



BURNABY
COMMUNITY
SERVICES

COMMUNITY RESOURCE GUIDE



2020

Burnaby & New Westminister

Burnaby Community Services
EMPOWERING PEOPLE CHANGING LIVES

2055 Rosser Avenue • Burnaby, BC V5C 0H1 • Phone: 604-299-5778
Fax: 604-299-3755 • www.BbyServices.ca



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
- 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
- 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, Photography, Hairstyling, Soap Making, and Sewing.

Explore your options.



BURNABY COMMUNITY SERVICES

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WELCOME TO THE 2020 COMMUNITY RESOURCE GUIDE

Inside this year's edition of the Community Resource Guide for Burnaby and New Westminster, you will find listings of selected programs and services in our communities. Whether you are an individual, family, senior or newcomer, find support when you need a helping hand.

Change Begins With Us

Burnaby Community Services provides people in need with a voice, resources and opportunities. Given the right tools and necessary supports, families and seniors can make positive changes in their lives. We offer a range of programs and publications to help.

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 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. We always welcome 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

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HUMANS OF BURNABY
A community-building project by Burnaby Community Services

FOLLOW US ON FACEBOOK & INSTAGRAM @bbyhumans

www.bbyServices.ca

Food

Food Bank & Community Meals

Greater Vancouver Food Bank Society 604.876.3601

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

Holds community kitchens at Gilmore Community School and Burnaby Neighbourhood House - South from Sept-June.

Quest Food Exchange 604.553.0636

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 monthly on Fri, 9:30-11:30am.

Union Gospel Mission 604.525.8989

658 Clarkson St, New West

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

Salvation Army - Metrotown 604.437.1521

6125 Nelson Ave, Burnaby

Emergency food bank open Wed, 10am-2pm by appointment, 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

Food assistance for New West and Tri-Cities residents on Mon & Wed, 1-2pm, and Burnaby residents on Fri, 1-2pm. Must call to make an appointment for registration prior to service. Free Saturday Brunch Program at 10am; no registration required.

Society to End Homelessness in Burnaby - Outreach Resource Centre 604.200.0712

Southside Community 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

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, Vegetarian and Chinese meals, frozen Western main courses and bag lunches, on Mon, Wed, and Fri.

New Westminster Meals on Wheels 604.520.6621

www.seniorsservicesociety.ca/snow.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

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

Better Meals 604.299.1877

www.bettermeals.ca

1.888.838.1888

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

Dairyland Home Service 1.877.341.8700

www.morethanmilk.ca

Offers regularly scheduled delivery services of about 500 products including dairy products, fresh baked goods, juices, soups, pastas and cereals, and some household products.

Delivering Food for a Healthy and Independent Life



BURNABY

MEALS ON WHEELS

Our Home Delivery Meal program provides nutritious, hot and frozen meals to people who are unable to prepare meals for themselves.

604-299-5754

www.burnabymeals.ca

Casalinga Food Service

www.casalinga.ca

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

604.435.1994**New West Farmers Market**

www.newwestfarmers.ca

Tipperary Park - 4th St and Royal Ave, New West
Thursdays, 3pm-7pm, May-Oct.

778.928.7236**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

www.university.ca > The Community > Parks + Greenspaces

NPCGCommittee@gmail.com

Garden site: 8888 University Dr, Burnaby

North East Burnaby Organic Community Garden

www.nebcagarden.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: 86 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 604.798.8248

www.artisanmarkets.ca

Burnaby City Hall (north parking lot) 4949 Canada Way

at Deer Lake Pkwy, Saturdays, 9am-2pm, May-Oct.

Health & Wellness**HealthLink BC**

www.healthlinkbc.ca

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

24-hr: 811**TTY: 711****Healthy Families BC**

www.healthyfamiliesbc.ca

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

Food Skills for Families

www.foodskillsforfamilies.ca

foodskillsBC@bccdc.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.

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

www.dpic.org

604.682.5050

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

New West

604.918.7605**604.777.6740****Home Health Service Line (New Inquiries)****1.855.412.2121**

Burnaby

New West

604.918.7447**604.777.6700****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.

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[facebook.com/RotaryMetrotown](https://www.facebook.com/RotaryMetrotown)

www.burnabymetrotownrotary.org

Join Rotary Today!

District 5040 **Rotary**
Club of Burnaby Metrotown



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.

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.

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**

http://royalcolumbiamedicalclinic.ca
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

Substance Use 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.

Toward the Heart

https://towardtheheart.com/site-finder
Provides a comprehensive list of harm reduction and Take Home Naloxone sites across the province. All harm reduction sites offer sharps disposal services and some offer drug checking.

**Last Door
Recovery Centre**

323 8TH STREET, NEW WESTMINSTER



Last Door Addiction Treatment Centre for Youth, Adults & Families

We can help

**HELPLINE 7AM TO 11PM
+1-604-525-9771**

Contact us: Telephone - **604-525-9771** • Email - **community@lastdoor.org** • Internet - **www.lastdoor.org**

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 1.877.455.2233
 www.quitnow.ca
 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 adults 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.

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

Last Door Youth Program Centre 604.520.3587
 www.lastdoor.org
 Provides residential program for male identified youth ages 14-18 who are experiencing problematic substance misuse, gambling or media addictions. Post treatment transitional living and support services for families are available.

Perspectives Substance Use Counselling Services 604.522.3722 x101
 www.fraserside.bc.ca
 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
 Offers residential addiction services, transitional housing programs, education programs, and employment assistance.

Problem Gambling Helpline 1.888.795.6111
 www.bcreponsiblegambling.ca
 Provides 24-hr information and referral to community resources, counselling services, prevention resources, and self-help resources, in multiple languages.

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

Alcoholics Anonymous 24-hr: 604.434.3933
 www.vancouveraa.ca

Al-Anon/Alateen 604.688.1716
 www.bcyukon-al-anon.org

Cocaine Anonymous 604.662.8500
 www.ca-bc.org

Gamblers Anonymous 1.855.222.5542
 www.gabc.ca

Nar-Anon 604.878.8844
 www.nar-anon.org
 Support groups for family and friends of compulsive drug users.

Narcotics Anonymous 604.873.1018
 www.vascna.ca



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



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

Overeaters Anonymous 604.878.4575
www.oaseatosky.com 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
Support group for parents and families of loved ones struggling with substance abuse.

Dental Health Resources

British Columbia Dental Association 604.736.7202
www.bcdental.org
Provides contact information for dentists accepting new patients. Reduced cost clinics are listed on the website.

CDI College 604.437.8585
-Certified Dental Assisting Program
5th floor, 5201 Kingsway, Burnaby
Students offer free dental services (polishing, desensitizing, sealants, x-rays, and fluoride treatments) to the public.

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 services at discounted rates for individuals with no dental coverage.

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. Call for a screening appointment.

Vancouver Native Eastside Dental Clinic 604.254.9900
www.vnhs.net dentalclinic@vnhs.net
455 E. Hastings St, Vancouver
Not-for-profit emergency and basic dental clinic welcomes Aboriginal and non-Aboriginal people, those on income assistance or parole, and refugees. Donations are gratefully accepted based on type of treatment. VNHS reserves the right to accept/screen patients. Call for more info.

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.

AssistList
www.assistlist.ca info@assistlist.ca
Free online marketplace for individuals to buy, sell and donate home health medical equipment, and find other healthcare resources.

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

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

BCITS Technology for Living 604.326.0175
www.bcits.org

Technologies for Independent Living Program (TIL)
Provides home automation and assistive devices for people with physical disabilities to live as independently as possible at home.

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.

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www.simplywellnessdental.ca
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Thursday & Friday 8am - 5pm
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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 x214

Provides long-term loans of medical equipment to eligible clients. Clients must be referred by a Health Authority, Community Occupational or Physio Therapist.

Advanced Mobility Products 604.293.0002

www.advancedmobility.ca

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

BC Medequip Home Health Care 604.888.8811

www.bcmedequip.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 604.872.4902

-Vancouver-Fraser Branch

www.vancouver-fraser.cmha.bc.ca

Provides education and community-based research, and services to those affected by mental illness. Call for more information 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

102-4430 Halifax St, Burnaby

778.572.2370

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

778.572.2370

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 and substance use challenges.

**A TASTE OF
WHAT BC'S
MADE OF.**



We proudly serve over 30,000 people across this province, every day.

Thank you, BC.

VISIT US IN RESTAURANT OR ORDER TAKEOUT AT ONE OF OUR 6 BURNABY & NEW WESTMINSTER LOCATIONS
WHITESPOT.CA





**Working for you!
Contact us for help with
provincial government services.**



Janet Routledge, MLA

Burnaby North

1833 Willingdon Avenue
Burnaby, BC V5C 5R3
604-775-0778

janet.routledge.mla@leg.bc.ca
www.janetroutledge.ca



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www.judydarcy.ca



Raj Chouhan, MLA

Burnaby - Edmonds

5234 Rumble Street
Burnaby, BC V5J 2B6
604-660-7301

raj.chouhan.mla@leg.bc.ca
www.rajchouhan.ca

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

Kelty Mental Health Resource Centre
www.keltymentalhealth.ca **604.875.2084**
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.

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 **604.731.7803**
www.optionsforsexualhealth.org/sex-sense/
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, by appt only)
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 **604.714.5550**
www.arthritis.ca/bc
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.



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

Visit bbot.ca to learn more

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.

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 Foundation**604.431.2121**

www.cnib.ca

Offers innovative programs designed to empower people of all ages who are impacted by blindness through knowledge, skills, and confidence in order to remove barriers in pursuit of the life they choose.

Diabetes Canada**1.800.226.8464**

www.diabetes.ca

Provides diabetes related information and referral services.

Down Syndrome Resource Foundation

www.DSRF.org

604.444.3773

Offers innovative programs and interventions for children and adults with Down syndrome and other developmental disabilities. Programs include speech and language development, occupational therapy, behavioural support, mental wellness, reading and communications, and occupational therapy. Information and support available for families and professionals.

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

www.heartandstroke.ca

604.342.8070

Provides heart disease and stroke related information. Also educates public about healthy lifestyles.

Kidney Foundation of Canada -BC & Yukon Branch

www.kidney.ca/bc

604.736.9775

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**1.800.567.2873**

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.



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IMPACT Parkinson's

www.impactparkinsons.com

Offers programs that focus on MIND, BODY & SOUL that IMPACT the quality of life for people living with Parkinson's, and their family and friends.

604.525.2631**Stroke Recovery Association of BC****604.688.3603**

www.strokerecoverybc.ca

Provides information and programs to assist stroke recovery. Resource publications and newsletters are available in several languages.

Wavefront Centre for Community Accessibility

(formerly Western Institute for the Deaf & Hard of Hearing)

604.736.7391TTY: **604.736.2527**

www.wavefrontcentre.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.

Counselling

Counselling BC

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

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

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

Camp Kerry Society**604.553.4663**

http://campkerry.org

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

Purpose Society –Family Services**604.526.2522**

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.

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

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.

Family Services of Greater Vancouver

www.fsgv.ca

604.525.9144

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

Covenant House Vancouver**604.685.7474**

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)

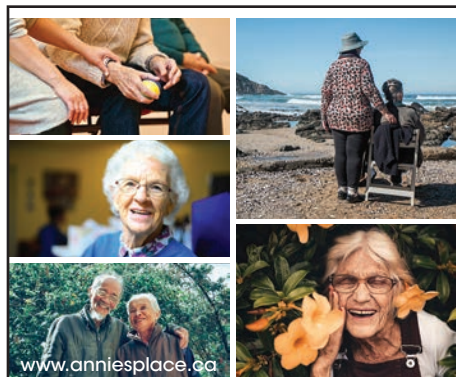
Offers street outreach, drop-in and access to housing support workers.

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.

New West UBC Counselling Centre**604.525.6651**

Provides free counselling to adults, children, and youth from Sept-June.



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Fraserside Community Services Society 604.522.3722 x101
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.

Lookout Housing & Health Society 604.255.0340
www.lookoutsociety.ca 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

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, support groups for unpaid caregivers, and Dementia Friendly Café for people with memory loss or dementia, their family and friends. Call for more information 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, homelessness, 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 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.

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.

Burnaby Seniors Outreach

- **Peer Counselling** providing free, confidential support for seniors in the community
- **Caregiver Support** groups, educational workshops and Expo
- **Dementia Friendly Café** a social gathering for persons with dementia their family and friends

2055 Rosser Avenue, Burnaby, BC, V5C 0H1 • 604-291-2258 • info@bby seniors.ca



bsoss.org

Supporting the emotional needs of seniors since 1987

Post Abortion Community Services 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.

MOSAIC Men in Change 604.254.9626

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

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

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

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

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.bcbh.ca

Provides information, referral and compassionate listening for persons coping with grief.

Victim Services

VictimLINK BC 24-hr: 1.800.563.0808

www.victimlinkbc.ca

TTY: 604.875.0885

Provides multilingual 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

<http://burnaby.rcmp-grc.gc.ca>

burnaby_victim_services@rcmp-grc.gc.ca

New Westminster Police 604.529.2525

www.nwpolice.org

VAU@nwpolice.org

MADD Metro Vancouver 1.800.665.6233 x266

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

Provides community-based support services for victimized adults.

Child & Youth Victim Support Service 604.436.9449 x237

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.

Take advantage of our free services:

- Bereavement Counselling
- Grief Support Groups
- Palliative Care Support Services
- Public Education

Compassionate care for individuals & families during the end-of-life journey!

Call us today for more information: 604.520.5087

Or email info@burnabyhospice.org

www.burnabyhospice.org

Burnaby Hospice Society

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. Follow-up counselling available. Interpreters are available. Service also available at UBC Urgent Care Centre, 2211 Wesbrook Mall, 8am-10pm, 7 days/week.

MOSAIC –Multicultural Victim Services
 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 604.254.9626

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

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

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 is 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/continuum-of-care/crisis-program/
 1302 Seymour St, Vancouver
 Offers safe housing, food, clothing and counselling to youth ages 16-24 on a first-come, first-served basis.

Fraser Side Community Services Society
 www.fraserside.bc.ca **604.522.3722**

Provides no-cost, high-barrier Family Emergency 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 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
Stevenson House
 https://salvation-army-stevenson-house.business.site
 32 Elliot St, New West
 14 bed emergency shelter for men. Self-referral on a first-come, first-served basis. Call at 9am.

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Burnaby Shelter

2294 Douglas Rd, Burnaby

Full service shelter including meals. Open 24/7, 10am-10pm

Union Gospel Mission

www.ugm.ca

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

604.253.3323

contact@ugm.ca

Burnaby Safe House

www.safeshelter.ca

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

778.886.7001

Dixon Transition Society

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 residents of Burnaby raising children.

Stopping the Violence Counselling **604.298.2549**

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

604.433.4191

Elizabeth Fry Society

www.elizabethfry.com

Provides housing, support and counselling for women and children.

604.520.1166

info@elizabethfry.com

Cynthia's Place

Provides shelter for women and their children ages 5+.

604.582.2456

Monarch Place Transition House

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.

604.521.1888

Housing Information & Services

Affordable Housing Societies

www.affordablehousing Societies.ca

Provides rentals at market and subsidized rates.

604.521.0818

BC Housing

www.bchousing.org

Provides subsidized housing for persons with low income: families with young children, seniors, and persons with disabilities.

604.433.2218

Housing Registry

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

Shelter Aid for Elderly Renters (SAFER)

www.bchousing.org/programs/SAFER

Provides financial assistance for eligible renters 60+.

Rental Assistance Program (RAP)

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

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

www.newchelsea.ca

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

604.395.4370

New Vista Society Housing Office

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.

604.525.3288

Seniors Services Society

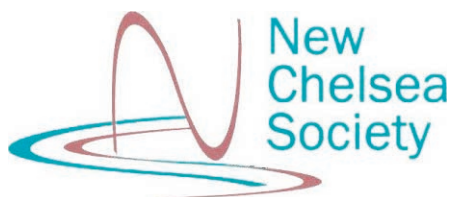
www.seniorsservicesociety.ca

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. Serves Lower Mainland seniors 60+ (except Downtown Eastside).

604.520.6621



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Affordable Housing in Burnaby for Seniors & People with Disabilities

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phone: 604.395.4370 email: admin@newchelsea.ca

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

Provides safe, secure, supportive, and affordable housing to families and individuals with a priority to the Indigenous community.

Condominium Homeowners Association
www.choa.bc.ca 604.584.2462

Provides leadership, education and resources for strata owners across BC.

Co-operative Housing Federation of BC
www.chf.bc.ca 604.879.5111

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

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 a dispute resolution service.

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, social media, workshops, and online Tenant Guide.

Home Modifications & Maintenance

BC Housing 604.433.2218
www.bchousing.org

HAFI –Home Adaptations for Independence

www.bchousing.org/housing-assistance/HAFI
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 health challenges offer commercial/residential landscaping, property maintenance, recycling, and rubbish removal.

Neighbours Helping Neighbours 604.764.6601

http://larchevancouver.org/community-programs/
Supervised team of persons with developmental disabilities assist seniors and others with basic gardening, lawn maintenance, light home maintenance and repairs, recycling and debris clean up or removal.

Seniors Citizen Repair Service 604.529.1100

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

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 604.684.6023

www.fisabc.ca

Independent Schools Association of BC 604.913.6038

www.isabc.ca

Homeschooling Resources

BC Ministry of Education

www.bced.gov.bc.ca/home_school

Provides parents with information about homeschooling.



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, Ukulele, Voice), Languages (Mandarin, French, Spanish), Games (Bridge, Mahjong), Genealogy, Quilting, plus shorter courses including Abstract Acrylics 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

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) 604.434.5734
www.bcit.ca

Douglas College 604.527.5400
www.douglascollege.ca

Justice Institute of British Columbia (JIBC) 604.525.5422
www.jibc.ca

Simon Fraser University (SFU) –Burnaby Campus 778.782.3111
www.sfu.ca

High School Completion/Continuing Education

Burnaby Community & Continuing Education 604.292.6901
www.burnabyccce.ca
Offers career programs, general interest programs, English, math, science upgrading, and English language instruction (LINC and Foundations programs).

NEC Native Education College 604.873.3772
www.necvancouver.org
Private college works to strengthen Indigenous communities through accredited programs that lead to employment and higher learning.

Pearson Adult Learning Centre 604.517.6286
http://newwestadulthoodlearning.ca/home/
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 604.526.2522
www.purposesecsecondary.org
Serves students from Grades 8-12, who for a variety of reasons, find it difficult in the traditional school system. Students succeed from the fact that we are a small, inclusive student centered Independent School. School is tuition free.

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
http://newwestonlinelearning.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 most weekdays.

ESL Resources

Burnaby Community & Continuing Education 604.296.6901
www.burnabyccce.ca
Offers free LINC (Language Instruction for Newcomers to Canada) classes and Foundations English classes (free for most students). LINC and Foundations classes help students to improve in speaking/listening, reading and writing.

New Westminster Continuing Education –Pearson ALC 604.517.6286
www.newwestadulthoodlearning.ca/home/
Provides daytime and evening English Language Learning. Free tuition for all BC residents.

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
http://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.

Build your Career in AutoCAD, Construction, Accounting, Hospitality, International Trade and more

Choose from over 30 hands-on training programs that are tailored to industry recognized certifications and be career-ready in as little as 12 weeks.

Call or Text 604-256-2258 to Talk to an Enrolment Advisor



Christine Kapeluck and Jon-Marc Boothe, Alumni

 **Brighton College**
www.brightoncollege.com

Purpose Society**604.526.2522**www.purposesociety.org**English Made Easy Program**

Offers free beginners English class for New West families and caregivers with children ages 0-6. Call for info.

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

Works to raise awareness of literacy challenges and increase access to literacy and learning programs in Burnaby and New West. Check our website for mapped listings.

Decoda Literacy Solutions**604.681.4199**www.decoda.cainfo@decoda.ca

Provides resources, training and funds to support community-based literacy programs and initiatives.

Online Literacy Librarywww.decoda.ca/resources/library/

Offers an online library catalogue where anyone in BC can request items by email or phone for free.

Burnaby Community Adult Literacy Program (CALP)www.burnabynh.ca**604.431.0400**

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.

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.

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 Bankwww.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**1.866.866.0800****-Employment & Income Assistance Offices**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 offices for emergency funds.

ACCESS -Essential Skills for Aboriginal Futureswww.accessfutures.com**604.913.7933**

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.

Bridging the Employment Gap**604.292.3902**

New project works to connect underemployed workers with understaffed employers. Provides support to help navigate systems and access programs and services. Identifies training options and career counselling to overcome barriers to success. Assistance with transportation costs and membership fees for occasional childcare available. Call for more information.



LITERACYNOW
BURNABY

Literacy Now Burnaby works to raise awareness of literacy challenges and, to improve access to literacy & learning programs in Burnaby and New West. Check our website for a list and map of program locations.

www.literacynowburnaby.ca

email: info@literacynowburnaby.ca

Cave Youth Employment Program 604.438.3045

www.douglascollege.ca/cave cave@douglascollege.ca
Offers a free training option for youth ages 18-24 to build their workplace skills and confidence, identify job goals, and create a plan. Must be unemployed or under employed, and not a full time student.

ISSofBC –Job Quest

<https://issbc.org/service-types/find-work>
Provides assessment of skills and experience, and referrals to appropriate government-funded programs. Information on language training, financial assistance, work and volunteer experience. One-on-one and group sessions for career counselling and building job search skills to overcome employment challenges.

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

www.successbc.ca/eng/services/employment-services/
604-5050 Kingsway, Burnaby **604.438.7222**
309-2540 Shaughnessy St, Port Coquitlam **604.474.3140**
Delivers employability skills to youth ages 15-30 through classroom training and work experience to assist participants to overcome barriers and transition to employment.

YMCA Experience Works 45+ Program 604.685.8066

www.yv.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. 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 and in person.

Tax Information Phone Service 1.800.267.6999

www.canada.ca/en/revenue-agency.html (TIPS)
Provides tax information from an automated service.

Volunteer Tax Preparation Clinics 1.800.959.8281

www.canada.ca/en/revenue-agency.html (Free Tax Clinics)
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 604.526.6926

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

Salvation Army Emergency Clothing 604.521.2421

325-6th St, New West
Vouchers are available twice a year for persons experiencing homelessness. Call for more information.

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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.

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**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-Sat, 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 12pm-5pm.

Jubilee United Church Thrift Store **604.434.8323**

7591 Gray Ave, Burnaby
Open Thurs, 10am-2pm. (Open Sept-June)

New to You Thrift Store **604.515.4815**

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

Orphan Aid Thrift Store **604.521.1013**

7889 Edmonds St, Burnaby
Open Tues-Fri, 10am-5pm; Sat, 10am-4pm.

Salvation Army Thrift Stores **604.299.0264**
604.521.0319

4099 E. Hastings St, Burnaby
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-Fri, 10am-5pm; Sat, 10am-4pm; Sun, 12pm-4pm.

Consumer Protection

Better Business Bureau of Mainland BC **604.682.2711**

www.bbb.org/local-bbb/bbb-of-mainland-bc
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 49 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.



LITTLE BILLY'S SPECIAL! Monday to Thursday 4 Course Meal \$21.95 + tax

Includes: Starter and Dessert and Your Choice of Entree!

Pork Schnitzel
with mashed potatoes and vegetables.

Steak and Prawns
with roast potatoes and vegetables.

Seafood Fettuccine
with prawns and scallops.

Steak and 2 to 3 oz Lobster
with mashed potatoes and vegetables.

Chicken Schnitzel
with mashed potatoes and vegetables.

Salmon
with mashed potatoes and vegetables.

BBQ Short Ribs
with mashed potatoes and vegetables.

**Chicken Oscar with
Bearnaise Sauce**
with mashed potatoes and vegetables.



LITTLE BILLY'S STEAKHOUSE

RESERVATIONS RECOMMENDED

6785 EAST HASTINGS, BURNABY • 604.294.4460 • WWW.LITTLEBILLYS.COM



- Dial-A-Law** **604.687.4680**
www.dialalaw.org
Offers 24-hr info on a variety of topics on BC law.
- 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.
- Lawyer Referral Service** **604.687.3221**
Provides a free consultation with a lawyer for up to 30 minutes. Call Mon-Fri, 8:30am-5pm.
- Law Students' Legal Advice Program** **604.822.5791**
www.lslap.bc.ca
UBC students provide free legal advice/representation from clinics located in community centres, social agencies, and churches. Call or visit website to check eligibility. By appointment only.
- Legal Services Society** **604.408.2172**
www.lss.bc.ca
Provides subsidized legal aid services for eligible clients with low income. Publications on many legal topics are available through website.
- Seniors First BC**
–Elder Law Clinic **604.336.5653**
–Seniors Abuse & Information Line (SAIL) **604.437.1940**
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
Provides people with practical, accessible, and affordable services to prevent, manage and resolve disputes.
- BC Human Rights Clinic** **604.622.1100**
http://bchrc.net
Offers advocacy and education services on human rights.
- Burnaby Community Services** **604.292.3902**
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 information or to book an appt.
- Legal Advocate Program** **604.292.3911**
Provides legal information and assistance to residents of Burnaby living with low incomes, mental or physical disabilities, or experiencing difficulties accessing legal services. Issues included but not limited to: Tenancy, Welfare, EI, Pensions, Debt, ID, Human Rights, and Employment. Call for more information.
- Disability Alliance BC** **604.872.1278**
www.disabilityalliancebc.org
Operates a number of programs and projects including Advocacy Access which assists people with disabilities to access benefits. Publishes self-help guides, manuals for community advocates and Transition magazine.
- The Kettle Society** **604.253.0669**
www.thekettle.ca
Offers advocacy services for those living with mental illness.
- MOSAIC Legal Advocacy Program** **604.254.9626**
www.mosaicbc.org/lap
Provides information on immigration, family 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
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
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
A searchable website for people on welfare, advocates, and community groups involved in anti-poverty work.

Advocacy

Sources –Ask An Advocate

<http://AskAnAdvocate.ca>

Provides quick access to information and resources on income assistance, disability, and tenancy.



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Amidst the shops, restaurants and amenities of the Highgate area in Burnaby, Mulberry PARC offers proximity to all the services you need, with the bonus of a fireside lounge where you can relax with a novel, enjoy a conversation with friends or engage in a lively game of bridge.

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parcliving.ca/mulberry

Society To End Homelessness In Burnaby 604.200.0712
 (Burnaby Task Force On Homelessness)
www.burnabyhomeless.org 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.

Vancouver & Lower Mainland Multicultural Family Support Services Society 604.436.1025
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.

New West Seniors Medical Transportation 604.520.6621
www.seniorsservicesociety.ca
 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.

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

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

Transportation

Information

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

Compass Card 1.888.207.4055
www.compasscard.ca

Gas Buddy
www.gasbuddy.com
 Compare local gas prices everywhere in Canada.

Road Condition Reports 1.800.550.4997
www.drivebc.ca

BC Ferries 1.888.223.3779
www.bcferries.com

Vancouver International Airport 604.207.7077
www.yvr.ca

Programs

Burnaby Seniors Transportation 604.292.3901
www.BbyServices.ca/seniorstransportation
 Provides Burnaby seniors with transportation to their medical and dental related appointments. The D2D Bus is a community shuttle for South Burnaby seniors which runs Fridays in the Metrotown area. Call for details.

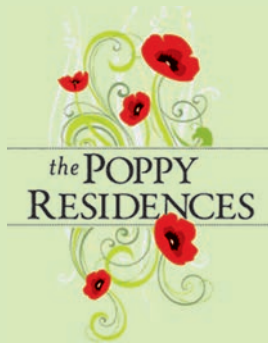
Families

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.

We Call It Home



CALL DONNA
for your
PERSONAL TOUR.
604.568.5563

5291 Grimmer St. Burnaby
thePoppyResidences.com

Kids In New West

www.kidsnewwest.ca knwtable@gmail.com
Provides information and resources for New West families.

Information Children

www.informationchildren.com infochld@sfu.ca
Provides information, education, workshops (including COS) and support for parents and caregivers. Helpline, email support, and one-on-one coaching available.

Burnaby Community Services

604.299.5778

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

Pregnancy Resources

Pregnancy Options Phone Service 1.888.875.3163

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

Crisis Pregnancy Centre

604.525.0999

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

Burnaby Safe House

778.886.7001

www.safeshelter.ca
Offers second stage accommodation in a safe, confidential location for abused women and vulnerable pregnant women and their children.

Pregnancy Outreach Program

604.659.2225

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/
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
Secure web service provides free, confidential help to women facing an unplanned pregnancy or post abortion concerns.

Early Childhood Programs & Support

La Leche League Canada

1.800.665.4324

www.lllc.ca
Provides breast-feeding support and referral services.

ISSofBC -HIPPI

604.683.1684

(Home Instruction for Parents of Preschool Youngsters)
https://issbc.org/our-services/hippy
Offers home-based weekly literacy training for isolated newcomer parents of children aged 3-5 years in preparation for pre-school in Canada.

Pacific Post Partum Support Society 604.255.7999

www.postpartum.org admin@postpartum.org
Offers free phone and text 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 and text support available Mon-Fri, 10am-3pm.

Burnaby Infant Development Program 604.299.7851

http://idp.gobaci.com
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 (Sept-June).

East Burnaby Family Place

604.512.1100

9887 Cameron St, Burnaby ebf@shaw.ca
Offers parent and child drop-in program, outdoor play area and parent education, Tues & Fri, 10am-1pm.

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Program Since 1965.

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WE STILL HAVE SPACE FOR FALL!

www.qpps.ca
enroll@qpps.ca



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 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.

New Westminster Family Place 604.520.3666

www.newwestfamilies.ca info@nwfamilys.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 604.435.4430

www.cpppreschools.bc.ca

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

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

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

New West Schools:

- www.newwestschools.ca/programs-services/early-learning/strongstart/
- Connaught Heights **604.517.6010**
- Queensborough Middle School **604.517.6040**
- Richard McBride **604.517.6090**

Parenting Programs & Support

Adoptive Families Association of BC 604.320.7330

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

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

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.

Cameray Child & Family Services 604.436.9449

-Parent Support Program

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 604.525.9144

www.fsgv.ca

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

Parent/Teen Mediation Services

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

Foster Parenting Fraser Region 604.520.2900

www.fraserregionfostering.com

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

Resources for Families continued on page 33.



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www.burnabyfamilylife.org



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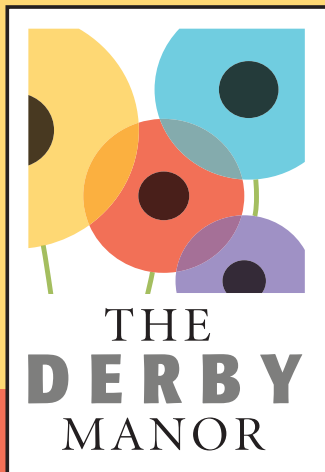
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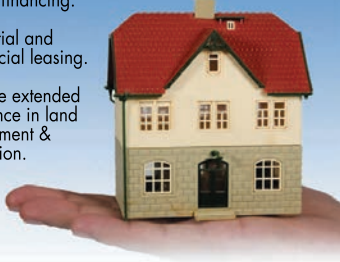
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- Commercial Mortgages
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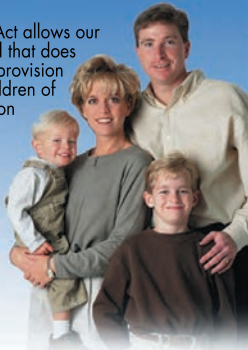
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Having a Will allows you to appoint an executor of your choosing. If you die without a Will someone will have to apply to the Court to be appointed to administer your estate.

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Insurance companies know from handling thousands of cases just like yours that most injured persons are reluctant to hire a lawyer and "cause trouble." In fact, insurance adjusters will tell you that you don't need a lawyer. But insurance companies come to the table armed with the best lawyers, investigators and specialists to prepare their defense.

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We can also assist you with needed notarizations or Powers of Attorney.



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Resources for Families continued from page 28.

**Ministry of Children & Family Development
-Centralized Screening Team 1.800.663.9122**

Receives initial requests for services and child protection reports.

Burnaby

Intake and Family Services 604.660.9494

(Under 12 years)

Youth Intake and Family Services Team

(13yrs+) **604.660.5900**

New Westminster

Intake and Family Services 604.660.9495

MOSAIC -Family Centre 604.636.0120

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. Services include Infant Development Program, Supported Child Development, Early intervention therapies and Key Worker services. Open referral system.

Parent Support Services Society of BC

www.parentsupportbc.ca **604.669.1616**

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 604.879.6554

www.bgcabc.ca

(What We Do > Counselling Support Services)

Offers education and group support for parents of youth ages 12-24 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 3-6yrs.

FLY (Fun Learning and You)

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

Nobody's Perfect Parenting Program

Provides a 6 week parenting program for families with children ages 0-5yrs. Runs 2-3 times/year.

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 0-30 months.

SPLASH

(Sensory Physical Literacy Arts Nature & Science)

Provides an outdoor program, develops and supports children's physical literacy. For families with children ages 2-5yrs.

St. Leonard's Youth & Family Services

www.stleo.ca

604.524.1511

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

British Columbia Family Maintenance Enforcement Program

604.775.0795

www.fmep.gov.bc.ca

Monitors and enforces maintenance orders and agreements.

Justice Education Society of BC

<https://bc.familieschange.ca/>

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



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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

1.888.338.6622

www2.gov.bc.ca/gov/content/family-social-supports
Ministry of Children and Family Development provides a monthly subsidy to help families with low income pay for child care.

Burnaby Parks, Recreation & Culture - 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 Parks, Recreation & Cultural Services - Burnaby Recreation Credit Program

www.burnaby.ca/recreationcredit **604.320.2227**
Provides support to qualifying Burnaby residents in financial need. Credit can be used to register for most Parks, Rec or Cultural programs or to purchase passes for admissions to recreation facilities. Applications are available online or at any community/recreation centre. Call for more info.

Burnaby Kidsport Fund

604.294.7111

www.kidsport.ca/british-columbia/burnaby
Provides financial support to qualifying Burnaby families for sport registration fees for kids 18 and under.

Canadian Tire Jumpstart

1.844.937.7529

<https://jumpstart.canadiantire.ca>
Helps financially disadvantaged kids ages 4-18 get involved in organized sport and active recreation activities.

Burnaby Community Services

604.299.5778

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

www.burnaby.ca/recreationcredit
Provides support to qualifying Burnaby residents in financial need. Credit can be used to register for most Parks, Rec or Cultural programs or to purchase passes for admissions to recreation facilities. Applications are available online or at any community/recreation centre. Call for more information.

Community Volunteer Income Tax Program

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

Form Completion Program

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

Burnaby MoreSports Society

778.918.2921

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

Canada Scores

778.871.6316

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

Fraserside Community Services 604.522.3722 x120

www.fraserside.bc.ca (Community Services Desk)
Provides families with low income with access or referrals to financial assistance towards Kidsport BC, 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.

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Mon to Fri 11:30am to 2:30pm

Hours: Mon.-Fri. 11:30am-10pm • Sat. & Sun. 12pm-10pm

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SmartSAVER –Free Money for RESPs 1.855.737.7252
www.smartsaver.org info@smartsaver.org
Families with low income can open a no-free, zero required contribution Registered Education Savings Plan and receive free government money for their children's higher education.

BC Hydro 1.800.224.9376
–Savings and Rebate Programs
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 on eligibility.

Seniors

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

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

CARP 604.522.9020
www.carp.ca 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
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 Westminister.

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

Food Delivery & Meal Programs

New Westminister Meals on Wheels 604.520.6621
www.seniorsservicesociety.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 (Services > Service List)
Delivers Japanese-style lunch boxes on Tuesdays to homebound seniors in Burnaby.

Burnaby Meals on Wheels 604.299.5754
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, vegetarian and Chinese meals, frozen Western main courses and bag lunches, on Mon, Wed, and Fri.

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

Better Meals 604.299.1877
www.bettermeals.ca 1.888.838.1888
Offers a wide selection of affordable, nutritious and ready-to-eat full course meals and à la carte food items.

Casalinga Food Services 604.435.1994
www.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
Offers regularly scheduled delivery services of about 500 products including: dairy, fresh baked goods, juices, soups, pastas and cereals, and some household goods.

seniors first BC

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

Learn more at 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



Citizen Support Services 604.294.7980
www.burnaby.ca/citizensupportservices

Grocery Shop-By-Phone

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

Senior Services Society 604.520.6621
www.seniorsservicesociety.ca

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.

Health & Wellness

Fraser Health Authority

www.fraserhealth.ca

Public Health General Information

Burnaby
New West

604.918.7605
604.777.6740

Home Health Service Line (New Inquiries) 1.855.412.2121

Burnaby
New West

604.918.7447
604.777.6700

Fraser Health Crisis Line 24-hr: 604.951.8855

Seniors Distress Line 24-hr: 604.872.1234

Geriatric Mental Health Team Bby: 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 778.877.0398

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 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



Seniors Services Society

750 Carnarvon Street, New Westminster

604-520-6621

www.seniorsservicesociety.ca

FOR VOLUNTEERS:

We offer opportunities to engage with older adults in a friendly, vibrant setting. Contact us today and become part of our dynamic volunteer team!

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Housing Support

Meals-on-Wheels

Social Outings

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

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

Healthy Eating for Seniors Handbook

www.gov.bc.ca/seniorshealthyating

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

Burnaby Neighbourhood House South: **604.431.0400**

www.burnabynh.ca

North: **604.294.5444**

Seniors Ambassador Program

seniorsoutreach@burnabynh.ca

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.

Seniors Together Program seniors@burnabynh.ca

Welcomes seniors from diverse backgrounds, and supports their health and well-being.

Seniors/volunteers lead educational workshops, social/fitness activities and a weekly Friday lunch.

Membership fee \$5/year; most programs are free.

Burnaby Community Services **604.299.5778**

www.BbyServices.ca

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 outreach volunteers.

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.

Caregiver Support Program

Support to caregivers who are providing care for a relative, neighbour or friend. Offers support groups, education series, resources, and an annual expo.

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, multilingual 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**

-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 Mondays 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. Free income tax service in March/April for seniors with low income and people on disability. Call for information about membership, drop-in activities and events.

Citizen Support Services **604.294.7980**

www.burnaby.ca/citizensupportservices

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

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Seniors Services Society

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.

604.520.6621**Voices of Burnaby Seniors**

www.BbyServices.ca/VOBS

Network of seniors and service providers developing projects to support seniors in being independent and connected community members.

604.619.0953**In-Home Support Services****Nidus Personal Planning Resource Centre & Registry**

www.nidus.ca

info@nidus.ca

Provides help with future planning. Operates an online registry for safely storing and accessing important information and documents, in case of health crisis or other emergency (wildfire, flood, or earthquake).

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 reports of neglect and financial abuse of vulnerable adults.

Burnaby Hospice Society**604.520.5087**

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.

Memorial Society of BC**1.888.816.5902**

www.memsoc.org

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

BC Bereavement Helpline**604.738.9950**

www.bcbh.ca

contact@bcbh.ca

Provides information, referral and compassionate listening for persons coping with grief.

Better At Home Programs

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.

Burnaby Better At Home**604.297.4877**

betterathome@burnaby.ca

New Westminster Better At Home**604.520.6621**

support@seniorsservicesociety.ca

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.

Aging My Way Home Care**604.290.8331**

www.agingmywayhomecare.ca

All Nursing Health Services**604.488.9323**

www.allnursing.ca

Bayshore Home Health**604.739.7454**

www.bayshore.ca

BC Eldercare Massage**604.340.3581**

www.bceldercare.ca

Big Hearts Homecare**778.788.5578**

www.bigheartshomecare.ca

CBI Health Group Home Health**1.800.463.2225**

www.cbi.ca

Classic LifeCare**604.263.3621**

www.classiclifecare.com

Comfort Keepers**604.689.8609**

www.comfortkeepers.ca/vancouver

Diamond Geriatrics**778.885.5695**

www.diamondgeriatrics.com

FootCare Passion –Mobile Foot Care**604.780.3992**

www.footcarepassion.ca

Golden Transitions**604.240.8085**

www.goldentransitions.ca

Home Instead Senior Care**604.432.1139**

www.homeinstead.com/3037

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604-432-1139

Email: burnaby@homeinstead.com



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#208-5066 Kingsway, Burnaby

John's Helping Hands 604.329.1006
www.johnshelpinghands.ca

Joie de Vivre Life Enrichment Services 778.384.0060
www.jdvlifeenrichment.com

Just Like Family Senior Home Care Services
www.justlikefamily.ca 604.440.3331

Karp Home Care 604.420.7800
www.karphomecare.com

Nurse Next Door Home Care Services
www.nursenextdoor.com 604.553.3330

Personalized Dementia Solutions Inc. 778.789.1496
www.dementiasolutions.ca

Physio2U 778.846.7695
www.physio2u.ca

Practically Daughters Senior Move Managers 604.421.5952
www.goodriddance.ca

Retire-at-Home 604.998.1628
www.retireathomeNS.com

Safe Care Home Support 604.945.5005
www.safecarehomesupport.ca

Shylo Nursing & Home Healthcare 604.985.6881
www.shylohomehealthcare.ca

Strive Community Home Care 604.936.9944
www.striveliving.ca

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. Serves Lower Mainland seniors 60+ (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 for Independence
www.bchousing.org/housing-assistance/HAFI
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.

Home Owner Grants 1.888.355.2700
www.gov.bc.ca/propertytaxes
British Columbia's property assistance program helps homeowners reduce 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.

**Please see Housing Info 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 health challenges offer commercial/residential landscaping, property maintenance, recycling, and rubbish removal.

Neighbours Helping Neighbours 604.764.6601
http://larchevancouver.org/community-programs/
Supervised team of persons with developmental disabilities assist seniors and others with basic gardening, lawn maintenance, light home maintenance and repairs, recycling and debris clean up or removal.

Senior Citizens Repair Service 604.529.1100
Provides low cost, minor house repairs and maintenance for seniors (55+) and persons with low income living with disabilities in their own homes.

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.

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Clean Start BC **1.855.297.8278**

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, 8:30am-4pm, local time.

Service BC **604.660.2421**

www.servicebc.gov.bc.ca/seniors

TDD: **604.775.0303**

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

Seniors Supplement **1.866.866.0800**

Continuing Education

AgeSmart

www.agesmart.info

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

College for the Retired **604.517.8732**

www.cccrburnaby.org

6650 Southoaks Cres, Burnaby

Offers a variety of courses for persons 50+. Learn for fun and teach for pleasure with many skill building opportunities.

COSCO Health & Wellness Institute **604.261.6887**

www.coscobc.org

ws_coord@coscoworkshops.ca

Offers free workshops to seniors' groups on healthy living, safety, and legal issues.

SFU Liberal Arts & 55+ Program **778.782.8000**

www.sfu.ca/liberal-arts

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

UBC Extended Learning **604.822.1444**

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 **604.292.3901**

www.BbyServices.ca/seniorstransportation

Provides Burnaby seniors with transportation to their medical and dental related appointments. The D2D Bus is a community shuttle for South Burnaby seniors which runs Fridays in the Metrotown area. Call for details.

New West Seniors Medical Transportation

www.seniorsservicesociety.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.

Driving Miss Daisy Seniors Services **604.767.4030**

www.drivingmissdaisynorthshore.ca

Freemasons Cancer Car Program **604.872.2034**

Provides patients with transportation to and from their primary cancer treatments (drive only in Burnaby, Vancouver, New West, and Richmond). Operates Mon-Fri 7am-5pm.

Bus Pass Program **1.866.866.0800**

www.buspass.gov.bc.ca

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

Translink Programs for Accessible Transit

www.translink.ca

604.953.3680

(Rider Guide > Accessible Transit)

HandyDART

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

Taxisaver/Handycard

Provides discounts for persons with permanent physical and mental disabilities.

SPARC BC **604.718.7744**

-Parking Permit Program **1.888.718.7794**

www.sparc.bc.ca/parking-permit

Provides parking permits for people with disabilities.

SPARC BC Accessibility and Enforcement Line **604.718.7734**



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 - Social engagements and vacations
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- * Walker-friendly and Wheelchair Accessible vehicles
- * Alzheimer's & Dementia support
- * Veterans Affairs Canada approved

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Call 604.767.4030

www.drivingmissdaisynorthshore.ca
Email: marina@drivingmissdaisy.net OR quantbookings@drivingmissdaisy.net

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+

Bonsor 55+ Centre 604.297.4580

6533 Nelson Ave, Burnaby

Cameron Recreation Complex 604.297.4456

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 Westminster Seniors Centres:

Century House

604.519.1066

www.centuryhouseassociation.com

620-8th St, New West

Queensborough Community Centre 604.525.7388

920 Ewen Ave, New West (Queensborough Centre)

Burnaby Meals on Wheels 604.299.5754

Let's Do Lunch

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

Citizen Support Services 604.294.7980

www.burnaby.ca/citizensupportservices

Gadabouts Program

Provides monthly social outing by bus and/or volunteer drivers on a Wednesdays. Outings usually include lunch, and on occasion, entertainment.

Wheeler 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

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

Friendly Visitors

Provides companionship through on-going weekly 2-hr visits to housebound seniors.

Phone Buddy

Provides companionship over the phone with weekly calls.

Dementia Friendly Café

604.291.2258

www.bsoss.org

2055 Rosser Ave, Burnaby

Café welcomes people with memory loss or dementia, their family and friends. Participants engage in socializing and facilitated discussion on topics led by guest speakers. Refreshments and music led by a Certified Music Therapist are also included in sessions. Drop-in café held 2nd Thurs/month, 1-3pm. Call for more information.

Seniors Services Society

604.520.6621

www.seniorsservicesociety.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.

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

310.1234

604.660.4927

Kids Help Phone

24-hr: 1.800.668.6868

www.kidshelpphone.ca

Txt: "Connect" to 686868

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

Legal Rights for Youth in BC

1.855.875.8867

www.legalrightsfor youth.ca

Website provides youth with information about age-based rights and responsibilities, work, driving, renting, medical rights, family break-up, abuse and sexual assault, and much more.

Services for Youth

www.canada.ca/en/services/youth.html

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

posAbilities

Laurel

Behaviour Support Services

778-945-1435

laurel@posAbilities.ca

laurelbc.ca

Making Changes That Matter

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

Contact us to learn more.



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

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.

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.

D-Talks (Youth Detox Line) 1.866.658.1221 After hours: 604.872.4349

Offers help for youth ages 16-24 requiring detox for treatment services. Provides addiction support and referrals. Open 24/7.

Sex Sense Line 604.731.7803

www.optionsforsexualhealth.org/sex-sense/

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 from the BC Centre for Disease Control.

Youth Against Violence Line 24-hr: 1.800.680.4264

www.youthagainstviolenceline.com

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

Inter-Regional At-Risk Youth Link 604.587.8100

<http://pcrs.ca/services/> (IRAYL)

604.999.8180

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

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.

Burnaby Neighbourhood House 604.431.0400

Provides various levels of youth leadership, pre-employment skills and volunteer community engagement experiences for youth 13-30 years old. Call for more information.

Covenant House Crisis Program 604.685.7474

www.covenanthousebc.org/continuum-of-care/crisis-program/
1302 Seymour 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

<http://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 x108

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.successbc.ca/eng/services/employment-services/

604-5050 Kingsway, Burnaby

309-2540 Shaughnessy St, PoCo

604.438.7222

604.473.3140

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

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

<http://burnabynh.ca/>

[f @SBurnabyNH](https://www.facebook.com/SBurnabyNH) [i @SBurnabyNH](https://www.instagram.com/SBurnabyNH) [t @SBurnabyNH](https://www.tiktok.com/@SBurnabyNH) [f NorthBNH](https://www.facebook.com/NorthBNH) [i NorthBNH](https://www.instagram.com/NorthBNH) [t @northbnh](https://www.tiktok.com/@northbnh)

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 Parks & Recreation Youth Centres:

www.burnaby.ca/youth

- Creekside Youth Centre** **604.294.7607**
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 (call: 604.293.1764), 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.

Youth Health Clinics

Burnaby Youth Clinic **604.293.1764**

4734 Imperial St, Burnaby

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

East Van Youth Clinic **604.675.3986**

www.vch.ca

1669 E. Broadway, Vancouver

Mon-Wed, 3-6pm, Fri, 2-5pm. Serves youth 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 26.

New Westminster Youth Clinic **604.526.2522**

www.purposesociety.org

38 Begbie St, New West

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

Surrey Youth Clinic **604.585.5999**

9634 King George Blvd, Surrey (Shirley Dean Pavillion)

Mon, 12-6:45pm, Tues, 11am-5:45pm, Wed/Thurs,

10am-4:45pm, Fri, 11am-3:45pm. 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

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.



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778-773-4646 | alkabani@remax.net



ACCESS –Essential Skills for Aboriginal Futures
www.accessfutures.com **604.913.7933**

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.

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**
1.866.766.6960

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 adults.

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.

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

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

Ministry of Children & Family Development
–Indigenous Child and Family Services **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 Indigenous 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.

Vancouver Native Housing Society **604.320.3312**
www.vnhs.ca

Provides safe, secure, supportive, and affordable housing to families and individuals, with priority for the Indigenous community.

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.

BC Easter Seals **604.873.1865**
www.eastersealsbcy.ca/camp/

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

Community Living Society **604.523.0303**
www.communitylivingsociety.ca

Provides individualized, flexible and creative supports to people with developmental disabilities or Acquired Brain Injuries.



**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 t: 604.299.7851 w: www.gobaci.com

BCITS Technology for Living 604.326.0175
www.bcits.org

Technologies for Independent Living Program (TIL)
Provides home automation and assistive devices for people with physical disabilities to live as independently as possible at home.

Provincial Respiratory Outreach Program (PROP)
Provides equipment and support to qualified persons who need 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 Foundation 604.431.2121
www.cnib.ca

Offers innovative programs designed to empower people of all ages who are impacted by blindness through knowledge, skills, and confidence in order to remove barriers in pursuit of the life they choose.

Disability Alliance BC 604.872.1278
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 Ministry of Social Development and Poverty Reduction.
By appointment only.

Down Syndrome Resource Foundation 604.444.3773
www.DSRF.org

Offers innovative programs and interventions for children and adults with Down syndrome and other developmental disabilities. Programs include speech and language development, occupational therapy, behavioural support, mental wellness, reading and communications, and occupational therapy. Information and support available for families and professionals.

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/community-living/

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 Society of Greater Vancouver 604.873.8139
www.lidsociety.ca

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 individuals 18 yrs and under 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.



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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 intellectual 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 those experiencing housing insecurity and homelessness.

SPARC BC –Parking Permit Program 604.718.7744

www.sparc.bc.ca/parking-permit

Provides parking permits for people with disabilities.

SPARC BC Accessibility and Enforcement Line

604.718.7734

Spectrum Society for Community Living

www.spectrumsociety.org

604.323.1433

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

www.sci-bc.ca

1.800.689.2477

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

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.

Variety Children's Charity

www.variety.bc.ca

604.320.0505

info@variety.bc.ca

Provides support to children with special needs covering medical and mobility equipment, physiotherapy, speech therapy and counselling related to mental wellness.

Vision Loss Rehabilitation Canada (VLRC)

British Columbia

604.431.2121

www.visionlossrehab.ca

Provides training that enables people who are blind or partially sighted to develop or restore key daily living skills, helping enhance their independence, safety and mobility.

Wavefront Centre for Community Accessibility

(formerly Western Institute of the Deaf & Hard of Hearing)

www.wavefrontcentre.ca

604.736.7391

TTY: **604.736.2527**

Provides hearing tests, recycled hearing aids and specialized equipment for the deaf and hard of hearing. Sign language and interpreting services, counselling and employment services are also available.



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- 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



LGBT2Q+ Community

QMUNITY

604.684.5307

www.qmunity.ca

1170 Bute St, Vancouver

Offers a variety of services/groups for queer and trans community, including peer support, information and referral services, coming out groups, social support groups, free short-term counselling, health clinic, and planned social activities.

Youth Services (14-25) **604.684.5307 x108**

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

Volunteer Inquiries **604.684.5307 x109**

PFLAG Canada –Vancouver Chapter 604.626.5667

www.pflagvancouver.com

Offers support, education, and resources on sexual orientation, gender identity issues to LGBT2Q+ individuals, their families and friends. Offers telephone support line and monthly support group meetings. For more information look up on Facebook as PFLAG Vancouver.

HIM –Men’s Sexual Health Centre 604.488.1001

or 604.230.9915

www.checkhimout.ca

218 – 610 6th 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, Fri, 3-8pm.

I Belong

604.254.9626

www.mosaicbc.org/i-belong

Offers a safe and welcoming space for LGBTQIA2+ 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

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

Offered in 15 languages. Copies can be picked up at your local library or ordered online.

BIPT –Burnaby Intercultural Planning Table

www.bipt.ca

Website compiles news stories, reports and resources that document and investigate immigrant issues at the local, regional and national level. Provides an inventory of organizations and people who help newcomers integrate successfully into the community.

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. For Permanent Residents and Convention Refugees only.

ISSofBC

<http://issbc.org>

207-7355 Canada Way, Burnaby

280-610 6th St, New West

604.395.8000

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.

MAP Settlement Case Management 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. For permanent resident and protected persons only.

International Credential Evaluation Service

www.bcit.ca/ices

604.432.8800

Evaluates the credentials of people who have studied in other provinces or countries and determines comparable levels in British Columbia and Canadian terms.

Justice Education Society of BC

www.immigrantlegal.ca

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



 **ISSofBC**

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

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**

Pacific Immigrant Resources Society 604.298.5888

www.pirs.bc.ca
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
http://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.successbc.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 and Convention Refugees only.

Recreation & Community

Recreation Centres & Libraries

Burnaby Parks, Recreation & Cultural Services

www.burnaby.ca/active **604.294.7450**
Offers a variety of leisure services and activities for all ages, interests, and skill levels. Check the Leisure Guide for more information and schedules for all facilities.

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

New West Parks & Recreation

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.

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

Burnaby Home Library & Accessible Service

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 **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.

golfburnaby.ca



Public Libraries

Provide access to a rich array of stories, ideas, and information. Through great collections, creative public programming, and friendly knowledgeable staff, libraries support lifelong learning and literacy. Branches are important public spaces, meeting places, and centres for discovery and dialogue.

Burnaby Public Library

www.bpl.bc.ca

Cameron Library

9523 Cameron St, Burnaby

Tommy Douglas Library

7311 Kingsway, Burnaby

McGill Library

4595 Albert St, Burnaby

Bob Prittie Metrotown Library

6100 Willingdon Ave, Burnaby

New West Public Library

www.nwpl.ca

Main Branch

716-6th Ave, New West

Queensborough Library

920 Ewen Ave, New West (Queensborough Centre)

Art Galleries, Museums & Theatres

Arts Council of New Westminster

604.525.3244

www.acnw.ca

Coordinates events and monthly exhibits by emerging and established artists.

Burnaby Arts Council & Deer Lake Gallery

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

6344 Deer Lake Ave, Burnaby

Presents a variety of exhibitions, programs, and events.

Burnaby Village Museum

604.297.4565

www.burnabyvillagemuseum.ca

6501 Deer Lake Ave, Burnaby

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

Fraser River Discovery Centre

604.521.8401

www.fraserriverdiscovery.org

788 Quayside Dr, New West

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

Massey Theatre and Plaskett Gallery

604.517.5900

www.masseytheatre.com

735-8th Ave, New West

See website for information about events, rentals, gallery exhibits and community programs.

Michael J. Fox Theatre

604.664.8875

www.michaeljfoxtheatre.ca

7373 MacPherson Ave, Burnaby

Hosts multicultural 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.



Burnaby Public Library

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

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, listings may change after fall federal election.*

Mayors:

Mayor Mike Hurley (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**

Jagmeet Singh (Burnaby South) **604.291.8863**

Peter Julian (New West-Burnaby) **604.775.5707**

Environment & Recycling

Recycling Council of BC **604.732.9253**

www.rcbc.ca

Provides information on waste reduction, reuse, recycling and proper disposal of all materials including household hazardous products.

Burnaby Solid Waste and Recycling **604.294.7972**

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

Burnaby Eco-Centre

4855 Still Creek Dr, 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.

Coquitlam Transfer & Recycling Station **604.681.5600**

www.metrovancouver.org/services/solid-waste/

1200 United Blvd, Coquitlam

See website or call for a full listing of accepted items, days and times of operation.

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

www.return-it.ca

Visit website for various locations and accepted items.

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 **604.299.5778**

Burnaby Meals on Wheels **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.

Charity Village

www.charityvillage.com

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

Go Volunteer **604.875.9144**

www.govolunteer.ca

Online databases connects community volunteers to local non-profit organizations.

Seniors Services Society **604.520.6621**

www.seniorsservicesociety.ca

volunteer@seniorsservicesociety.ca

Offers volunteer opportunities that include: Meals on Wheels Runners/Drivers, Medical Transportation 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.

Volunteer Grandparents **604.736.8271**

www.volunteergrandparents.ca

Connects generations through two key programs:

Family Match Program

Adults 50+ are matched with children ages 3-14,

who do not have grandparents living locally.

School Grandparent Program

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Youth Soccer Academies

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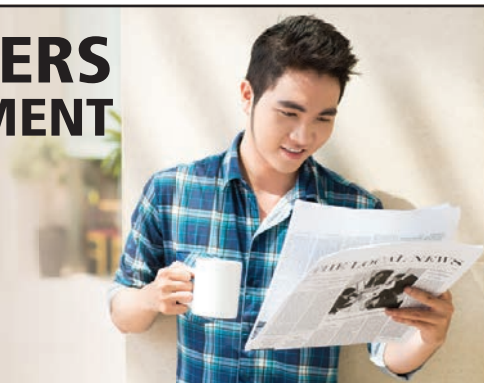
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CHANGE BEGINS WITH US

Support when you need a helping hand

Our community continues to thrive because we support each other. Whether you are an individual, family or senior struggling with the increasing costs of living, we can help. Burnaby Community Services offers a range of programs and publications to give families and seniors the right tools and necessary supports to help make positive changes in your life.

Together we can empower people to change their lives
and our community

MAKE A DONATION

Help Now! Through your donation, you can change the lives of families and seniors in your community by sending a child to camp or advocating with people living in poverty.

VOLUNTEER NOW

Get Involved! You can join our team of incredible volunteers – driving seniors, helping families in the Christmas toy room, or providing outreach to our community.

Burnaby Community Services

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