Early Learning Programs

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

Visit www.burnabyschools.ca to locate a StrongStart Centre at a school near you and to find out about other early learning programs and so much more.

Burnaby CCE

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

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

Learn more at www.burnabycce.ca

Settlement Workers in Schools (SWIS)

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

Find out more at www.swis.sd41.bc.ca

Funded by:

Immigration, Refugees and Citizenship Canada

Financé par :

Immigration, Réfugiés et Citoyenneté Canada
WELCOME TO THE 2017 COMMUNITY RESOURCE GUIDE

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

Connect With Us. Let’s Make Great Things Happen!

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

Distribution

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

Disclaimer

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

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

Burnaby Community Services would like to sincerely thank the following community partners for their generous contributions:
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Where people of all ages and backgrounds are empowered to reach their full potential

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604-299-5778 • info@BrentwoodCommunity.ca  
facebook.com/BrentwoodCommunityResourceCentre

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*Community Resource Guide 2017*  
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 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 in Burnaby at the Edmonds Resource Centre and Burnaby Neighbourhood House - South from Sept-June.

Quest Not-For-Profit Grocery Markets  604.553.0636
www.questoutreach.org
7753-6th St, Burnaby
Offers a large selection of food and household items to clients at significantly reduced cost. Clients must have a referral from a not-for-profit association, government office, health practitioner, school or church. Open Mon & Sat, 9am-4:15pm and Tues-Fri, 9am-6:15pm.

Holy Trinity Cathedral  604.521.2511
514 Carnarvon St, New West
Provides a free breakfast every Thurs, 8am-9am.

South Burnaby United Church  604.434.8323
7591 Gray Ave, Burnaby
Provides a free/by donation lunch Tues, 12pm-12:30pm.

St. Barnabas Anglican Church  604.526.6646
1010-5th Ave, New West
Provides a free lunch every Thurs, 11am-12pm. Emergency food cupboard Fri, 10am-12pm.

Union Gospel Mission  604.525.8989
658 Clarkson St, New West
Provides a free breakfast Mon-Fri, 8:30am-9:30am, and soup lunch 11:15am-12pm.

Salvation Army - Metrotown  604.437.1521
6125 Nelson Ave, Burnaby
Provides meals on Mondays at Metrotown location at 6pm, and Southside Community Church at 7pm. Blankets, coats, socks and hats are also available for clients.

Salvation Army - New Westminster  604.521.2421
325-6th St, New West
Emergency food assistance and clothing available for New West and Tri-Cities residents Mon-Fri, 10am-1pm by appointment. Saturday Brunch Program at 10am. Sunday Meal Program at 12:30pm. Produce day on Wednesday, 1pm. Call for more information.

Progressive Housing  604.522.9669 x315
- Outreach Resource Centre
Southside Church - 7135 Walker Ave, Burnaby
Thurs, 9am-11:30am. Offers lunch at 10am, clothing, shelter information and outreach support services. Mobile outreach units operate in several locations. Call for more information.

Food Delivery Programs

Burnaby Meals on Wheels  604.299.5754
www.mealsonwheels-burnaby.com
Provides nutritious and affordable food to people who are unable to meet their dietary needs. Delivers hot Western and Chinese meals, frozen Western main courses and bag lunches, on Mon, Wed, and Fri.

New Westminster Meals on Wheels  604.520.6621
www.seniorsservicesociety.ca/smow.htm
Delivers fresh, nutritious, and affordable meals to New West residents. Meals are prepared daily by the Starlight Casino's chef and team. Call for rates and details.

Japanese-Style Meals on Wheels  604.687.2172
www.tonarigumi.ca/services/service-list
Delivers Japanese-style lunch boxes on Wednesdays 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.

Casalinga Food Services  604.435.1994
www.casalingafoods.com
Offers delivery of complete ready-made meals, including choices from vegan, gluten free, and zero carb menus.

Dairyland Home Service  604.421.4663
www.morethanmilk.ca
Offers regularly scheduled delivery service of about 800 products including dairy products, organic produce, some groceries, fresh baked goods, beverages, desserts and organic household products.

Delivering Food for a Healthy and Independent Life

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

burnaby meals on wheels
604-299-5754  www.mealsonwheels-burnaby.com
Community Gardens
Gardens are administered by local non-profit community groups. Gardening plots are very popular and space is limited, so you may have to add your name to a waiting list.

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

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

Naheeno Park Community Garden 604.291.3000
www.univercity.ca/the-community
Garden site: 8888 University Dr, Burnaby

North East Burnaby
Organic Community Garden 604.664.8852
Garden Site: Stoney Creek School
2740 Beaverbrook Cres, Burnaby

Port Royal Community Garden 604.525.7388
C/o Queensborough Community Centre
Garden site: Star Cres at foot of Ewen Ave, New West

Stride Community School Garden
stridegarden@gmail.com
Garden Site: 7014 Stride Ave, Burnaby

New West Community Gardening Society 778.372.1333
www.nwcgs.ca
Provides garden lots in various locations in New West.

Farmers Markets
Call to confirm locations and times for these seasonal markets.

Burnaby Farmers Market 604.347.4736
www.artisanmarkets.ca
Burnaby City Hall (north parking lot) 4949 Canada Way at Deer Lake Pkwy, Saturdays, 9am-2pm, May-Oct.

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

Health & Wellness
Healthy Families BC
www.healthyfamiliesbc.ca
Provides resources aimed at improving the health and well-being of British Columbians at every stage of life.

BC Healthy Kids Program 1.866.866.0800
www.sdsi.gov.bc.ca
Helps low income families with the cost of basic dental care and prescription eyewear for their children. Includes dependent children under 19yrs whose families receive MSP premium assistance through the Ministry of Health.

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

BC Drug & Poison Control Centre 604.682.5050
www.dpic.org
24-hr telephone support and advice on poisoning and drug overdoses. Help is available in over 150 languages.

Fraser Health Authority
www.fraserhealth.ca

Healthy Families BC
www.healthyfamiliesbc.ca
Provides resources aimed at improving the health and well-being of British Columbians at every stage of life.

BC 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.

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

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

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

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

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

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

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

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

Heights Medical Centre 604.298.4491
3990 Hastings St, Burnaby

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

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

Lougheed Medical Clinic 604.421.2555
145-9855 Austin Ave, Burnaby

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

Middlegate Medical Clinic 604.522.1886
7018 Kingsway, Burnaby

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

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

Hospitals
Burnaby Hospital 604.434.4211
3935 Kincaid St, Burnaby

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

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

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

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

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

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

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

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

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

---

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Creekside Daytox  604.585.5610
Provides a supportive day program to clients in early recovery and to individuals whose substance misuse does not require in-patient withdrawal management.

Creekside Youth Detox Program  604.587.3755
Offers an in-patient medical withdrawal program for youth ages 14-18. This new longer-stay regional service provides stabilization and safety, assessment, and referral to residential services.

Quibble Creek Sobering & Assessment Centre  604.580.4965
Provides a safe and supportive environment for individuals under the influence of alcohol/drugs to sober up from their intoxication. Open 24/7.

Last Door Recovery Centre  604.525.9771
www.lastdoor.org
Provides long-term residential addiction treatment for adult men 19+ who are experiencing problematic substance misuse, gambling or media addictions. Post treatment transitional living and support services for families are also available.

Last Door Youth Program Centre  604.520.3587
www.lastdoor.org
Provides residential program for male youth ages 13-18 who are experiencing problematic substance misuse, gambling or media addictions. Post treatment transitional living and support services for families are also available.

Perspectives Adult Addiction Services  604.522.3722 x101
www.fraserside.bc.ca
Free counselling services available to anyone who is affected, either directly or indirectly, by the misuse of alcohol or other drugs. Prevention services are available for persons at risk.

Phoenix Centre
Drug & Alcohol Recovery & Education  604.583.7166
www.phoenixsociety.com
Offers residential addiction services, transitional housing programs, education programs, and employment assistance.

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

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

Alcoholics Anonymous  604.434.3933
www.vancouvera.ca

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

Cocaine Anonymous  604.662.8500
www.ca-bc.org

Gamblers Anonymous  604.878.6535
www.vancouverga.com

Nar-Anon  604.878.3804
www.nar-anonbcregion.org
Support groups for family and friends of compulsive drug users.

Narcotics Anonymous  604.873.1018
www.vascna.ca

Overeaters Anonymous  604.878.4575
www.oaregion1.org
Support group of men and women in recovery from compulsive eating, bulimia or anorexia.

Parents Forever  604.524.4230
www.parentsforever.ca/about.html
Support group for parents of adult addicted children.

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

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

Douglas College Dental Assisting Clinic  604.527.5464
www.douglascollege.ca (Health Sciences > Dental Assisting)
Provides preventive dental services to children from families of low-income. Referral is required from a local public health unit.
Halo Dental Clinic 604.544.8875
www.halodental.ca
Patients on ministry and income assistance are welcomed with no out-of-pocket charges. Offers convenient hours, free parking and student discounts.

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

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

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

UBC Urgent Dental Care Clinic 604.822.6917
(by appt only)

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

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

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

Medical Equipment & Supplies

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

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

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

BCITS 604.326.0175
www.bcits.org

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

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

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

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

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

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

A Dressing Needs 1.800.817.4365
www.adressingneeds.com
Offers specialized outerwear designs and adaptive clothing to ease dressing routines and promote inclusion for people living with a disability.
Advanced Mobility Products 604.293.0002
www.advancedmobility.ca
101-8620 Glenlyon Pkwy, Burnaby
Offers a large inventory of home health products and rehabilitative equipment.

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

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

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

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

Mental Health Resources

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

Suicide Line 1.800.784.2433

310 Mental Health Support Distress Line: 604.310.6789

Seniors Distress Line 604.872.1234

Fraser Health Mental Health Centres
Burnaby 604.453.1900
New West 604.777.6800

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

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

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

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

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

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

Kelty Mental Health Resource Centre 1.800.665.1822
www.keltymentalhealth.ca  keltycentre@cw.bc.ca
Provides information and resources on mental health and substance use issues for children, youth under 24 and their families. Peer support and resources on eating disorders for all ages available. Access in-person at Children’s Hospital.
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NEW WESTMINSTER - BURNABY
110-888 Carnarvon Street
New Westminster, BC V3M 0C6
604-775-5707
peter.julian.c1@parl.gc.ca
www.peterjulian.ca

KENNEDY STEWART, MP
BURNABY - SOUTH
4940 Kingsway
Burnaby, BC V5H 2E2
604-291-8863
kennedy.stewart@parl.gc.ca
www.kennedystewart.ndp.ca

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

Mood Disorders Association of BC 604.873.0103
www.mdabc.net
Provides wellness and support groups, education, and information for people living with a mood disorder or other mental illness and their families.

Sexual Health Resources

Rape Crisis Lines 24-hr: 604.872.8212
-Rape Relief & Women's Shelter TDD: 604.877.0958
www.rapereliefshelter.bc.ca
-WAVAW Rape Crisis Centre 604.255.6344
www.wavaw.ca

Sex Sense Line 1.800.739.7367
www.optionsforsexualhealth.org
Provides free, confidential information and referral for sexual health issues including sexuality, birth control, STIs, emergency contraception, and pregnancy options.

Sex Sense 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 appointment. 4734 Imperial St, Burnaby (Wed: 7pm-9pm) 3550 E. Hastings St, Vancouver (Tue, Thurs: 7pm-9pm)

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

Health Organizations

Allergy/Asthma Information Association
1.877.500.2242
1.800.611.7011
www.aaia.ca
Provides info, resources and advocacy support services for persons with allergies, asthma and anaphylaxis (life-threatening allergies). Sells cookbooks and other allergy resource products.

Alzheimer Society of BC - Burnaby Resource Centre 604.298.0780
www.alzheimerbc.org
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.

Arthritis Society BC & Yukon Division 604.714.5550
www.arthritis.ca/bc
Provides information, programs, events and informational material on arthritis.

Autism Society of BC 604.434.0880
www.autismbc.ca
Offers information and referral, support groups for families and caregivers of children and adults with Autism Spectrum Disorder. Online discussion forum, resource centre, events and workshops are also available.

BC Brain Injury Association 604.984.1212
www.brainstreams.ca
Promotes a better quality of life for those living with acquired brain injury through education, information, prevention, support and systemic advocacy.

BC Epilepsy Society 604.875.6704
www.bcepilepsy.com
Offers education, resources and publications, advocacy, and support services to persons and their families living with epilepsy.

BC Lung Association 604.731.5864
www.bc.lung.ca
Provides educational and community programs about respiratory diseases including asthma, COPD, lung cancer, pulmonary fibrosis, sleep apnea, and other lung related conditions. Also offers smoking cessation services and information about indoor and outdoor air quality.

BC Schizophrenia Society 604.270.7841
www.bcss.org
Provides information, education and non-therapeutic support groups for families with relatives who have schizophrenia or other serious persistent mental illnesses.

Family Respite Services
Provides respite services for family and caregivers of people with serious mental health issues. Services may be available in other languages.
Canadian Cancer Society  
Info line: 1.888.939.3333  
www.cancer.ca
Offers support to cancer patients and their families.
Provides information, public education, financial aid, health advocacy, prevention initiatives, support groups and services.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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Counselling

Counselling BC
www.counsellingbc.com
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.

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

Burnaby Family Life Institute 604.659.2217
www.burnabyfamilylife.org
Provides individual counselling services to women who experience trauma due to abuse and violence, and group counselling to women who have a history of sexual child abuse. Programs available for children ages 3-19 who witness abuse.

Burnaby Seniors Outreach Services 604.291.2258
www.bsoss.org
Offers support services and free peer counselling programs for seniors experiencing anxiety, depression, frustration or difficulties because of life changes. Our peer counsellor volunteers receive free communication skills training along with monthly continuing education. Call for more information and program updates.

Cameray Child & Family Services 604.436.9449
www.cameray.ca
Provides free child and family counselling, parent support and education, victim support, and advocacy for families in Burnaby and New West. Programs include ACTS Program, Child and Youth Victim Support Service, Child, Youth, and Family Counselling and Parent Support Services.

Camp Kerry Society 604.553.4663
www.campkerry.org
Provides bereavement programs and counselling services to children, youth and families. Offers educational programs and workshops on grief and loss for volunteers and professionals.

Family Services of Greater Vancouver 604.525.9144
www.fsgv.ca
Offers affordable counselling programs and support services to families, individuals, and youth.

Fraserside Community Services 604.522.3722 x101
www.fraserside.bc.ca

Perspectives Youth & Family Outreach Program
Provides outreach counselling, referral, and support services to children, adolescents and their families who are struggling with substance misuse or are affected by another person’s misuse.

Children Who Witness Abuse
Provides group or individual counselling to children witnessing abuse of their parent/caregiver.

Purpose Society – Family Services 604.526.2522
www.purposesociety.org
Offers the following programs to families with referrals from the Ministry of Children and Family Development.

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

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

Short-Term Therapy
Provides individual, couples or family therapy for up to 3 mths.

Family Development Response
Provides parenting assessment/intervention for up to 3 mths.

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

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

Covenant House Vancouver 604.685.7474
www.covenanthousebc.org
1.877.685.7474
Offers support services for young people leaving street life including housing, alcohol and drug counselling, mental health counselling and life skills training.

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

Community Support Services (CSS)
Offers street outreach, daily drop-in and access to housing support workers.

Rights of Passage Program (ROP)
Offers a long-term transitional living program providing youth with safe, affordable housing and support while they transition to independent living.

Burnaby Senators Outreach

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

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

bsoss.org

Seeing to the emotional needs of seniors since 1987
Lookout Emergency Aid Society  604.544.5145  
www.lookoutsociety.ca  
Offers supportive housing and services for homeless men and women or those in need based on their current living situation. Must be in/have history with New West.

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

Atira Women’s Resource Society  604.331.1407  
www.atira.bc.ca  
Provides housing, counselling, legal advocacy and support programs to women experiencing abuse, violence, drugs and/or alcohol, chronic health or mental health issues.

Battered Women’s Support Services  604.687.1868  
www.bwss.org  
Crisis Line:  604.687.1867  
Provides counselling, support, and advocacy for women who have experienced domestic abuse.

Dixon Transition Society  604.433.4191  
www.dixonsociety.ca  
Provides temporary shelter, housing and support for women and their children directly fleeing abuse.

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

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

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

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

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

Maida Duncan Women’s Drop-In Centre  604.523.6749  
402 E. Columbia St, New West  
Drop-in centre offering marginalized women and children a place to go for light snacks, showers, laundry, computers, free clothing and household items, as well as social activities and education upgrading.

Monarch Place Transition House  604.521.1888  
www.monarchplace.org  
Provides emergency shelter and support for women and their children fleeing domestic abuse.

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

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

Post Abortion Community Services  604.525.0999  
www.pacscanada.org  
7879 Edmonds St, Burnaby  
Provides non-judgmental post abortion grief recovery through counselling, support groups, and retreats.

Rape Victims Support Network  778.886.7001  
www.assaultcare.ca  
Provides peer counselling, advocacy, referrals and practical help to victims of sexual assault.

BC Men’s Resource Centre  604.878.9033  
www.menbc.ca  
Offers individual, couple, and family counselling, support groups, and a comprehensive library of books, articles, tapes, and videos on a variety of men’s issues. Programs include: Anger Management, Anger Management for Teens (13-18), and Ending Partner Abuse. Call for information or to book an appointment. No drop-ins.

MOSAIC Men in Change  604.254.9626  
Provides individual and group counselling support and education to immigrant men who have threatened, attempted, or committed domestic violence against their partners, or are at risk for such behaviour. Free and confidential service.

BC Society for Male Survivors of Sexual Abuse  604.682.6482  
www.bc-malesurvivors.com  
3126 W. Broadway, Vancouver  
Offers individual and group therapy for males who have been sexually abused or victims of domestic violence. Individual support also available for family members and significant others of male survivors. Discounted fees may apply for qualifying individuals.

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

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www.edmondsdental.ca
Burnaby Hospice Society 604.520.5087
www.burnabyhospice.org
4535 Kingsway, Burnaby
Provides services in Burnaby to individuals and families going through the end-of-life journey. Supports individuals in palliative or hospice care along with their families and caregivers. Also offers new Teen Grief Group for those who have experienced loss or death of someone significant.

Memorial Society of BC 1.888.816.5902
www.memsoc.org
Provides information services and support for persons dealing with the death of a loved one. Also provides information on funeral pre-planning, as well as simple, dignified low cost funerals.

BC Bereavement Helpline 604.738.9950
www.bcbereavementhelpline.com
Provides information, referral and support for persons coping with grief.

Victim Services

Child & Youth Victim Support Service 604.436.9449
www.cameray.ca
Provides free support services to victims, their families, and witnesses of crimes who are under 19. Also provides court accommodation and preparation.

Forensic Nursing Service 604.585.5666 x774723
Specialized Violence Intervention and Prevention
Surrey Memorial Emergency Dept.
13750-96 Ave, Surrey
Provides 24-hr free, confidential care for persons who may have experienced any form of intentional violence including sexual assault or inter-personal violence within the past 7 days. Specially trained inter-professional team provides emotional support, health care, and the option to collect forensic evidence. Interpreters are available. Access this service through any Fraser Health emergency centre.

Specialized Sexual Assault Service 604.875.2881
Vancouver General Hospital Emergency Dept.
920 W. 10th Ave, Vancouver (near Oak St)
Provides 24-hr free and confidential care for anyone 13 or older who has been sexually assaulted within the past 7 days. Specially trained female doctors and nurses provide emotional support, health care, and the option to collect forensic samples for the police. Interpreters are available.

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

Burnaby RCMP 604.294.7602
www.burnabycrmp.ca
New Westminster Police 604.529.2525
www.nwpolice.org

Family Services of Greater Vancouver 604.525.9144
Victim Service Program
www.fsgv.ca (Individual & Family Counselling)
Provides community-based support services for victimized adults.

VictimLINK BC 24-hr: 1.800.563.0808
www.victimlinkbc.ca TTY: 604.875.0885
Provides multi-lingual assistance for victims of crime and immediate crisis support to victims of family or sexual violence. Victim Service Workers help with referral to victim and community services, transition houses, counselling, justice system/legislation programs, protection registries and safety planning.

MOSAIC - Multicultural Victim Services 604.254.9626
www.mosaicbc.org
Provides community-based, culturally-sensitive services to victims of all crimes based in Vancouver, or crimes that occurred in Burnaby but will be tried in Vancouver. All services are free and confidential.

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

MADD Metro Vancouver 604.515.9212
www.madd.ca
Offers support services to victims/survivors of impaired drivers and their families and friends. Promotes awareness about the dangers of alcohol and/or drug-impaired driving.

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

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

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

There is no cost for any of our services.
Emergency, Transitional & Supportive Housing

Shelter & Street Helpline (24/7)  211
www.bc211.ca/help-lines/#ssh
Provides information on shelters and emergency accommodations, housing search, meal and grocery services, medical assistance, mental health services, recovery/treatment programs, low cost goods, legal and advocacy help. Shelter list is updated twice daily at about 11:30am and 7:30pm.

Extreme Weather Shelter  604.726.8775
Westminster Bible Chapel - 7540 6th St, Burnaby
Opens on weather dependent basis from Oct 31-Mar 31 (7pm-7am) when severe weather poses a higher risk to homeless persons. Openings are posted at local community centres and service agencies.

Covenant House Crisis Program  604.685.7474
www.covenanthousebc.org/services/crisis-shelter
575 Drake St, Vancouver
Offers safe housing, food, clothing and counselling to youth ages 16-24 on a first-come, first-served basis.

Fraserside Community Services  604.525.3929
12 beds for homeless families and single parents (men or women) and their children. Zero tolerance for substance abuse by clients. No wheelchair access.

Lookout Emergency Aid Society  604.544.5145
www.lookoutsociety.ca
Offers supportive housing and services for homeless men and women or those in need based on their current living situation. Must be in/have history with New West.

Cliff Block Residence  604.523.9126 x103
Rhoda Kaillis Residence  604.544.5145
Russell Housing Centre  604.529.9126
Salvation Army Shelter Services  604.526.4783
www.salvationarmy.ca

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

Union Gospel Mission  604.253.3323
www.ugm.ca
601 E. Hastings St, Vancouver
Offers emergency shelter, meals, alcohol/drug recovery programs and affordable housing.

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

Dixon Transition Society  604.433.4191
www.dixonsociety.ca
Provides temporary shelter, housing and support for women and their children directly fleeing abuse.

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

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

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

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

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

Cynthia’s Place  604.582.2456
Provides shelter for homeless, single women.

Monarch Place Transition House  604.521.1888
www.monarchplace.org
Provides emergency shelter and support for women and their children fleeing domestic abuse.

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

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

Housing Information & Services

BC Housing  604.433.2218
www.bchousing.org
Provides subsidized housing for persons with low income, seniors, and persons with disabilities.

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

SAFER -Shelter Aid for Elderly Renters
www.bchousing.org/programs/SAFER
Provides financial assistance for eligible renters 60+.

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

Seton Villa Retirement Centre provides seniors with affordable supportive housing - your own suite with the support you need... caring atmosphere, 24 hr. staffing, freshly prepared meals, housekeeping and laundry services, activity programs. Residents are responsible to direct their own care and mobility needs. We cannot accommodate wheelchairs or scooters.
Tours held one Sunday each month at 1:30p.m.
See Burnaby Now for dates.
Affordable Housing Societies 604.521.0818
www.affordablehsg.com
Provides rentals at market and subsidized rates.

Co-operative Housing Federation of BC 604.879.5111
www.chf.bc.ca
Provides information and workshops about co-op housing. Includes a web-based directory of co-ops currently accepting applications.

Metro Vancouver Housing Cooperation 604.432.6300
www.metrovancouver.org (Services > Housing)
Offers housing for families, seniors, and persons with mental or physical disabilities. Rents vary from competitive market rates to assisted rents for those with lower incomes. A limited rental assistance program is available for qualified applicants.

Seniors Services Society 604.520.6621
www.seniorsservicessociety.ca
housing@seniorsservicessociety.ca
Provides a comprehensive online directory of various types of seniors housing in BC Lower Mainland, housing information and referral, outreach program and a temporary housing program (cost geared to income) for seniors who are homeless or at-risk of becoming homeless. Services available for seniors 55+ living in Lower Mainland (except Downtown Eastside).

New Chelsea Society 604.395.4370
www.newchelsea.ca
Provides affordable, safe and clean housing for seniors 55+, families and persons with disabilities.

New Vista Society Housing Office 604.525.3288
www.newvista.bc.ca
Provides housing to families of varied incomes and subsidized housing to low income seniors 55+. Apply through BC Housing at 604-433-2218.

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

Progressive Housing Society 604.522.9669 x315
www.progressivehousing.net
A homeless outreach program operates with a mobile unit bringing supplies and services to the homeless Tues/Thurs at various locations in Burnaby. Call for more information.

Vancouver Native Housing Society 604.320.3312
www.vnhs.ca
Develops and provides affordable rental housing to families and Single Room Occupancy accommodations to single people with low income or individuals of Aboriginal ancestry.

Condominium Homeowners Association 604.584.2462
www.choa.bc.ca
Promotes understanding of strata property living and the interests of owners by providing advisory services, education, advocacy, resources and support for members.

Residential Tenancy Branch 604.660.1020
www.rto.gov.bc.ca
Provides landlords and tenants with information about their rights and responsibilities, and dispute resolution services.

TRAC – Tenant Resource & Advisory Centre 604.255.0546
www.tenants.bc.ca
Provides tenants with legal education and information about residential tenancy law through the Tenant Infoline, website, social media, workshops, and multi-lingual publications, and online Tenant Survival Guide.

Home Modifications & Repairs

BC Housing 604.433.2218
www.bchousing.org
HAFI – Home Adaptations for Independence
www.bchousing.org/Options/Home_Renovations
Provides financial assistance to help eligible low-income seniors and people with disabilities in BC to continue to live in the comfort of their own home.

Mobile Work Crew 604.723.3439
www.fraserside.bc.ca
(employment Services > Mobile Work Crew)
Supervised workers with physical or mental challenges offer commercial/residential landscaping, property maintenance, recycling, and rubbish removal.

Neighbours Helping Neighbours 604.764.6601
www.larchevancouver.org (Programs > Day_Programs)
Supervised team of persons with developmental disabilities assist seniors and others with basic gardening, lawn maintenance, light home maintenance and repairs, recycling and debris clean up or removal.

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

BC Ministry of Education
www.gov.bc.ca/bced

Burnaby School District 604.296.6900
www.sd41.bc.ca

New Westminster School District 604.517.6240
www.sd40.bc.ca

Federation of Independent School Associations 604.684.6023
www.fisabc.ca

Independent Schools Association of BC 604.913.6038
www.isabc.ca

Home Schooling Resources

BC Ministry of Education
www.bced.gov.bc.ca/home_school
Provides parents with information and resources about homeschooling.

HomeSchool Canada 778.809.3710
www.homeschoolcanada.ca
Online guide to homeschooling in Canada.

The Canadian Homeschooler
www.thecanadianhomeschooler.com
thecanadianhomeschooler@gmail.com
Provides resources for Canadian home educators.

Post-Secondary Institutions

British Columbia Institute of Technology (BCIT) 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 604.296.6901
www.burnabycce.ca
Offers career programs, general interest programs, English, math, and science upgrading, English language instruction (LINC and Foundations programs).

Columbia Square Adult Learning Centre 604.517.6191
www.virtualschoolbc.ca
Provides high school courses taught by certified teachers free of charge to residents of BC who are Canadian Citizens or Permanent Residents and have not yet graduated. Courses offered in class, online or self-paced.

NEC Native Education College 604.873.3772
www.necvancouver.org
285 E. 5th Ave, Vancouver
Private college provides culturally appropriate and supportive learning environment for Aboriginal learners.

Pearson Adult Learning Centre 604.517.6286
www.palc.net
Provides instruction in three daily class sessions and offers a computer lab and library.

POWER Alternate Secondary School 604.517.6159
www.sd40.bc.ca/power or 604.517.6141
Offers Lower Mainland students a flexible and individualized high school experience including grades 10, 11 and 12 courses leading to a high school graduation diploma.

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

SIGMA Young Adult Learning Centre 604.517.6292
www.sd40.bc.ca/programs-services/sigma
Offers flexible high school completion program for academically capable students ages 16-18.

ESL Resources

Burnaby Community & Continuing Education 604.296.6901
www.burnabycce.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 Community Education 604.517.6286
www.ce40.ca
Provides daytime and evening English Language Learning. Free tuition for BC residents who do not hold a high school diploma.

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

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

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

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

Brentwood Learning Centre 604.298.8201
101-1899 Willingdon Ave, Burnaby

Purpose Society 604.526.2522
www.purposesociety.org

English Made Easy Program
Offers free beginners English class for New West families and caregivers with children ages 0-6. Call for information.

Literacy

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

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

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

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

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

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

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

Employment & Financial Assistance

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

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

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

Burnaby Neighbourhood House

“Neighbours Supporting Neighbours”

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

Building Welcoming and Inclusive Neighbourhoods

http://burnabynh.ca/
Job Bank
www.jobbank.gc.ca
Government of Canada online source for jobs and labour market information. Offers users free occupational and career information such as job opportunities, career exploration including educational requirements, main duties, wage rates and salaries, and current job market trends and outlooks. Employers advertise for free.

Ministry of Social Development 1.866.866.0800
Employment & Income Assistance Offices
www.sdsi.gov.bc.ca/bcea.htm
2-4603 Kingsway, Burnaby
202-1015 Columbia St, New West
Provides information about applying for employment and income assistance benefits (BCEA). Clients are encouraged to use the online self-serve assessment and application on the website above. For those seeking emergency funds, call your local office for assistance.

ACCESS—Essential Skills for Aboriginal Futures 604.521.5929
www.accessfutures.com
Delivers a diverse assortment of education, training, counselling, support and financial services to help urban Aboriginal community overcome barriers to success and self-sufficiency. Education programs include Trades Training & Apprenticeship Programs, Essential Skills, and Employment Assistance Services Program. Programs offered in several Lower Mainland locations.

ISS of BC
Burnaby: 604.395.8000
www.issbc.org
New West: 604.522.5902
Provides immigrants, live-in caregivers and refugee newcomers with information about BC’s job market, guidance and support on employment issues and connection to the broader community.

MOSAIC Employment Services 604.438.8214
www.mosaicbc.org/employment-programs
5902 Kingsway, Burnaby
Provides job-search and career-planning services to all eligible residents of BC and provides a staffed Resource Centre with access to computers, job boards, photocopier, a fax machine and job-search resources. Also offers group workshops, foreign-credential evaluations, funded training and self-employment training.

Neil Squire Society 604.473.9363
www.neilsquire.ca
Provides employment services, computer tutoring, and assistive technology for people with disabilities.

Skills Connect for Immigrants Program 604.298.4720
www.skillsconnectbc.com
140-4664 Lougheed Hwy, Burnaby
Offers government funded employment programs for professional immigrants. Support Services include job search assistance, career assessment and planning, mentoring services and employment coaching for workplace success. Some financial assistance for language and technical/occupational skills upgrading is available.

SUCCESS Youth Employment Program 604.438.7222
www.success.bc.ca
604-5050 Kingsway, Burnaby
Delivers employability skills to youth ages 15-30 through classroom training and work experience to assist participants to overcome barriers and transition to employment.

YMCA Experience Works 45+ Program 604.685.8066
www.vanymca.ca/cs/experienceworks.html
Offers a 12-week employment program for adults 45+. Helps participants gain skills, showcase experience and secure long-term employment. Open to persons in Burnaby and New West who are unemployed or under-employed, working less than 20 hours/week. Clients must not be eligible for EI benefits or attending school. Training allowances may be available to help with costs.

UBC Life & Career Programs 604.822.8585
www.lifeandcareer.ubc.ca
800 Robson St, Vancouver
Provides free drop-in career counselling and career testing. Appointments can be made.

www.legalaid.bc.ca/publications
User’s guide produced by the Legal Services Society.

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

Service BC
604.660.2421
www.gov.bc.ca
TDD: 604.775.0303

Service Canada
1.800.622.6232
www.servicecanada.gc.ca
TTY: 1.800.926.9105

Helping immigrants build a future in Canada
ISS of BC offers Burnaby and New Westminster newcomers a range of free services and programs to assist with settling in Canada:

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

Learn more at www.issbc.org or call Burnaby 604-395-8000 or New Westminster 604-522-5902
Credit Counselling Society 604.527.8999
www.nomoreddebts.org
Non-profit organization helps individuals and families resolve debt and money problems. Counsellors available by phone, in person and by online chat.

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

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

Low Cost Goods

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

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

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

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

Consignment & Thrift Stores

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

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

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

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

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

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

Salvation Army Thrift Stores
604.299.0264
4099 E. Hastings St, Burnaby
Open Mon-Fri, 10am-5pm;
604.521.0319
774 Columbia St, New West
Open Mon-Fri, 9am-9pm; Sat, 9am-7pm.

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

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

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

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

Consumer Protection

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

The Hidden Treasure Thrift Store
QUALITY - CLEAN - USED
FURNITURE, ANTIQUES, BOOKS, CLOTHING, TOYS,
HOME DECOR, DVD’S AND MORE!
TWO BURNABY LOCATIONS TO SERVE YOU! DELIVERY AVAILABLE! FREE PARKING!

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

5525 Hastings, Burnaby (between Holdom & Howard)
604-281-4406 • Open Tuesday to Saturday!
Canadian Anti-Fraud Centre 1.888.495.8501
www.antifraudcentre.ca
Collects information and criminal intelligence on mass marketing fraud (telemarketing), advance fee fraud letters, internet fraud and ID theft complaints.

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

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

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

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

*Please see page 47 for local library branches.

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

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

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

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

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

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

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

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

BC Centre for Elder Advocacy & Support (BCCEAS) 604.688.1927 x258
Elder Law Clinic
Seniors Abuse & Information Line (SAIL) 604.437.1940
www.bcceas.ca
Elder Law Clinic and the Legal Advocacy Program provide legal advice, advocacy and representation to older adults on legal issues involving housing, debt, abuse/neglect, guardianship/capacity, financial exploitation and government benefits.

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

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

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

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

KINGSWAY & WILLINGDON, BURNABY
www.BbyServices.ca
Community Resource Guide 2017
PovNet
www.povnet.org
A searchable website for people on welfare, advocates, and community groups involved in anti-poverty work.

Society To End Homelessness 604.317.8114
In Burnaby
(aka: Burnaby Task Force On Homelessness)
www.burnabyhomeless.org
info.burnabyhomeless@gmail.com
Supports services to those who are homeless or at risk of homelessness. Provides leadership for homeless reduction strategies. Activities include: community awareness, sharing info, supporting outreach and extreme weather programs.

Office of the Ombudsperson 1.800.567.3247
www.bcombudsperson.ca
Receives inquiries and complaints about the practices and services provided by public agencies. Conducts impartial and confidential investigations to determine if people are being treated fairly.

Office of Seniors Advocate 1.877.952.3181
www.seniorsadvocatebc.ca
Provides a “go-to” resource for seniors’ information and referral. Phone lines are answered by knowledgeable staff who can help with a range of questions.

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

MOSAIC Legal Advocacy Program 604.254.9626
www.mosaicbc.org
(Settlement-Services>General-Support>Legal-Advocacy)
Provides legal advice and help to low income immigrants and refugees in areas of immigration law not covered by legal aid. Call for an appointment.

Vancouver & Lower Mainland Multicultural Family Support Services Society 604.436.1025
www.vlmfss.ca againstviolence@vlmfss.ca
Provides culturally and linguistically sensitive services to immigrants, refugees, no-status and visible minority women and their families who are experiencing family violence. Services are free and confidential and include individual and group counselling, advocacy and support through Multicultural Outreach STV, Children Who Witness Abuse Program, Bi-cultural Parenting, Community-Based Victim Assistance, Volunteers Program and Intake Service. Open Mon-Fri, 9am-5pm.

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

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

Road Condition Reports 1.800.550.4997
www.drivebc.ca
BC Ferries 1.888.223.3779
www.bcferries.com
Vancouver International Airport 604.207.7077
www.yvr.ca

Burnaby Seniors Transportation 604.292.3901
Provides Burnaby seniors with transportation to their medical and dental related appointments. Call for cost or to book a ride.

New West Seniors Medical Transportation 604.520.6621
Provides New West seniors with transportation to their medical and dental appointments. Subsidies may be available for seniors with low income. Call for cost or to book a ride.

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

Translink Programs for Accessible Transit 604.953.3680
www.translink.ca (Rider Guide > Accessible Transit)
HandyDART
Provides door-to-door service for people with disabilities. Advanced booking is required. Call 604.575.6600 (option #1)
Taxisaver/Handycard
Provides discounts for persons with permanent physical and mental disabilities.

Jack Bell Rideshare Program 604.879.7433
www.ride-share.com
Provides info on vanpooling, car sharing, and ride matching.
When you’re running late...

It’s not just about walking through the hospital doors. It’s what happened before you got here. It’s what happens when you go home. Together with a caring community, committed volunteers and gracious donors we are connecting you to what matters. Burnaby Hospital Foundation is the fundraising arm of Burnaby Hospital dedicated to community partnerships to purchase vital medical equipment and technology, improve patient care, and support innovative and educational community programs that improve your health.

Please give.

604-431-2881
www.bhfoundation.ca
Modo 604.685.1393
www.modo.coop
Coordinates a co-operative car sharing network.

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

Families

Information & Childcare Resources

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

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

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

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

Ministry of Children & Family Development

Centralized Screening Team 1.800.663.9122
Kingsway South Office 604.660.9494
Youth Intake Team (13yrs+)
604.660.5900
Provides support services to families and conducts child protection investigations.

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

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

Community Resource Guide Contains selected services and programs in Burnaby and New Westminster.

Pregnancy Resources

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

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

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

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

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

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

Early Childhood Programs & Support

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

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

MAKE A DIFFERENCE
Join Rotary Today

District 5040 Rotary Club of Burnaby Metrotown
facebook.com/RotaryMetrotown
burnabymetrotownrotary@gmail.com
www.burnabymetrotownrotary.com
Baby & Me 604.659.2228
Free weekly educational support groups for high-risk moms with babies 0-6 months. Food coupons, bus tickets and childcare are provided. Registration is required.

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

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

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

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

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

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

Burnaby Schools:
www.sd41.bc.ca/strongstart
Cascade Heights 604.664.8645
Chaffey-Burke 604.664.8652
Edmonds 604.257.4457
Forest Grove 604.296.9026
Kitchener 604.664.8727
Lochdale 604.664.8743
Maywood 604.664.8344
Morley 604.664.8774
Second Street 604.664.8819
Stoney Creek 604.664.8845
Stride Avenue 604.664.8854
Twelfth Avenue 604.664.8870

New West Schools:
district.sd40.bc.ca/services/school-district-40-strong-start-early-learning-centres

Connaught Heights 604.517.6010
Queensborough Middle School 604.517.6040
Richard McBride 604.517.6090

Council of Parent Participation
Preschools of BC 604.435.4430
www.cpppreschools.bc.ca

Parent & Infant Drop-in 604.918.7605
Public Health Nurses offer free drop-ins where parents can ask questions about their baby’s growth and development, meet other parents, and learn about community services.

Bonsor Recreation Complex 604.439.1860
Mondays, 10:30am-12noon

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

Burnaby Family Life Institute 604.659.2205
www.burnabyfamilylife.org
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, community kitchens for families and individuals with limited income, preschool and childcare in multiple locations, info and referral services. Youth leadership programs for grades 8-12 are also available.

Supporting children, families and individuals since 1971. For information on our programs, visit our website or call 604-659-2205

www.burnabyfamilylife.org
Cameray Child & Family Services 604.436.9449
www.cameray.ca
Provides free daily interactive and educational parenting groups, one-on-one parent support sessions for families in Burnaby and New West with at least one child under age of 5.

Purpose Society 604.526.2522
www.purposesociety.org
Offers the following free groups to parents. Self-referrals accepted.

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

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

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

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

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

Family Services for Greater Vancouver 604.525.9144
www.fsgv.ca
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.

Hospitality Project 604.520.3666
1111-6th Ave, New West
Drop-in operates on food bank days offering clothing exchange and Family Place children's programs.

Parent Support Services Society of BC 604.669.1616
www.parentsupportbc.ca
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.

Resources for Families continued on page 33
Working together with you in our community.

Richard T. Lee, MLA
Burnaby North
1833 Willingdon Ave., Burnaby V5C 5T1
Phone: 604.775.0778  Fax: 604.775.0833
richard.lee.mla@leg.bc.ca www.richardleemla.bc.ca

VOLUNTEER
YOU’LL BE GLAD YOU DID!

info@volunteerburnaby.ca
604-294-5533
203-2101 Holdom Ave.
Burnaby

www.volunteerburnaby.ca
FALL & WINTER PROGRAMS

YOUTH AND ADULT HOCKEY ACADEMIES
• ADULTS INDOOR SOCCER LEAGUES • YOUTH SOCCER ACADEMIES
• PRO D DAY AND CHRISTMAS BREAK HOCKEY AND MULTI SPORT CAMPS
• LEARN TO SKATE • BIRTHDAY PARTIES

VISIT WWW.ICESPORTS.COM/BURNABY8RINKS OR CALL 604-291-0626 FOR MORE DETAILS
New Vista Adult Day Program and Services

Conveniently located at 7550 Rosewood Street, Burnaby

Cranberry Cottage is a safe place for your loved one to come while giving you a break from your 24 hour a day care challenges. A time for you to rest and regroup. We can help. Use our menu of services and book the day and services you require for your loved one and let us look after the rest.

• Pamper your loved one with a spa bath in a whirlpool tub supported by a residential care aide. Take the challenge out of providing a bath at home in a standard tub. Let your loved one enjoy a relaxing, luxurious soak & hair wash.

• Book a hair appointment at our salon. Our onsite, friendly hairdresser specializes in working with clients with mobility challenges, mild to moderate dementia, as well as other limiting conditions.

• Book a day in Cranberry Cottage where your loved one can participate socially with other seniors, enjoy recreation and exercise time and have a wonderful meal.

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

604-521-7764
7550 Rosewood St, Burnaby
www.newvista.bc.ca
Your Complete Campus of Care

We are here to help with life transitions between Retirement/Assisted Living and if needs change to Complex Care at one beautiful location. This is your home, why move one more time when you don’t have to? Come and meet our friendly community today and see for yourself!

A BRIDGE FROM HOSPITAL TO HOME. Just what the doctor ordered! Rest, good food, and pampering as you recover, you can’t find a better prescription for recovery after leaving hospital than a respite stay at Residences at Belvedere! Private suite, assistance if needed, or space for spouse/friend to stay, and opportunity to rest in a quiet, comfortable environment. Choose to get well and independent again because life’s about having a good point of view!

Call today to schedule your personal tour and meet our caring staff and residents.

604.939.5991

Located 5 minutes from Lougheed Town Centre and 30 minutes from Vancouver.

739 Alderson Avenue, Coquitlam

www.belvederebc.com
Families with Low Income

Child Care Subsidy Helpline 1.888.338.6622
www.mcf.gov.bc.ca/childcare
Monthly subsidy to help qualifying families with low income pay for childcare is available through the Ministry of Children and Family.

Affordable Family Fun
www.burnaby.ca/flipbook/affordablefun
Check link on Burnaby website for information about affordable family fun for everyone.

Athletics for Kids 604.221.7529
www.a4k.ca
Provides financial support towards basic amateur sport registration fees for youth ages 5-18. Family income must be under $40,000/yr, or child in foster care, or a parent receives social assistance. Please follow online registration through website.

Burnaby MoreSports 604.376.0556
www.burnabymoresports.ca
Offers free, after school programs for children grades 2-6. Stride Ave Community School (M,W); Edmonds Community School (T); Kitchener Elementary (W); Morley Elementary (F).

Burnaby Community Services 604.299.5778
www.BbyServices.ca

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

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

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

Community Volunteer Income Tax Program
Volunteer tax preparers will complete income tax papers for individuals with low income as part of Revenue Canada’s CVITP. Call for more information.

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

Burnaby Kidsport Fund 604.294.7111
www.kidsport.ca/burnaby
Provides grants to help qualifying Burnaby families in financial need pay sports registration fees for kids ages 5-18.

Canadian Tire Jumpstart 1.877.616.6600
jumpstart.canadiantire.ca
Helps financially disadvantaged kids ages 4-18 get involved in organized sport and active recreation activities. Call for more information.

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

Fraserside Community Services 604.522.3722
www.fraserside.bc.ca

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

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

Salvation Army 604.868.7672

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

Burnaby Parks, Recreation & Cultural Services
Burnaby Recreation Credit Program 604.320.2227
www.burnaby.ca/recreationcredit
Provides a credit to qualifying Burnaby residents in financial need. Credit can be used to register for Parks & Recreation programs or to purchase punch cards or passes for admissions to recreation facilities. Applications are available online or at any community/recreation centre. Call for more information.

BC Hydro 1.877.806.3242

–Energy Conservation Assistance Program
www.bchydro.com/powersmart.html
Provides qualifying low income households with a home energy evaluation, installation of energy saving products, and personalized energy efficiency advice for free. Call for eligibility information.

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• Compression stockings

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

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

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

Burnaby Neighbourhood House
South: 604.431.0400
North: 604.294.5444

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

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

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

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

As We Age Seniors Resource Guide lists services for and stories about seniors 55+ and their families.

Community Resource Guide contains selected services and programs in Burnaby and New Westminster.

Seniors Resource Card features contact info for services/programs to help support seniors and prevent isolation.

Citizen Support Services 604.294.7980
Burnaby Seniors Resource Guide
Contains information about programs, benefits, agencies, and services available to Burnaby seniors. Copies are available on website.

Food Delivery & Meal Programs

Burnaby Meals on Wheels 604.299.5754
www.mealsonwheels-burnaby.com
Provides nutritious local and affordable food to people who for physical, mental health, social or economic reasons are unable to meet their dietary needs. Delivers hot Western and Chinese meals, frozen Western main courses and bag lunches, on Mon, Wed, and Fri.

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

New Westminster Meals on Wheels 604.520.6621
www.seniorsservicessociety.ca/smow.htm
Delivers fresh, nutritious, and affordable meals to New West residents. The meals are prepared daily by the Starlight Casino’s chef and team. Call for rates and details.

Japanese-Style Meals on Wheels 604.687.2172
www.tonarigumi.ca (Services > Service List)
Delivers Japanese-style lunch boxes on Wednesdays to homebound seniors in Burnaby.

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

Call Donna for your personal tour.
thePoppyResidences.com
5291 Grimmer St., Burnaby
604.568.5563

Call Donna for your personal tour.
5291 Grimmer St., Burnaby
604.568.5563
thePoppyResidences.com

Casalinga Food Services 604.435.1994
www.casalingafoods.com
Offers delivery of complete ready-made meals, including choices from vegan, gluten free, and zero carb menus.

Dairyland Home Service 604.421.4663
www.morenthansilk.ca
Offers regularly scheduled delivery service of about 800 products including dairy products, organic produce, some groceries, fresh baked goods, beverages, desserts, and organic household products.

Citizen Support Services 604.294.7498
www.burnaby.ca/citizensupportservices

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

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

Seniors Services Society
www.seniorsservicesociety.ca

Grocery Shopping Program 604.520.6621
Provides New West seniors with the option to order groceries by phone. Volunteers take orders and items are delivered by a local store. Minimum order and delivery charge applies. Call for rates and details.

Health & Wellness

Fraser Health Authority
www.fraserhealth.ca

Public Health General Information
Burnaby 604.918.7605
New West 604.777.6740

Home Health Service Line (New Inquiries) 1.855.412.2121
Burnaby 604.918.7447
New West 604.777.6700

Fraser Health Crisis Line 24-hr: 604.951.8855
Seniors Distress Line 24-hr: 604.872.1234

Health Protection Office 604.918.7683

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

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

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

Bonsor Health Alert 604.297.4956
Cameron Health Focus 604.297.4453
Edmonds Health Watch 604.297.4901
Stroke Recovery Branch 604.297.4838
Confederation
S.A.I.L (Seniors Active in Living)
Arthritis Support Group
Parkinson’s Support Group
Stroke Recovery Club
YCare Healthy Heart

Century House 604.519.1066
Health Drop-in
Parkinson’s Self Help
Peer Counselling

Alzheimer Society of BC 604.298.0780
- Burnaby Resource Centre
www.alzheimerbc.org
Provides information, education, and support to family, friends and individuals affected by Alzheimer’s disease and other dementias. First Link dementia support services include early-stage support groups, “First Link” referrals and “Minds in Motion”, a social and recreation program.

-First Link Dementia Helpline 604.681.8651

Older Adult Substance Use Services 604.777.6870
320-7155 Kingsway, Burnaby
Provides free, confidential, counselling services to Burnaby and New West seniors (65+), who are concerned about their own or someone else’s alcohol and/or other drug use. Education, referrals and outreach services are also provided.

YMCA Healthy Heart Program 604.521.5801
(Cardiac Prevention, Rehabilitation & Maintenance)
www.ymcahealthyheart.ca
Offers a community-based program that supports people living with cardiac risk through education and supervised exercise. Doctor’s referral is required. There is a charge for the program however, financial assistance may be available for those in need. Please call for more information.

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Hearing Clinic Burnaby
acousticahearing.com
www.BbyServices.ca
Community Resource Guide 2017 35
Western Institute for the Deaf and Hard of Hearing  604.736.7391
www.widhh.ca  TTY: 604.736.2527
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.

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

*For more options see Health & Wellness on page 6

Counselling & Support

Burnaby Seniors Outreach Services  604.291.2258
www.bsoss.org
Offers support services and free peer counselling programs for seniors, and communications and counselling skills training for peer counsellor volunteers. Call for more information and for program updates.

Unpaid Caregiver Support Program  604.292.3909
Provides support to unpaid caregivers who are caring for a senior relative. Offers an education series, support group, individual support by volunteer senior peer counsellors, and continuing education. Resource guide for caregivers is available online.

Century House Senior Peer Counselling  604.519.1064
www.chspc.ca
Provides free counselling programs for seniors 50+. Help is available dealing with life transitions, bereavement, loss, loneliness, isolation, health and aging concerns.

BC Centre for Elder Advocacy & Support (BCCEAS)
-Seniors Abuse & Information Line (SAIL)  604.437.1940
www.bcceas.ca
Offers legal programs that provide advice, advocacy and representation to older adults on legal issues involving housing, debt, abuse/neglect, guardianship/capacity, financial exploitation and government benefits. Victim services program provides information, support and referrals to people age 50+ who are victims of abuse, including family and sexual violence.

New West Police Service & FSGV  604.529.2459
- Elder Abuse Unit
Provides elder abuse response and coordinates follow-up services to residents of New West or victims of crimes committed in the area. The team is also available for consultation regardless of where the individual lives or location of crime. Open Tuesdays and Thursdays, 9am-5pm.

411 Seniors Centre Society  604.684.8171
www.411seniors.bc.ca
704-333 Terminal Ave, Vancouver
Provides seniors with information and referral services, social, recreational, and educational activities and events from a multicultural resource centre. Call for information about membership, drop-in activities and events.

Citizen Support Services  604.294.7980
www.burnaby.ca/citizensupportservices
Provides Burnaby seniors with support services including shop-by-phone, shopping buddies, home visits, support calls, monthly recreational bus trips, and more.

Seniors Services Society  604.520.6621
www.seniorsservicesociety.ca
Provides support services to New Westminster residents such as Meals on Wheels, Lunch Club, Dining Club, Medical Transportation, Support Calls, Out and About Social Program and Information and Referral Services, including income tax preparation and form completion. Call or check website for more information.

Nidus Personal Planning Resource Centre & Registry
www.nidus.ca  info@nidus.ca
Provides information and assistance with completing personal planning documents. Operates a centralized online registry for important information and documents including Enduring Powers of Attorney, Representation Agreements, and even a copy of your will.

Office of the Seniors Advocate  1.877.952.3181
www.seniorsadvocatebc.ca
Provides a “go-to” resource for seniors information and referral. Phone lines are answered by knowledgeable staff who can help with a range of questions. Call toll-free during business hours.

Public Guardian & Trustee of BC  604.775.1007
www.trustee.bc.ca
Provides services to vulnerable adults and seniors (age 19 and older) or their families who need help managing financial or legal affairs; assesses and investigates abuse complaints.

Burnaby Hospice Society  604.520.5087
www.burnabyhospice.org
Provides services in Burnaby to individuals and families going through the end-of-life journey. Supports individuals in palliative or hospice care along with their families and caregivers.

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- State of Art procedures & techniques to relieve your foot and/or ankle pain problems!

Call 604.291.8214 or book an appointment online: northburnabypodiatry.com
202 – 410 Carlton Street, Burnaby BC
Memorial Society of BC  1.888.816.5902
www.memsoc.org
Provides information services and support for persons dealing with the death of a loved one. Also provides information on funeral pre-planning, as well as simple, dignified, low cost funerals.

BC Bereavement Helpline  604.738.9950
www.bcbereavementhelpline.com bcbh@telus.net
Provides information, referral and support for persons coping with grief.

Voices of Burnaby Seniors  604.292.3904
www.BbyServices.ca/VOB
Network of seniors and service providers developing projects to support seniors in being independent and connected community members.

In-Home Support Services

Better At Home Programs
www.betterathome.ca
Helps seniors live in their own homes by providing simple non-medical support services delivered by local non-profit agencies. Support services may include friendly visits, light housekeeping, grocery shopping, snow shovelling, transportation to medical appointments, minor home repairs and light yard work. Please note services will vary between locations. Contact your local agency to learn more. Subsidies may be available based on your income level.

Burnaby Better At Home  604.297.4877
betterathome@burnaby.ca
New Westminster Better At Home  604.520.6621
support@seniorsservicessociety.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.

All Nursing Health Services  604.488.9323
www.allnursing.ca
Bayshore Home Health  604.739.7454
www.bayshore.ca
BC Elder Care Massage  604.340.3581
www.bceldercare.ca
Changing Places  778.628.0725
www.vancouvermoves.ca
Classic LifeCare  604.263.3621
www.classiclifecare.com
Comfort Keepers  604.689.8609
www.comfortkeepers.ca/local-office/british-columbia/burnaby

Diamond Geriatrics  604.874.7764
www.diamondgeriatrics.com
Five Star Senior Services  604.616.8401
www.fivestarseniorservices.com
FootCare Passion - Mobile Foot Care  604.780.3992
www.footcarepassion.ca
Home Instead Senior Care  604.432.1139
www.homeinstead.com/3037
John’s Helping Hands  604.329.1006
www.johnshelpinghands.ca
Just Like Family Senior Home Care Services  604.440.3331
www.justlikefamily.ca
Karp Home Care  604.420.7800
www.karphomecare.com
Nurse Next Door Home Care Services  604.553.3330
www.nurseextdoor.com
Nurse Tree Health  604.655.2636
www.nursetree.ca
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.reitreathomeNS.com
Safe Care Home Support  604.945.5005
www.safecarehomesupport.ca
Shylo Nursing & Home Healthcare  604.434.9681
www.shylo.ca
Strive Community Home Care  604.936.9944
www.striveliving.ca
We Care Home Health Services  604.495.2280
www.wecare.ca

Housing Information

Seniors Services Society  604.520.6621
www.seniorsservicessociety.ca
housing@seniorsservicessociety.ca
Provides a comprehensive online directory of various types of seniors housing in BC Lower Mainland, housing information and referral, outreach program and a temporary housing program (cost geared to income) for seniors who are homeless or at risk of becoming homeless. Services available for seniors 55+ living in Lower Mainland (except Downtown Eastside). Call for more info.

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✓ Foot Care by Nurse  ✓ Personal Care
✓ Live-in Caregiver  ✓ Companionship
✓ Meal Preparation  ✓ Post-Hospital Care

ICBC Claims Accepted • DVA Provider
For a FREE assessment call 604-945-5005 • www.safecarehomesupport.ca
BC Housing 604.433.2218
www.bchousing.org

SAFER – Shelter Aid for Elderly Renters
www.bchousing.org/programs/SAFER
Provides financial assistance for eligible renters 60+.

HAFI – Home Adaptations
www.bchousing.org/Options/Home_Renovations
Provides financial assistance to help eligible low-income seniors and people with disabilities in BC to continue to live in the comfort of their own home.

New Chelsea Society 604.395.4370
www.newchelsea.ca
Provides affordable, safe and clean housing for seniors 55+, families and persons with disabilities.

New Vista Society Housing Office 604.525.3288
www.newvista.bc.ca
Provides housing to families of varied incomes and subsidized housing to low income seniors 55+. Apply through BC Housing at 604-433-2218.

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

Home Owner Grants 1.888.355.2700
www.sbr.gov.bc.ca (Individuals > Property Tax)
The Home Owner Grant is one of three property tax assistance programs offered by the province. Helps homeowners reduce the amount of taxes they pay.

Home Repairs & Maintenance

Mobile Work Crew 604.723.3439
www.fraserise.bc.ca
(Employment Services > Mobile Work Crew)
Supervised workers with physical or mental challenges offer commercial/residential landscaping, property maintenance, recycling, and rubbish removal.

Neighbours Helping Neighbours 604.764.6601
www.larchevancouver.org (Programs > Day_Programs)
Supervised team of persons with developmental disabilities assist seniors and others with basic gardening, lawn maintenance, light home maintenance and repairs, recycling and debris clean up or removal.

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

Pension & Benefits Information

Service Canada 1.800.622.6232
www.servicecanada.gc.ca TTY: 1.800.926.9105
Provides information about CPP, GIS, OAS, Spouse Allowance, Survivor Allowance, Veterans Benefits, and any other general inquiries about government services and programs. Open Mon-Fri, 8am-8pm, local time.

Service BC 604.660.2421
www.servicebc.gov.bc.ca/ seniors TDD: 604.775.0303
Provides information on seniors programs including BC Seniors Supplement and Property Tax Deferment.

Seniors Supplement 1.866.866.0800

Continuing Education

College for the Retired 604.517.8732
www.cccrburnaby.org
6650 Southoaks Cres, Burnaby
Offers a variety of courses and workshops for persons 55+. Programs are designed to help seniors maintain physical, mental, and social well-being.

SFU Liberal Arts & Adults 55+ 778.782.8000
www.sfu.ca/liberal-arts
Offers a variety of intellectually stimulating courses, lectures and a liberal arts certificate program for adults 55+ year round. All courses and events take place at SFU’s Vancouver campus (Harbour Centre).

UBC Continuing Studies 604.822.1444
www.cstudies.ubc.ca
Offers a variety of learning opportunities including the UBC Elder Scholar program, courses at Tapestry Wesbrook Village and Ageless Pursuits (Summer Institutes). Seniors 65+ may also qualify for exemption from tuition and application fees for UBC credit courses. Check the website for more info.

Transportation Services

Burnaby Seniors Transportation 604.292.3901
Provides Burnaby seniors with transportation to their medical and dental related appointments. Call for cost or to book a ride.

New West Seniors Medical Transportation 604.520.6621
Provides New West seniors with transportation to their medical and dental appointments. Subsidies may be available for seniors with low income. Call for cost or to book a ride.

Affordable Housing in Burnaby
for Seniors & People with Disabilities

378 ft² Studio Suites @ 5897 Kincaid St. Burnaby
All rents are based on resident’s income and include heat and cable
Application also requires registering with BC Housing
Please visit our website to download an application or call us at the number below

phone: 604.395.4370 email: admin@newchelsea.ca

“Creating Community by Developing and Sustaining Quality Housing that is Safe, Secure, and Affordable.”

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

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

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

Translink Programs for Accessible Transit
www.translink.ca 604.953.3680
(Rider Guide > Accessible Transit)
HandyDART
Provides door-to-door service for people with disabilities. Advanced booking is required. Call 604.575.6600 (option #1)
TaxiSaver/Handycard
Provides discounts for persons with permanent physical and mental disabilities.

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

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

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

Bonsor 55+ Centre 604.297.4580
6533 Nelson Ave, Burnaby
Cameron Recreation Complex 604.297.4453
9523 Cameron St, Burnaby
Confederation Community Centre 604.294.1936
4585 Albert St, Burnaby
Edmonds Community Centre 604.297.4838
7433 Edmonds St, Burnaby
Century House 604.519.1066
www.centuryhouseassociation.com
620-8th St, New West

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

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

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

Citizen Support Services 604.294.7980
Gadabouts Program
Provides monthly social outing by bus and/or volunteer drivers on Wednesdays. Outings usually include lunch, and on occasion, entertainment.
Wheelers Program
Provides monthly social outing by HandyDART for wheelchair-bound clients on Wednesdays or Fridays. Outings usually includes lunch, and on occasion entertainment. One-to-one volunteer assistant.
Seniors Lunch Programs 604.294.7920
Volunteer drivers provide Burnaby seniors with rides to Confederation Centre Thursdays, 11am-12:30pm, and Burnaby Neighbourhood House on Mondays, 12noon-1:30pm.

Seniors Services Society 604.520.6621
Dining Club and Lunch Bunch
Includes transportation to and from local restaurants for a reduced-cost meal. Transportation is provided for a minimum fee on the Society's fully accessible 16-passenger bus.
Out and About Social Program
Offers opportunities for New West seniors to take part in community events, live theatre and musical performances, and recreational outings. Shuttle service is provided on fully accessible bus. Minimum charge for transportation/seniors cover cost for activity.

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Youth

Information & Support Lines

**YouthInBC.com** 24-hr distress line: **604.872.3311**
www.youthinbc.com
Online crisis chat service where youth chat one-on-one with a trained volunteer from the Vancouver Crisis Centre. Website offers information on a variety of youth-related issues, as well as a resource list of organizations and websites where youth can get help.

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

**Kids Help Phone** 24-hr: **1.800.668.6868**
www.kidshelpphone.ca
Provides free, anonymous, confidential information, counselling, referral services and resources for young people needing help.

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

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

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

**Burnaby Substance Use Services** 604.777.6870

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

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

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

**Sex Sense Line** 1.800.739.7367
www.optionsforsexualhealth.org
Provides free, confidential information and referral for sexual health issues including sexuality, birth control, STIs, emergency contraception, and pregnancy options.

**Smart Sex Resource** 604.707.5603
www.smartsexresource.com
655 W. 12th Ave, Vancouver
Information and resources provided by the BC Centre for Disease Control.

**Youth Against Violence Line** 24-hr: **1.800.680.4264**
www.youthagainstviolenceline.com
Offers safe, confidential access to trained support workers who talk with youth and concerned adults about bullying, gang activity, harassment, intimidation, sexual exploitation and other issues. Services available in multiple languages.

**Inter-Regional At-Risk Youth Link (IRAYL)** 604.999.8180
Provides outreach support and resources to youth ages 13-18 who congregate on and around Skytrain stations throughout the Lower Mainland. Mon-Fri, 12noon-11pm.

**Where to Find**
www.wtf411.ca
Provides information about resources and services for at-risk and sexually exploited youth.

**Youth Programs**

**Aunt Leah’s Place** 604.525.1204
www.auntleahs.org
Offers housing, job training, life skills training and quality of life opportunities for youth in foster care and young moms to help them transition to independent living.

**Covenant House Crisis Program** 604.685.7474
www.covenanhousebc.org/services/crisis-shelter
575 Drake St, Vancouver
Offers safe housing, food, clothing and counselling to youth ages 16-24 on a first-come, first-served basis.

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**posAbilities**

**Laurel**

*Behaviour Support Services*

- **778-945-1435**
- **laurel@posAbilities.ca**
- **laurelbca.ca**

**Making Changes That Matter**

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

Contact us to learn more.
ISSofBC 604.522.5902
www.issbc.org
Provides training, peer support and leadership skills through the Multicultural Youth Circle program (MY Circle). Assists immigrant and refugee youth (14-24) facing issues with integration, social isolation, communication barriers, racism, trauma, family conflict and lack of support.

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

Moving Ahead FreeRunning 604.636.4712
Other youth programs 604.254.9626

QMUNITY Youth Services 604.684.5307 x107
www.qmunity.ca/get-support/youth
1170 Bute St, Vancouver
Provides a safe place for lesbian, gay, bisexual, trans, two-spirit, intersex, queer and questioning youth to hang out and get support.

SUCCESS Youth Employment Program 604.438.7222
www.success.bc.ca
Delivers employability skills to youth ages 15-30 through classroom training and work experience to overcome barriers and transition to employment.

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

Burnaby Youth Centres:
www.burnaby.ca
(Things To Do > Community Centres > Youth Centres)

Creekside Youth Centre 604.415.7607
2720 Beaverbrook Cres, Burnaby

Youth Lounge @ Edmonds 604.297.4907
7433 Edmonds St, Burnaby

South Central Youth Centre 604.297.4497
6749 Nelson Ave, Burnaby

Summit Youth Centre 604.268.1369
200 Willingdon Ave, Burnaby

Burnaby Youth HUB 604.569.0951
www.burnabyhub.org
4750 Imperial St, Burnaby
Offers a youth clinic, high school, counsellors, youth programs, and resources, and free community meeting space.

New West Youth Centre 604.515.3801
www.newwestyouth.ca
620-8th St, New West (at Century House)
Drop-in centre for youth ages 13-18 includes a game room, lounge, Wii station, computer room, and fitness room. Offers social drop-in, recreation, life skills training and computer labs. Open Mon-Thurs, 3:15-9pm and Fri/Sat, 3:15pm-11pm.

Youth Source 604.526.2522
www.purposesociety.org
38 Begbie St, New West
Provides a warm, welcoming place for youth to hang out in and enjoy recreational activities. Access advocacy and referral services, free medical care, counselling with an alcohol and drug counsellor, youth worker or therapist. Showers, laundry and emergency food are also available.

Youth Health Clinics
Options for Sexual Health Clinics 604.731.4252
www.optionsforsexualhealth.org (Clinics)
4734 Imperial St, Burnaby (Wed: 7pm-9pm)
3550 E. Hastings St, Vancouver (Tue, Thurs: 7pm-9pm)
Provides a range of free, confidential services including STI testing and treatment, pregnancy testing and counselling, physical examinations, affordable birth control and more. Serves all genders, orientations and ages. Please call ahead to book an appointment.

Burnaby Youth Clinic 604.293.1764
4734 Imperial St, Burnaby
Mon, Tues, Thurs, 1-5 pm. Serves youth 22 and under.

New Westminster Youth Clinic 604.526.2522
www.purposesociety.org
38 Begbie St, New West
Tues, 2:30-6pm, Thurs, 3:30-7:30pm. Youth 21 and under.

East Van Youth Clinic 604.675.3986
www.vch.ca/your-health/youth
1669 E. Broadway, Vancouver
Mon-Wed, 3-6pm, Fri, 2-5pm. Serves youth 24 and under.

Knight Street Youth Clinic 604.321.6151
www.vch.ca/your-health/youth
6405 Knight St, Vancouver
Mon, 2-4:30pm, Thurs, 3:30-6:30pm. Serves youth 24 and under.
Aboriginal Peoples

Ministry of Children & Family Development
201-7645 Kingsway, Burnaby 604.660.9544
Provides supportive and protective services for Aboriginal children and families.

Aboriginal Health Liaison Program 604.614.7786
Provides referrals, advocacy and support to Aboriginal patients ensuring access to appropriate and culturally safe health care and community services.

Aboriginal Wellness Program 604.675.2551
Provides free, culturally safe mental wellness and substance use programs to Aboriginal people.

Pacific Association of First Nations Women 604.872.1849
www.pafnw.ca
Assists Aboriginal women and their families with health and social services issues. Also provides services to Aboriginal elders 55+.

Kids' Stop – Indigenous and Northern Affairs Canada
www.aadnc-aandc.gc.ca
Provides information for Aboriginal history, cultures, languages, games and stories, and classroom resources for teachers.

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

BC Aboriginal Child Care Society (BCACCS) 604.913.9128
www.acc-society.bc.ca
Offers workshops, training, and education opportunities; advocating for early years; and sharing resources and research to ensure every Aboriginal child in BC has access to spiritually enriching, culturally relevant, high quality early childhood care. Hosts two Aboriginal Head Start Programs in Vancouver (Eagle’s Nest and Singing Frog).

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

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

Federation of Aboriginal Foster Parents 604.291.7091
www.fafp.ca
Provides support and services to Aboriginal foster families providing care in a culturally appropriate environment.

Metis Family Services 604.584.6621
www.metisfamilyservices.ca
Provides supportive information and services to help nurture, promote and protect balance in Metis families.

Urban Native Youth Association 604.254.7732
www.unya.bc.ca
Offers programs for Native youth including education and training, mentoring and personal support, residential programs, sports and recreation. Publishes “Helping Hands: Empowering Native Youth”, a listing of resources for youth in Metro Vancouver.

ACCESS - Essential Skills for Aboriginal Futures 604.521.5929
www.accessfutures.com
Delivers a diverse assortment of education, training, counselling, support and financial services to help urban Aboriginal community overcome barriers to success and self-sufficiency. Education programs are offered at several locations and include Trades Training & Apprenticeship Programs, Essential Skills, and Employment Assistance Services Program.

NEC Native Education College 604.873.3772
www.necvancouver.org
285 E. 5th Ave, Vancouver
Private college provides culturally appropriate and supportive learning environment for Aboriginal learners.
Develops and provides affordable rental housing to families and Single Room Occupancy accommodations to single people with low income or individuals of Aboriginal ancestry.

Aboriginal Legal Aid in BC
www.aboriginal.legalaid.bc.ca
Aboriginal community legal workers provide legal information and limited advice services to Aboriginal peoples living on or off reserve. Resource and publications on various issues are available through website.

Persons with Disabilities

BACI —Burnaby Association for Community Inclusion
604.299.7851
e: reception@gobaci.com t: 604.299.7851 w: www.gobaci.com
Offers a range of programs and services to infants, children, youth, and adults with developmental disabilities and their families.

BC Brain Injury Association
604.984.1212
www.brainstreams.ca
Promotes a better quality of life for those living with acquired brain injury through education, information, prevention, support and systemic advocacy.

BC Centre for Ability
604.451.5511
www.bc-cfa.org
Provides community-based services to children, youth, adults and their families with neurological, physical, and developmental disabilities.

BC Easter Seals
604.873.1865
www.eastersealscamps.ca
Provides overnight camps for adults, teens and children with disabilities. Offers camps in Squamish, the Okanagan Valley and on Vancouver Island.

BCITS
604.326.0175
www.bcits.org
Technologies for Independent Living Program (TIL)
Provides Environmental Control Systems that assist people with high level physical disabilities to control devices in their homes and on the go.

Provincial Respiratory Outreach Program (PROP)
1.866.326.1245
Provides equipment and support to qualified persons who need assistive ventilation while living in the community.

Canucks Autism Network (CAN)
604.685.4049
www.canucksaustism.ca
Provides adaptive sports, recreational, social and arts programs for children, teens and young adults living with autism while spreading awareness and providing autism training in communities across BC. Membership is $25 per individual with autism per year (refundable through autism funding). To become a member, visit canucksaustism.ca/join.

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

Community Living Society
604.523.0303
www.communitylivingsociety.ca
713 Columbia St, New West
Provides individualized, flexible and creative supports to people with developmental disabilities or Acquired Brain Injuries.

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

Advocacy Access Program
604.872.1278
Assists people with all disabilities to apply for and appeal the denial of provincial and federal disability benefits. Assists with access to health goods, services and supplements provided through the Ministry of Social Development and Social Innovation. By appointment only.

Family Support Institute
604.540.8374
www.familysupportbc.com 1.800.441.5403
Provides free support services to families of persons living with a disability. Offers information and referrals, workshops, training, and networking with similar families. Network includes over 240 families who have a family member with a disability.

Support Worker Central
www.supportworkercentral.com
Online database designed to match individuals, families and agencies with support workers in their communities.

Find Support BC
www.findsupportbc.com
Connects families of persons with disabilities with resources available to them throughout the province.

Supporting the inclusion of people of all ages and abilities

- Infant development program
- Inclusive child care centres
- Diverse housing options
- Employment, recreational and learning opportunities
- Social connection and community engagement
- Family support and advocacy

Burnaby Association for Community Inclusion

e: reception@gobaci.com  t: 604.299.7851  w: www.gobaci.com
Down Syndrome Research Foundation 604.444.3773  
www.dsrfr.org  
Offers innovative programs and interventions for children and adults with Down Syndrome, and information and support for families and professionals throughout the life span. Programs include speech and language development, reading and communications, and occupational therapy.

Learning Disability Association 604.873.8139  
www.ldabc.ca  
Supports the education, employment, social development, legal rights and well-being of people with learning disabilities.

Laurel Behavior Support Services 778.945.1435  
www.laurelbc.ca  
Offers individualized behaviour support services for children and adults with autism spectrum disorder and developmental disabilities. Training and support for parents, caregivers, professionals and paraprofessionals.

Ministry of Children & Family Development — Services to Children with Special Needs 604.660.5900  
300-5172 Kingsway, Burnaby  
Provides support to children with special needs.

Monarch House 604.205.9204  
www.monarchhouse.ca  
Offers assessments for diagnosis which follow BCAAN standards. Provides services to all ages diagnosed with Autism Spectrum Disorder and other developmental disabilities.

Neil Squire Society 604.473.9363  
www.neilsquire.ca  
Provides employment services, computer tutoring, and assistive technology for people with disabilities.

Pacific Autism Family Centre 604.697.5323  
www.pacificautismfamily.com  
Brings together state of the art resources for research, information, learning, assessment, treatment and support; and building capacity to address the lifespan needs of individuals with ASD, and their families across BC.

Autism Lending Library  
Includes over 1000 autism-related books, DVDs and games that can be shipped to any BC resident for free.

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

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

posAbilities 604.299.4001  
www.posabilities.ca  
Assists persons with developmental disabilities to lead meaningful and healthy lives by partnering with the community to provide a comprehensive range of person-centred services for individuals and the families who care for them: behaviour consultation, community inclusion, employment and home living.

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

SPARC BC Acessibility and Enforcement Line 604.718.7734

Spectrum Society for Community Living 604.323.1433  
www.spectrumsoociety.org  
Offers community-based services for people with disabilities, encouraging them to lead their own lives, express themselves, build personal networks, and find their voice in society. Delivers community living workshops through Spectrum Learning and publishes community living books and DVDs through Spectrum Press.

Spinal Cord Injury BC 1.800.689.2477  
www.sci-bc.ca  
Provides current, comprehensive information for persons with spinal cord injuries and other physical disabilities. Also offers information on housing, government benefits, equipment, transportation, and recreation options.

Swap n Shop  
www.sci-bc-swapnshop.ca  
Online forum for buying, selling or trading equipment, wheelchairs, lift equipped vehicles and other related items.

Peer Program 604.324.3611  
Provides educational and social events for persons living with spinal cord injury, their family, and friends where learning and social connections can lead to an improved quality of life.

posAbilities  
Empowering people with developmental disabilities  
INCLUSIVE COMMUNITIES, ENRICHED LIVES.  
CONNECT WITH US.  
240-4664 Lougheed Hwy., Burnaby, BC, V5C 5T5  
Tel (604) 299-4001 Fax (604) 299-0329 Email: info@posAbilities.ca

Supports for children, youth and adults:  
Behaviour Consultation  
Community Inclusion  
Employment  
Home Living

posAbilities.ca  
Variety Children’s Charity 604.320.0505
www.variety.bc.ca info@variety.bc.ca
Provides grants to children and families in need of medical care including medical equipment and supplies, and/or specialized therapy or treatment.

Western Institute of the Deaf & Hard of Hearing 604.736.7391
www.widhh.ca TTY: 604.736.2527
Provides hearing tests, recycled hearing aids and specialized equipment for the deaf and hard of hearing. Sign language and interpreting services, counselling and employment services are also available.

Burnaby Home Library & Accessible Service 604.436.5423
www.bpl.bc.ca
Delivers materials for free to Burnaby residents who are confined to their home for a minimum of three months or who do not have easy access to library branches as a result of ill health, frailty, visual or physical disability.

New Westminster - Home Library Service 604.527.4650
www.nwpl.ca
Delivers materials free of charge to New West residents who are confined to home, facility or hospital due to ill health, frailty, visual or physical disability. Select from books, audios books, music, magazines, and DVDs.

PFLAG Canada - Vancouver Chapter 604.626.5667
www.pflagvancouver.com
Offers support, education, and resources on sexual orientation, gender identity issues to LGBT2Q+ individuals, their families and friends. Offers telephone support line and monthly support group meetings. For more information look up on Facebook as PFLAGVancouver.

HIM - Men's Sexual Health Centre 604.488.1001
www.checkhimout.ca or 604.230.9915
38 Begbie St, New West
Provides physical, sexual, social and mental health services for men. Services include HIV and STI testing, change advocacy, counselling and free condoms. Walk-in or call during clinic hours. Mon & Wed, 4-9pm.

Transgender Health Information Program (THiP) 604.734.1514
www.transhealth.vch.ca transhealth@vch.ca
Offers a BC-wide hub of information about gender affirming care and support. Serves the trans communities, including family, friends, allies and service providers.

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

BIPT - Burnaby Intercultural Planning Table www.bipt.ca
Website compiles news stories, reports and resources that document and investigate immigrant issues at the local, regional and national level. Provides an inventory of organizations and people who help newcomers integrate successfully into the community.

Burnaby Multicultural Society 604.431.4131
www.thebems.ca
Provides newcomers with a range of services including information, ESL classes, advocacy, short-term counselling, and seniors programs.

Conversations for Success 604.685.8066
www.gv.ymca.ca/programs connections@gv.ymca.ca
Offers English skill building, networking, and tips on being successful in Canada. Trained facilitators will help you practice English through short presentations and discussions focused on different topics.
YMCA Social and Educational Events 604.685.8066
www.gv.ymca.ca/programs  connections@gv.ymca.ca
Offers monthly events that help newcomers learn more about the community, make new friends, practice English and have fun! Events are free but you must register at www.eventbrite.ca (search YMCA connections). For Permanent Residents only.

ISSofBC
www.issbc.org
207-7355 Canada Way, Burnaby 604.395.8000
280-610 6th St, New West 604.522.5902
Provides immigrants and refugees with first language settlement services, community connections, specialized programs for women and youth, career services, language classes and more.

Moving Ahead Program
Provides wraparound case management support for newcomers facing added barriers to their integration in Canada. Also provides one to one support, group services, referrals and case conferencing.

Journey Home Community Association 604.568.4892
www.journeyhomecommunity.ca
Provides newly arriving refugee claimant families in Greater Metro Vancouver area with housing assistance, basic needs, resettlement resources and assistance establishing a support network.

Justice Education Society of BC
www.immigrantlegal.ca
Provides free legal information, education and resources for newcomers and the people working with them.

SUCCESS Settlement Services 604.430.1899
www.success.bc.ca
Provides settlement services including individual counselling and support services, case management, life skills education workshops, public education workshops, labour market information and community connection programs.

Pacific Immigrant Resources Society 604.298.5888
www.pirs.bc.ca
Offers programs for immigrant women and their children.

Progressive Intercultural Community Services 604.596.7722
www.pics.bc.ca
Provides a variety of programs and services to assist new and recent immigrants with their transition in Canada.

MOSAIC Services for Immigrants & Refugees
www.mosaicbc.org
Provides free, multi-lingual services for immigrants, refugees and work permit holders, including case management, settlement services, workshops, social mentoring, life-skills training and field trips. Also offer programs specific to youth, families and seniors.

Moving Ahead Program for Refugees & Immigrants with Multiple Barriers 604.636.4712
310-7155 Kingsway, Burnaby

Settlement Programs for Newcomers/Work Permit Holders
www.mosaicbc.org/settlement-services
5902 Kingsway, Burnaby 604.438.8214
2055 Rosser Ave, Burnaby 604.292.3907

I Belong Settlement Services for LGBTQ Immigrants & Refugees 604.254.9626
www.mosaicbc.org/i-belong

Newcomers’ Centre for Children and Families 604.636.0120
www.mosaicbc.org/services/family-children-youth

Settlement Workers in Schools (SWIS)
Connect immigrant and refugee families to school, community and government resources.

Burnaby School District Welcome Centre
http://swis.sd41.bc.ca 604.664.7230

New Westminster Schools 778.628.0111
www.mosaicbc.org/swis

Skills Connect for Immigrants Program 604.298.4720
www.skillsconnectbc.com
Offers government funded employment programs for professional immigrants. Support Services include: job search assistance, career assessment and planning, mentoring services and employment coaching for workplace success. Some financial assistance for language and technical/occupational skills upgrading is available.

Vancouver & Lower Mainland Multicultural Family Support Services Society 604.436.1025
www.vlmfss.ca  againstviolence@vlmfss.ca
Provides immigrants and refugees with first language settlement services, community connections, specialized programs for women and youth, career services, language classes and more.

Moving Ahead Program
Provides wraparound case management support for newcomers facing added barriers to their integration in Canada. Also provides one to one support, group services, referrals and case conferencing.

Journey Home Community Association 604.568.4892
www.journeyhomecommunity.ca
Provides newly arriving refugee claimant families in Greater Metro Vancouver area with housing assistance, basic needs, resettlement resources and assistance establishing a support network.

Justice Education Society of BC
www.immigrantlegal.ca
Provides free legal information, education and resources for newcomers and the people working with them.

SUCCESS Settlement Services 604.430.1899
www.success.bc.ca
Provides settlement services including individual counselling and support services, case management, life skills education workshops, public education workshops, labour market information and community connection programs.

Pacific Immigrant Resources Society 604.298.5888
www.pirs.bc.ca
Offers programs for immigrant women and their children.

Progressive Intercultural Community Services 604.596.7722
www.pics.bc.ca
Provides a variety of programs and services to assist new and recent immigrants with their transition in Canada.

JOIN US FOR OUR LUNCH BUFFET
Mon to Fri 11:30am to 2:30pm
Hours: Mon.-Fri. 11:30am-10pm  Sat. & Sun. 12pm-10pm
110-3790 Canada Way, Burnaby, BC
Delivery 5-9pm (delivery charges will apply)

Call for Reservations 604.430.1600  www.agratandoori.ca
International Credential Evaluation Service
www.bcit.ca/ices 604.432.8800
Evaluates the credentials of people who have studied outside the province/Canada and compares to BC and Canadian standards.

Recreation & Community

Recreation Centres & Libraries

Burnaby Home Library & Accessible Service 604.436.5423
www.bpl.bc.ca
Delivers materials for free to Burnaby residents who are confined to their home for a minimum of three months or who do not have easy access to library branches as a result of ill health, frailty, visual or physical disability.

New West Home Library Service 604.527.4650
www.nwpl.ca
Delivers free materials to New West residents who are confined to home, facility or hospital because of ill health, frailty, visual or physical disability. Materials include books, audio books, music, magazines, and DVDs.

Burnaby Parks, Recreation & Cultural Services
www.burnaby.ca/active 604.294.7450
Offers a variety of leisure services and activities for all ages, interests, and skill levels. Check the Leisure Guide for more information and schedules for all facilities. Well-equipped recreation facilities and parks are located throughout the city.

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

New West Parks, Culture & Recreation 604.527.4567
www.newwestpcr.ca (Recreation - Active Living Guide)
Offers a variety of leisure programs and drop-in services for all ages. Rentals of gyms, fields, community halls and ice time are also available.

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

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

Burnaby Public Library
www.bpl.bc.ca

Cameron Library 604.421.5454
9523 Cameron St, Burnaby
Tommy Douglas Library 604.522.3971
7311 Kingsway, Burnaby
McGill Library 604.299.8955
4595 Albert St, Burnaby
Metrotown Library
(Main Branch) 604.436.5410
6100 Willingdon Ave, Burnaby

New West Public Library
www.nwpl.ca

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

Art Galleries, Museums & Theatres

Arts Council of New Westminster 604.525.3244
www.acnw.ca
Coordinates events and monthly exhibits by emerging and established artists.

Burnaby Arts Council &
Deer Lake Gallery 604.298.7322
www.burnabyarts council.org
6584 Deer Lake Ave, Burnaby
Presents events and programs from all arts disciplines. See website for information on events and gallery.

Burnaby Art Gallery 604.297.4422
www.burnabyartgallery.ca
6344 Deer Lake Ave, Burnaby
Presents a variety of exhibitions, programs, and events.

Burnaby Village Museum 604.297.4565
www.burnabyvillagemuseum.ca
6501 Deer Lake Ave, Burnaby
Represents a typical 1920’s tram-stop community with period costumed staff and a variety of demonstrations.

BURNABY PUBLIC LIBRARY – OUR GOAL IS TO ENSURE ACCESS TO ALL!

- We deliver to your door if you’re not able to come to the library due to health or limited ability.
- We have an exclusive collection of large print and audiobooks just for patrons with print disabilities.
- We offer personalized service and one-on-one assistance for all your library needs.

Curious? Call BPL’s Home Library & Accessible Service at 604-436-5423 to learn more.
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.michaeljfoxttheatre.ca
7373 MacPherson Ave, Burnaby
Hosts multicultural performances, dance, drama, music and other community events.

New Westminster Museum & Archives 604.527.4640
www.newwestpcr.ca
777 Columbia St, New West
Home to an extensive collection of artifacts and information about the history of New Westminster.

Nikkei National Museum & Cultural Centre 604.777.7000
www.nikkeiplac.org
6688 Southoaks Cres, Burnaby, BC
Celebration of Japanese Canadian culture and its contribution to the Canadian mosaic. Also houses the Nikkei Garden.

Royal City Musical Theatre 604.522.4306
www.royalcitymusicaltheatre.com
735-8th Ave, New West
Produces and presents musical theatre for the public and provides practical experience in musical theatre to youth.

Shadbolt Centre for the Arts 604.291.6864
www.shadboltcentre.com
6450 Deer Lake Ave, Burnaby
Offers programs in fine and performing arts for students of all ages. Presents festivals, performances, and workshops.

SFU Museum of Archaeology & Ethnology 778.782.3325
www.sfu.museum
8888 University Dr, Burnaby
Public museum presents archaeology and cultures of BC and around the world. Admission by donation.

Government Elected Officials

Elected officials may help residents navigate various government authorities, advocate on their behalf, ensure access to government services, and respond to grievances/questions about government.

Mayors:
Mayor Derek Corrigan (Burnaby) 604.294.7340
Mayor Jonathan Cote (New West) 604.527.4522

Provincial MLAs:
Kathy Corrigan (Burnaby—Deer Lake) 604.775.2414
Raj Chouhan (Burnaby—Edmonds) 604.660.7301
Jane Shin (Burnaby—Lougheed) 604.660.5058
Richard T. Lee (Burnaby North) 604.775.0778
Judy Darcy (New West) 604.775.2101

Federal MPs:
Terry Beech (Burnaby North—Seymour) 604.718.8870
Kennedy Stewart (Burnaby South) 604.291.8863
Peter Julian (New West—Burnaby) 604.775.5707

Environment & Recycling

Regeneration
www.regeneration.ca
Provides information about how and where to recycle special waste such as lighting products, paint, pesticides, smoke alarms, indoor/outdoor power tools and appliances.

BC Recycling Hotline 604.732.9253
www.rcbc.ca
Provides information on waste reduction, reuse, recycling and proper disposal of all materials including household hazardous products.

Burnaby Engineering Department 604.294.7972
www.burnaby.ca (City Services - Garbage & Recycling)
4949 Canada Way, Burnaby

Burnaby Curbside Appliance Collection
Service for Burnaby residents only. Call for pick-up. Appliances may also be delivered to the above site.

Burnaby Recycling & Yard Waste Depot
4855 Still Creek Ave, Burnaby
Open Mon-Sun, 8am-4pm.

Composters & Rain Barrels
Reduce waste and conserve drinking water by using a backyard composter and installing a rain barrel for watering gardens. Buy at Yard Waste Depot.

New Westminster Recycling Depot 604.968.4208
www.newwestcity.ca (Garbage & Recycling)
65 E. 6th Ave, New West (adjacent to Canada Games Pool)
Open Wed-Sun, 10am-6pm.
Electronics Recycling Locations
These locations accept computers and peripherals, printers, televisions, and microwaves.

Lee's Bottle Depot  604.435.3432
7385 Buller Ave, Burnaby

Regional Recycling  1.855.701.7171
www.regionalrecycling.ca/burnaby
2961 Norland Ave, Burnaby

Return-it (Encorp Pacific Canada)  604.473.2400
www.return-it.ca
Visit website for various locations and accepted items.

Call 2 Recycle  1.888.224.9764
www.call2recycle.ca/locator
Provides an eco-friendly way to recycle batteries and cellphones. Check website locator to find nearest site.

Kidney Foundation of Canada  604.736.9775
www.kidney.bc.ca

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

Wastech Coquitlam Transfer & Recycling Station  604.521.1715
www.wastech.ca
1200 United Blvd, Coquitlam
See website or call for a full listing of accepted items, days and times of operation.

Construction Recycling Facility
995 United Blvd, Coquitlam

Volunteer Opportunities
Burnaby Community Services & Burnaby Meals on Wheels  604.299.5778
www.BbyServices.ca
www.mealsonwheels-burnaby.com
Offers a wide variety of volunteer opportunities, seasonal to year round. Areas include Burnaby Christmas Bureau, summer events, seniors transportation drivers, reception, meal delivery, income tax preparation and form completion. See website for more information.

Charity Village
www.charityvillage.com
Online source of information, jobs, services, resources and volunteer opportunities for the non-profit community.

Community Volunteer Connections  604.529.5139
www.volunteerconnections.net
Provides information on volunteer opportunities in New West/ Tri-Cities. Offers supported volunteering for adults with disabilities and youth volunteer opportunities through the CVC flying squad.

Go Volunteer  604.875.9144
www.govolunteer.ca
Online databases connects community volunteers to local non-profit organizations.

ISSofBC
Burnaby: 604.395.8000
www.issbc.org
New West: 604.522.5902
Provides opportunities to volunteer within ISSofBC programs and services, special events and mentors. Mentoring may include assisting in the settlement process, English practice or providing information on Canadian work life.

Seniors Services Society  604.520.6621
www.seniorsservicessociety.ca
Opportunities include working with all programs offered to seniors: Meals on Wheels, Medical Transportation, Information and Referral Support, Support Calls, and Office Support. Call for more information.

Volunteer Burnaby  604.294.5533
www.volunteerburnaby.ca
Promotes volunteerism and citizen participation through recruitment and referral of volunteers to non-profit agencies of community services.

Volunteer Grandparents  604.736.8271
www.volunteergrandparents.ca
Connects generations through two key programs:
Family Match Program
School Grandparent Program
Adults 50+ are matched with children ages 3-14, who do not have grandparents living locally.

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

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If you did not receive the inheritance you anticipated or think you deserved, different options may be available.

The Wills Variation Act allows our Courts to vary a Will that does not make adequate provision for the spouse or children of the testator [the person signing their will].

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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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If you think you may have a case worth pursuing or are unsure, we encourage you to speak to us about your possible chances of success, the amount you may recover, as well as the risks and possible costs.

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