	<b>604.936.9944</b>



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Email: burnaby@homeinstead.com





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www.Homeinstead.com/3037  
#208-5066 Kingsway, Burnaby

## Housing Information

**Seniors Services Society** 604.520.6621  
www.seniorsservicessociety.ca  
housing@seniorsservicessociety.ca  
rentbank@seniorsservicessociety.ca  
Provides seniors housing navigation across BC, information and referral, seniors homeless outreach program, Temporary Housing Program (cost geared to income), Seniors Rent Bank, for one-time interest free loans and Seniors Housing Navigator Training Program. Services available for seniors 60+ living in the Lower Mainland (except Downtown Eastside).

**BC Housing** 604.433.2218  
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 their own home.

**BC Home Renovation Tax Credit for Seniors and Persons with Disabilities** 1.877.387.3332  
www.gov.bc.ca ITBTaxQuestions@gov.bc.ca  
Assists eligible seniors 65+ and persons with disabilities with the cost of certain permanent renovations to improve accessibility, function or mobility at home.

**Home Owner Grants** 1.888.355.2700  
www.gov.bc.ca/propertytaxes  
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.

**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, affordable housing for persons 55+.  
*\*Please see Housing Information for more options, page 18*

## Home & Yard Maintenance

**Mobile Work Crew** 604.723.3439  
www.fraserside.bc.ca/community-living/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/day\_programs\_nhn.htm  
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.

**1st Hoarding CleanUp** 1.855.468.2588  
www.1stHoardingCleanUp.com  
Provides compassionate help for hoarders, along with their families when living environments become too difficult to manage on their own.

**Clean Start BC** 604.992.5316  
www.cleanstartbc.ca  
Offers hoarding clean up and junk removal services.

## 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



## Learn for Fun & Teach for Pleasure at the COLLEGE FOR THE RETIRED

We offer a variety of weekday daytime courses in Fall, Winter and Spring for those over 50.  
Courses include:

Computers (Windows), Photo Handling, Social Media (Ipad, Windows, Android), Painting and Drawing, Music (Piano and Ukulele), Languages (Mandarin, French, Spanish), Games (Bridge, Mahjong), Genealogy, Quilting, plus shorter courses including Driver safety, Abstract Acrylics, laptops and more.

**Volunteer Teaching opportunities are available.**

Brochures available at Libraries and Community Centres. See website for course descriptions.

6650 Southoaks Crescent, Burnaby • 604-517-8732 • cccr@telus.net • www.cccrburnaby.org

## Continuing Education

### AgeSmart

[www.agesmart.info](http://www.agesmart.info)

Provides information about latest technology and effective ways to use them.

### College for the Retired

**604.517.8732**

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

6650 Southoaks Cres, Burnaby

Offers a variety of courses and workshops for persons 50+. Programs are designed to help seniors maintain physical, mental, and social well-being.

### SFU Liberal Arts & 55+ Program

**778.782.8000**

[www.sfu.ca/liberal-arts](http://www.sfu.ca/liberal-arts)

Offers a variety of intellectually stimulating courses, lectures and a liberal arts certificate program for adults 55+ year round.

### UBC Extended Learning

**604.822.1444**

[www.extendedlearning.ubc.ca/seniors](http://www.extendedlearning.ubc.ca/seniors)

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

**604.299.5778**

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

Provides Burnaby seniors with transportation to their medical and dental related appointments. Call for details.

### New West Seniors Medical Transportation

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

**604.520.6621**

Provides New West residents (60+) with transportation to their medical and dental appointments. Subsidies may be available for residents with low income. Call for details.

### Driving Miss Daisy Seniors Services

**604.767.4030**

[www.drivingmissdaisynorthshore.ca](http://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). Operates Mon-Fri 7am-5pm.

### Bus Pass Program

**1.866.866.0800**

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

**604.953.3680**

[www.translink.ca](http://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.

### SPARC BC

**604.718.7744**

#### -Parking Permit Program

**1.888.718.7794**

[www.sparc.bc.ca/parking-permit](http://www.sparc.bc.ca/parking-permit)

Provides parking permits for people with disabilities.

### SPARC BC Accessibility and Enforcement Line

**604.718.7734**

## Social & Recreation

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

### Burnaby Seniors Centres:

[www.burnaby.ca/55+](http://www.burnaby.ca/55+)

### 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. Offers Mon-Fri Lunch Program.

### Edmonds Community Centre

**604.297.4838**

7433 Edmonds St, Burnaby

### New Westminister Seniors Centres:

#### Century House

**604.519.1066**

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

620-8th St, New West

#### Queensborough Community Centre

**604.525.7388**

920 Ewen Ave, New West (Queensborough Centre)



## Your Carriage Awaits...

when you or your loved ones need a helping hand

We provide a wide range of support services for seniors; families with children; people with mobility, visual and cognitive challenges; and people recovering after surgery.

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  - Dialysis, eye & cancer clinics
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  - Social engagements and vacations
  - Shopping, errands and more...
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- \* Walker-friendly and Wheelchair Accessible vehicles
- \* Alzheimer's & Dementia support
- \* Veterans Affairs Canada approved

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

Email: [marina@drivingmissdaisy.net](mailto:marina@drivingmissdaisy.net) OR [quantbookings@drivingmissdaisy.net](mailto:quantbookings@drivingmissdaisy.net)



**Citizen Support Services 604.294.7980**

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

**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. Outings usually includes lunch, and on occasion entertainment. One-to-one volunteer assistant.

**Seniors Lunch Program 604.297.4470**

Volunteer drivers provide Burnaby seniors with rides to Confederation Centre for lunch and social time every Thursday, 11am-12:30pm.

**Sapperton Old Age Pensioners Association**

318 Keary St, New West **604.522.0280**

Meetings held third Wednesday of the month, 1:30pm; recreational games Tuesdays, 1pm; Royal City Swing every Friday night; Osteo Sit Exercise every Thursday, 1:30pm. For more info call or email: [soapaseniors@gmail.com](mailto:soapaseniors@gmail.com).

**Seniors Services Society 604.520.6621**

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

Offers social programs for New West residents (60+) to connect over meals, entertainment or activities. Society's fully accessible 16-passenger bus provides transportation to and from home for a minimal fee. Call for more details.

**Legal Rights for Youth in BC 1.855.875.8867**

[www.legalrightsforayouth.ca](http://www.legalrightsforayouth.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.

**Services for Youth**

[www.canada.ca/en/services/youth](http://www.canada.ca/en/services/youth)

Government of Canada's website for youth with information about careers, education, money and health.

**Aged Out**

<https://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.

**Foundry**

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

Website is designed to help people ages 12-24 assess their feelings and quickly connect to mental health resources and support. Offers education, self-care tools, website links, and connections to professional resources.

**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.

**Youth**

**Information & Support Lines**

**YouthInBC.com 24-hr Distress Line: 604.872.3311**

<https://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](http://www.kidshelpphone.ca)

Txt: **"Connect" to 686868**

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

**D-Talks 1.866.658.1221**

**(Youth Detox Line)**

After hours: **604.872.4349**

Offers help for youth ages 12-25 requiring detox for treatment services. Provides addiction support and referrals. Call 9am-7:45pm, 7 days a week.

**Where to Find for Youth**

[www.wtf411.ca](http://www.wtf411.ca)

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

**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.



**Laurel**

*Behaviour Support Services*

778-945-1435

[laurel@posAbilities.ca](mailto:laurel@posAbilities.ca)

[laurelbc.ca](http://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.**



**Smart Sex Resource**

www.smartsexresource.com

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

**604.707.5603****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**  
**604.951.4821**

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.

**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.

**ISSofBC –MY (Multicultural Youth) Circle** **604.522.5902**

www.issbc.org

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

**MOSAIC –Moving Ahead FreeRunning for Immigrant & Refugee Youth** **604.636.4712**

www.mosaicbc.org/youth

Provides support groups and one-on-one settlement support for newcomer youth ages 16-28 with multiple barriers.

**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 –Chance to Choose Employment Program**

www.success.bc.ca

**604.438.7222**

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/youth

**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.burnabyouthhub.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 game room, lounge, 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, 3:15-11pm.

**Youth Source** **604.526.2522**

www.purposesociety.org

40 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.



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## Youth Health Clinics

### **Burnaby Youth Clinic** 604.293.1764

4734 Imperial St, Burnaby  
Mon, Tues, Thurs, 1-5pm. Serves youth 22 and under.

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

www.vch.ca  
1669 E. Broadway, Vancouver  
Mon-Wed, 3-6pm, Fri, 2-5pm. Serves youth under 25.

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

www.vch.ca  
6405 Knight St, Vancouver  
Mon, 2-4:30pm, Thurs, 3:30-6pm. Serves youth under 25.

### **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.

### **Surrey Youth Clinic** 604.585.5999

9634 King George Blvd, Surrey (Shirley Dean Pavillion)  
Mon, 12-7pm, Tues, 11am-6pm, Wed, 10am-5pm, Thurs,  
10am-5pm, Fri, 11am-4pm. Serves youth 21 and under.  
Appointments are preferred, but drop-ins are welcome.

## Indigenous Peoples

### **Fraser Region Aboriginal Friendship Centre**

www.frafca.org 604.595.1170  
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.

### **Vancouver Aboriginal Friendship Centre Society**

www.vafcs.org 604.251.4844  
1607 E. Hastings St, Vancouver  
Provides programs on health and welfare, social services,  
culture, education and recreation for Indigenous peoples.

### **NEC Native Education College** 604.873.3772

www.necvancouver.org  
285 E. 5th Ave, Vancouver  
Private college works to strengthen Indigenous  
communities through accredited programs that lead to  
employment and higher learning.

### **Metis Family Services** 604.584.6621

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

### **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.

### **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.

### **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**

www.pafnw.ca 604.872.1849  
Assists Aboriginal women and their families with health  
and social services issues.

### **BC Aboriginal Child Care Society (BCACCS)**

www.acc-society.bc.ca 604.913.9128  
Offers workshops, training, and education opportunities.  
Advocates for early years, and shares resources and  
research to ensure every Indigenous child in BC has access  
to spiritually enriching, culturally relevant, high quality early  
learning and childcare. Hosts two Aboriginal Head Start  
Programs in Vancouver (Eagle's Nest and Singing Frog).

### **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.



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



**Kids' Stop –Indigenous and Northern Affairs Canada**  
www.aadnc-aandc.gc.ca

Provides information on Aboriginal history, cultures, languages, games and stories, and classroom resources for teachers.

**Ministry of Children & Family Development  
–Aboriginal Child and Family** 604.660.9544

2nd Fl, 201-7645 Kingsway, Burnaby  
Provides supportive and protective services to Aboriginal children and 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.

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

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

**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.

**BC Easter Seals** 604.873.1865  
www.eastersealscamps.ca

Provides overnight camps in the Okanagan Valley for adults, teens and children with disabilities.

**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 needing assistive ventilation while living in the community.

**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 (eligible through autism funding).

**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

7th Fl, 713 Columbia St, New West  
Provides individualized, flexible and creative supports to people with developmental disabilities or Acquired Brain Injuries.

**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.

**Down Syndrome Research Foundation** 604.444.3773  
www.dsrf.org

Offers innovative programs and interventions for children and adults with Down Syndrome and other developmental disabilities, including speech and language development, reading and communications, and occupational therapy. Also provides information and support for families and professionals.

## Persons with Disabilities

**BACI –Burnaby Association for Community Inclusion**  
www.gobaci.com 604.299.7851

Offers a range of programs and services to infants, children, youth, and adults with developmental disabilities and their families.

**BC Brain Injury Association**  
www.brainstreams.ca info@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.



**Burnaby Association  
for Community Inclusion**

### 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

e: [reception@gobaci.com](mailto:reception@gobaci.com) t: 604.299.7851 w: [www.gobaci.com](http://www.gobaci.com)

**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.

**Fraserside Community Services** 604.522.3722  
www.fraserside.bc.ca  
Provides 24/7 staffed Community Living residences, Home Share Services, Supported Employment, and Community Inclusion day programming for adults with physical and developmental disabilities.

**Learning Disability Association of Vancouver**  
www.ldav.ca 604.873.8139  
Offers affordable and accessible remedial teaching programs to children and youth ages 7-17 with suspected or diagnosed learning disabilities. Provides individualized one-to-one instruction to give children access to the tools to increase self-esteem and academic success. Also offers bursaries and advocacy support for parents.

**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** 604.207.1980  
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 Autism Spectrum Disorder (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.

**Planned Lifetime Advocacy Network (PLAN)**  
www.plan.ca 604.439.9566  
Provides advocacy and personal support networks for families caring for a relative with a disability. Works with family to ensure relative has a network of caring relationships, a sound financial plan, supported decision making, opportunities to contribute and place to call home. Workshops on RDSP, wills, trusts, and estates are offered in PLAN Institute.

**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.

**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.

**Progressive Housing Society** 604.522.9669 x302  
www.progressivehousing.net  
Provides affordable housing options and support services to persons living with mental illness.

**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

**posAbilities**  
*Empowering people with developmental disabilities*

**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



**Spectrum Society for Community Living 604.323.1433**

[www.spectrumsociety.org](http://www.spectrumsociety.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](http://www.sci-bc.ca)

**604.324.3611**

Provides current, comprehensive information for persons with spinal cord injuries and other physical disabilities. Offers info on housing, government benefits, equipment, transportation, and recreation options.

**Swap n Shop**

[www.sci-bc-swapnshop.ca](http://www.sci-bc-swapnshop.ca)

Online forum for buying, selling and trading equipment, wheelchairs, lift equipped vehicles and other related items.

**Peer Program**

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.

**Disability Alliance BC 604.872.1278**

[www.disabilityalliancebc.org](http://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.

**Advocacy Access Program**

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 Poverty Reduction.

By appointment only.

**Western Institute of the Deaf & Hard of Hearing 604.736.7391**

TTY: **604.736.2527**

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

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.

## LGBT2Q+ Community

**QMUNITY**

**604.684.5307**

[www.qmunity.ca](http://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 Services (14-25) 604.684.5307 x107**

**Older Adult Services (55+) 604.684.5307 x110**

**Volunteer Inquiries 604.684.5307 x109**

**PFLAG Canada -Vancouver Chapter 604.626.5667**

[www.pflagvancouver.com](http://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 PFLAG Vancouver.

**HIM -Men's Sexual Health Centre 604.488.1001**

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

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.

**I Belong 604.254.9626**

[www.mosaicbc.org/i-belong](http://www.mosaicbc.org/i-belong)

Offers a safe and welcoming space for LGBTQ newcomers to meet new people, share experiences and make positive changes through one-on-one social mentorship, group counselling, and a peer support group.

**Trans Care BC 1.866.999.1514**

[www.phsa.ca/our-services/programs-services/trans-care-bc](http://www.phsa.ca/our-services/programs-services/trans-care-bc)

[transcareteam@phsa.ca](mailto:transcareteam@phsa.ca)

Works to ensure people have the information they need to access gender-affirming health care and supports. Supports those who identify as Trans, Two-Spirit and gender diverse, their families, friends and loved ones, as well as service providers.

## Immigrants & Newcomers

**BC Newcomers' Guide to Resources & Services**

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

Offered in 14 languages. Copies can be picked up at your local library or ordered online.

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- ✓ Grow your network
- ✓ Save money
- ✓ Gain exposure
- ✓ Be heard

Visit [bbot.ca](http://bbot.ca) to learn more

### Justice Education Society of BC

www.immigrantlegal.ca

Provides free legal information, education and resources for newcomers and the people working with them.

### 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.

### 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, seniors 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.

### International Credential Evaluation Service

www.bcit.ca/ices

604.432.8800

Evaluates the international academic credentials of people who have studied outside Canada and compares them to BC and Canadian standards.

### Journey Home Community Association

www.journeyhomecommunity.ca

604.568.4892

Provides newly arriving refugee claimant families in Greater Metro Vancouver area with housing assistance, basic needs, resettlement resources and assistance establishing a support network.

### MOSAIC Settlement Programs

www.mosaicbc.org/services/settlement

Offers programs for Permanent Residents, Naturalized Citizens, Work Permit Holders and Refugees. Social mentoring, workshops, group activities and individual consultations are available.

North Burnaby:

604.292.3907

South Burnaby:

604.438.8214

### 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.

### Pacific Immigrant Resources Society

www.pirs.bc.ca

604.298.5888

Offers programs for immigrant women and their children.

### Settlement Workers in Schools (SWIS)

Connect immigrant and refugee families to school, community and government resources.

#### Burnaby School District Welcome Centre

www.swis.burnabyschools.ca

604.296.6936

#### New Westminster Schools

www.mosaicbc.org/swis

604.522.3722 x180

### Back in Motion –Career Paths for Skilled Immigrants

www.careerpaths.ca

604.575.3800

Provides occupation-specific resources and support to help immigrant job seekers move into careers that match their qualifications.

### SUCCESS Settlement Services

604.430.1899

www.success.bc.ca

Provides settlement services including individual counselling and support services, life skills education workshops, public education workshops, labour market info and community connection programs.

### Vancouver & Lower Mainland

604.436.1025

#### Multicultural Family Support Services Society

www.vlmfss.ca

againstviolence@vlmfss.ca

Provides culturally and linguistically sensitive services in over 20 languages to immigrants, refugees, no-status and visible minority women and their families who are experiencing family violence. Open Mon-Fri, 9am-5pm.

### 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.



## 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.

- Settlement support
- Language training
- Employment services
- Community connections

New West: 604-522-5902

Burnaby: 604-395-8000



## Recreation & Community

### Recreation Centres & Libraries

#### Burnaby Parks, Recreation & Cultural Services

[www.burnaby.ca/active](http://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.

<b>Bill Copeland Sports Centre</b>	<b>604.297.4521</b>
<b>Bonsor Recreation Complex/Pool</b>	<b>604.297.4597</b>
<b>Cameron Recreation Complex</b>	<b>604.297.4456</b>
<b>C.G. Brown Memorial Pool</b>	<b>604.297.4520</b>
<b>Edmonds Community Centre/Pool</b>	<b>604.297.4838</b>
<b>Eileen Dailly Leisure Pool</b>	<b>604.298.7946</b>
<b>Kensington Complex</b>	<b>604.297.4535</b>
<b>Willingdon Community Centre</b>	<b>604.297.4526</b>

#### New West Parks & Recreation

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

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.

<b>Canada Games Pool</b>	<b>604.526.4281</b>
<b>Centennial Community Centre</b>	<b>604.777.5100</b>
<b>Moody Park Arena</b>	<b>604.525.5301</b>
<b>Queen's Park Arena</b>	<b>604.777.5111</b>
<b>Queensborough Community Centre</b>	<b>604.525.7388</b>

#### 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](http://www.bpl.bc.ca)

<b>Cameron Library</b>	<b>604.421.5454</b>
9523 Cameron St, Burnaby	
<b>Tommy Douglas Library</b>	<b>604.522.3971</b>
7311 Kingsway, Burnaby	
<b>McGill Library</b>	<b>604.299.8955</b>
4595 Albert St, Burnaby	
<b>Bob Prittie Metrotown Library</b>	<b>604.436.5400</b>
6100 Willingdon Ave, Burnaby	

#### New West Public Library

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

<b>Main Branch</b>	<b>604.527.4660</b>
716-6th Ave, New West	
<b>Queensborough Library</b>	<b>604.636.4450</b>
920 Ewen Ave, New West (Queensborough Centre)	

#### Burnaby Home Library & Accessible Service

[www.bpl.bc.ca](http://www.bpl.bc.ca) **604.436.5423**

Delivers materials for free to Burnaby residents confined to their home for a minimum of three months due to ill health, frailty, visual or physical disability. Audiobooks and audiobook readers for residents with print disabilities.

#### New Westminster –Home Library Service

[www.nwpl.ca](http://www.nwpl.ca) **604.527.4650**

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.

### Art Galleries, Museums & Theatres

#### Arts Council of New Westminster **604.525.3244**

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

Coordinates events and monthly exhibits by emerging and established artists.

#### Burnaby Arts Council & Deer Lake Gallery

[www.burnabyartscouncil.org](http://www.burnabyartscouncil.org) **604.298.7322**

6584 Deer Lake Ave, Burnaby

Presents the community with culturally diverse exhibitions, events and activities.

#### Burnaby Art Gallery **604.297.4422**

[www.burnabyartgallery.ca](http://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](http://www.burnabyvillagemuseum.ca)

6501 Deer Lake Ave, Burnaby

Represents a typical 1920's tram-stop community with period costumed staff and variety of demonstrations.

#### Fraser River Discovery Centre **604.521.8401**

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

788 Quayside Dr, New West

Interpretive centre celebrates the past, present, and future of living and working on the Fraser River.

# golfburnaby.ca





**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 music, drama performances and events.

**New Westminster Museum & Archives 604.527.4640**

www.newwestcity.ca/services/arts-and-heritage

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 604.297.4440**

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.

*\* Please note, the following listings may change after fall civic elections/federal byelection*

**Mayors:**

**Mayor Derek Corrigan** (Burnaby) **604.294.7340**

**Mayor Jonathan Cote** (New West) **604.527.4522**

**Provincial MLAs:**

**Anne Kang** (Burnaby –Deer Lake) **604.775.0565**

**Raj Chouhan** (Burnaby –Edmonds) **604.660.7301**

**Katrina Chen** (Burnaby –Lougheed) **604.660.5058**

**Janet Routledge** (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**

**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.

**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.

**Burnaby Solid Waste and Recycling 604.294.7972**

www.burnaby.ca (City Services, Garbage & Recycling)

**Burnaby Eco-Centre**

4855 Still Creek Ave, Burnaby

Open Mon-Sun, 8am-4pm.

**Burnaby Curbside Appliance Collection**

Service for Burnaby residents only. Call for pick-up.

Appliances may also be delivered to the above site.

**Composters & Rain Barrels**

Reduce waste and conserve drinking water by using a backyard composter and installing a rain barrel for watering gardens. Buy at Burnaby Eco-Centre.

**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.

**Return-it (Encorp Pacific Canada) 604.473.2400**

www.return-it.ca

Visit website for various locations and accepted items.

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**Visit our Constituency Office at 3906 Hastings Street, Burnaby**

- Immigration & Visas
- Revenue Canada
- Volunteer Opportunities
- Constituent Inquiries
- Service Canada
- (EI, CPP, OAS, Student Loans, etc.)

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**Coquitlam Transfer & Recycling Station 604.681.5600**  
www.metrovancouver.org/services/solid-waste/garbage-recycling  
1200 United Blvd, Coquitlam  
See website or call for a full listing of accepted items,  
days and times of operation.

**Kidney Foundation of Canada 604.408.2277**  
www.kidney.ca/britishcolumbia/kidney-car

**Kidney Car Program**

Donate unwanted vehicles to the Kidney Foundation.  
Receive a free tow and tax receipt. Call for pick-up.

**Volunteer Opportunities**

**Burnaby Community Services & Burnaby Meals on Wheels 604.299.5778 604.299.5754**

www.BbyServices.ca

www.BurnabyMeals.ca

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.

**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 info on Canadian work life.

**Seniors Services Society 604.520.6621**

www.seniorsservicesociety.ca

volunteer@seniorsservicesociety.ca

Offers volunteer opportunities that include: Meals on Wheels Runners/Drivers, Medical Transport Drivers, Support Callers, Grocery Order Takers, Bus Outing Host, Reception and more.

**Volunteer Burnaby 604.294.5533**

www.volunteerburnaby.ca

Promotes volunteerism and citizen participation through recruitment and referral of volunteers to non-profit community service agencies.

**Charity Village**

www.charityvillage.com

Online source of information, jobs, services, resources and volunteer opportunities for the non-profit community.

**Volunteer Grandparents 604.736.8271**

www.volunteergrandparents.ca

Connects generations through two key programs:

**Family Match Program**

**School Grandparent Program**

Adults 50+ are matched with children ages 3-14, who do not have grandparents living locally.

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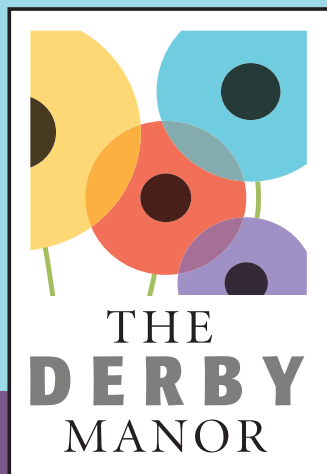
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