

COMMUNITY RESOURCE GUIDE



2021

Burnaby & New Westminster

Burnaby Community Services
EMPOWERING PEOPLE CHANGING LIVES

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



What do **YOU** want to do?

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

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

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

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

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

Work toward new career opportunities

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

- Medical Office Assistant
- Therapeutic Recreation Aide
- Dental Office Administration
- Health Care Assistant
- Early Childhood Education
- Education Assistant
- Start a Family Day Care
- TESOL (ELL Instructor)
- Online Teaching
- Floral Arranging
- Interior Decorating & Design
- Accounting & Payroll
- Administrative Assistant
- Legal Office Administration
- Computer Courses
- Office Skills
- Social Media
- Game Design / Web Design
- Speaking Effectively
- Voice Over Announcing
- Online Courses
- Arborist Tree Identification
- Hardscape Installation
- Landscape Horticulture Apprenticeship
- Permaculture Design
- Organic Gardener
- Residential Landscape Technician
- Plant Identification
- Building Service Worker
- Building Caretaker

Try something new

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

Explore your options.



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WELCOME TO THE 2021 COMMUNITY RESOURCE GUIDE

As we prepare this year's edition of the Community Resource Guide, we find ourselves in the midst of unprecedented and challenging times. The Covid-19 pandemic is changing the way we communicate, the way we socialize, our workplaces, and increases the pressure on already stretched family resources. This guide provides updated listings of selected programs and services offered in our communities. If you, your family, or someone you care about needs support, reach out.

Change Begins With Us

Burnaby Community Services provides people in need with a voice, resources and opportunities. Whether you are an individual, family, senior or newcomer, find the support you need. We offer a range of programs and publications to help during difficult times.

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, please note the importance of checking websites and calling for the latest updates on programs and services, as details are frequently changing, especially during Covid-19. We always welcome comments and suggestions for future editions.

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

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



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

Burnaby Community Services EMPOWERING **PEOPLE** CHANGING **LIVES**

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

FOLLOW US ON FACEBOOK & INSTAGRAM @bbyhumans

www.bbyservices.ca

Food

Food Bank & Community Meals

Greater Vancouver Food Bank 604.876.3601

www.foodbank.bc.ca

8345 Winston Street, Burnaby

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

Burnaby Neighbourhood House 604.431.0400

www.burnabynh.ca

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

Quest Food Exchange 604.553.0636

www.questoutreach.org

7753-6th St, Burnaby

Provides dignified access to a variety of affordable and healthy foods to people facing food security challenges. Referral is required which can be obtained by calling 211. Open Mon & Sat, 9am-3:15pm and Tues-Fri, 9am-5:15pm.

Holy Trinity Cathedral 604.521.2511

514 Carnarvon St, New West

Provides a free brunch every Sat, 11am-12pm.

Jubilee United Church 604.434.8323

7551 Gray Ave, Burnaby

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

St. Barnabas Anglican Church 604.526.6646

1010-5th Ave, New West

Provides free lunch Thurs, 11am-12pm. NW residents may access grab and go grocery hampers Fri, 10-11:30am.

Union Gospel Mission 604.525.8989

658 Clarkson St, New West

Provides a free out the door breakfast Mon-Fri, 8:30-9:30am, and bagged lunch 11am-12pm.

Salvation Army - Metrotown 604.437.1521

6125 Nelson Ave, Burnaby

Emergency food bank open Wed, 10am-2pm by appointment, supplying food hampers, thrift store vouchers. Meals on Mon, 5:45pm at Southside Church; Thurs, 5:30pm at 4099 Hastings, Burnaby.

Salvation Army - New Westminster 604.521.2421

325-6th St, New West

Food assistance for New West and Tri-Cities residents on Mon, 1-2pm, and Burnaby residents on Fri, 1-2pm. Must call to make an appointment for registration prior to service. Free Saturday Brunch Program at 10am; no registration required. Also giving out bread, milk and sweets to all residents Wed, 12pm.

Society to End Homelessness in Burnaby - Outreach Resource Centre 604.200.0712

St. Timothy Church, 4550 Kitchener St, Mon, 11:30am-12:30pm.

Bonsor Skate Park (@ Jubilee & Imperial), Wed, 9:30-11am.

Southside Church, 7135 Walker Ave, Thurs, 9-11:30am.

Offers lunch and the opportunity to meet outreach workers.

Pre-packaged food bank bags also available.

Food Delivery Programs

Burnaby Meals on Wheel 604.299.5754

www.BurnabyMeals.ca

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

New Westminster Meals on Wheels 604.520.6621

www.seniorsservicessociety.ca/snow.htm

Delivers fresh, nutritious, and affordable meals to NW residents 60+. Meals are prepared Mon, Wed and Fri by the Starlight Casino's chef and team. Call or check website for details and COVID updates.

Japanese-Style Meals on Wheels 604.687.2172

www.tonarigumi.ca/services/service-list

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

Better Meals 604.299.1877

www.bettermeals.ca

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

Casalinga Food Service 604.435.1994

www.casalinga.ca

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

Delivering Food for a Healthy and Independent Life



BURNABY

MEALS ON WHEELS

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

604-299-5754

www.burnabymeals.ca

Dairyland Home Service**1.877.341.8700**www.morethanmilk.ca

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

Community Gardens

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

Burnaby & Region Allotment Gardenwww.baraga.cadirectors@baraga.ca

Garden site: 7528 Meadow Ave, Burnaby

Heights Neighbourhood Garden

f: Heights Community Garden

heightsgrdn@gmail.com

Garden site: 3897 Pender St, Burnaby

Naheeno Park Community Gardenwww.univercity.ca > The Community > Parks + GreenspacesNPCGCommittee@gmail.com

Garden site: 8888 University Dr, Burnaby

North East Burnaby Organic Community Gardenwww.nebcagarden.orgnebcagarden@gmail.com

Garden Site: Stoney Creek School,
2740 Beaverbrook Cres, Burnaby

Port Royal Community Garden**604.525.7388**

c/o Queensborough Community Centre

Garden site: 86 Star Cres at foot of Ewen Ave, New West

Stride Community School Gardenstridegarden@gmail.com

Garden Site: 7014 Stride Ave, Burnaby

New West Community Gardening Societywww.nwcgs.canwcommunitygarden@gmail.com

Provides garden lots in various locations in New West.

Farmers Markets

Call to confirm locations and times for these seasonal markets.

New West Farmers Market**778.928.7236**www.newwestfarmers.ca

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

Thurs, 3-7pm, May-Oct.

Artisan Farmers' Marketswww.artisanmarkets.ca**Burnaby Artisan Farmers' Market 604.357.4736**

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

Brentwood Artisan Farmers' Market 604.357.4706

2150 Alpha Ave, Sun, 10am-3pm, June-Oct.

Health & Wellness

HealthLink BC24-hr: **811**www.healthlinkbc.caTTY: **711**

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

Healthy Families BCwww.healthyfamiliesbc.ca

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

Food Skills for FamiliesfoodskillsBC@bccdc.cawww.bccdc.ca/our-services/programs/food-skills-for-families

Connects people in the kitchen, teaches hands-on cooking skills, healthy eating and grocery shopping. Program is also adapted for use with Indigenous communities, new immigrants, South Asian communities, active seniors and families with low income.

BC Healthy Kids Program**1.866.866.0800**www.gov.bc.ca

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

BC Drug & Poison Information Centre 604.682.5050www.dpic.org

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

Fraser Health Authoritywww.fraserhealth.ca**Fraser Health Crisis Line**24-hr: **604.951.8855****Public Health General Information**

Burnaby

New West

604.918.7605**604.777.6740**

**Burnaby
Hospital
Foundation**

bhfoundation.ca

@BbyHospitalFdn

burnabyhospitalfoundation

BurnabyHospitalFoundation

**Help us pave the way for a
brighter future in healthcare.
Become a monthly donor today.**



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

Health Protection Office **604.587.3936**
-Community Care Facilities Licensing
Officers issue licenses, monitor and inspect facilities, respond to complaints and investigate allegations of unsafe, inappropriate or abusive care in licensed facilities.

BC Emergency Health Services **604.872.5151**
www.bcehs.ca
Provides critical care program, dispatch, emergency management, transport services and ambulance billing through BC Ambulance Services and BC Patient Transport Network.

BC Women's Hospital & Health Centre **604.875.2424**
www.bcwomens.ca
Provides comprehensive maternal/fetal/newborn and specialized health services for BC women and families.

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

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

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

COVID-19 Resources

Find useful information, mental health resources, referrals and support from trusted sources.

Burnaby's COVID-19 Call Centre **604.570.3800**
www.burnaby.ca/City-Services/Public-Safety/
Novel-Coronavirus--COVID-19-.html
Open daily, 9am-5pm.

HealthLink BC **Call 24-hr: 811**
www.healthlinkbc.ca/health-feature/
coronavirus-disease-covid-19

Canadian Mental Health Association
cmha.bc.ca/covid-19

Call 24-hr: **310.6789**
help@cmha.bc.ca

Walk-in Clinics
(During Covid, appointments may be required.)

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

Edmonds Urgent & Primary Care Centre **604.519.3787**
201-7315 Edmonds Street, Burnaby

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

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

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

Metrohealth Clinic **604.433.8888**
www.metrohealthclinic.ca
4879 Kingsway, Burnaby

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

Royal Columbia Medical Clinic **604.522.7363**
http://royalcolumbiamedicalclinic.ca
107-301 E. Columbia St, New West

Welcome Medical Clinic **604.526.1303**
www.welcomemedical.ca
105-7885 6th St, Burnaby

Hospitals

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

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

Last Door Recovery Centre

323 8TH STREET, NEW WESTMINSTER

Last Door Addiction Treatment Centre for Youth, Adults & Families

We can help

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

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

LAST DOOR
BREAKING THE CHAINS OF ADDICTION

BC Children's Hospital

www.bcchildrens.ca

4480 Oak St, Vancouver

604.875.2345**BC Women's Hospital & Health Centre** **604.875.2424**www.bcwmens.ca Visiting Info Line: **604.875.2929**

4500 Oak St, Vancouver

Substance Use Support**Stop Overdose BC**

www.stopoverdose.gov.bc.ca

Learn to recognize the risks and signs of overdose and how to respond to save lives. Info on how and when to use naloxone, tips on talking openly with loved ones, and find supervised consumption/overdose prevention services.

Toward the Heart

https://towardtheheart.com/site-finder

Provides a comprehensive list of harm reduction and Take Home Naloxone sites across the province. Harm reduction sites offer sharps disposal and some offer drug checking.

Alcohol & Drug Information & Referral **604.660.9382**

www.bc211.ca

info@bc211.ca

Provides 24-hr information and referral to counselling, detox, residential treatment centres, and self-help groups.

BC Lung Association -QuitNow **1.877.455.2233**

www.quitnow.ca

Provides free, confidential information and support for people wanting to quit smoking.

Burnaby Substance Use Services **604.777.6870**

Provides free confidential counselling for those who are concerned about their own or another's alcohol and drug use. Outreach services for older adults available.

Charlford House Society for Women **604.420.4626**

www.charlfordhouse.ca

Provides a supportive recovery home for women who are ready to move on from their substance addiction.

Creekside Daytox **604.585.5610**

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

Creekside Youth Detox Program **604.587.3755**

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

Creekside Withdrawal Management **604.587.3755**

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

Quibble Creek Sobering & Assessment Centre **604.580.4965**

Provides a safe and supportive environment for individuals under the influence of alcohol/drugs to sober up from intoxication. Centre also provides safe consumption services for IV users. 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 identified youth 14-18yrs who are experiencing problematic substance misuse, gambling or media addictions. Post treatment transitional living and support services for families are available.

Perspectives Substance Use Counselling Services

www.fraserside.bc.ca

604.522.3722 x101

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

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

www.phoenixsociety.com

Offers residential addiction services, transitional housing, 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.

**ADDICTS DO RECOVER**

Charlford House has saved and supported women from drug and alcohol addictions for the past 50 years.

We provide hope for today and tomorrow.

Transform your life today
CharlfordHouse.ca | 604.420.4626

Alcoholics Anonymous
www.vancouveraa.ca

24-hr: **604.434.3933**

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

604.688.1716

Cocaine Anonymous
www.ca-bc.org

604.662.8500

Gamblers Anonymous
www.gabc.ca

1.855.222.5542

Nar-Anon
www.nar-anon.org

604.878.8844

Support groups for family and friends of compulsive drug users.

Narcotics Anonymous
www.vascna.ca

604.873.1018

Offering virtual support meetings. Call for more info.

Overeaters Anonymous
www.oaseatosky.com

24-hr: **604.878.4575**

oaseatosky@gmail.com

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

Parents Forever

604.524.4230

www.parentsforever.ca/about.html fkenny@uniserve.com
Support group for parents and families of loved ones struggling with substance abuse.

Dental Health Resources

British Columbia Dental Association **604.736.7202**
www.bcdental.org

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

CDI College

604.437.8585

—Certified Dental Assisting Program

5th Fl, 5201 Kingsway, Burnaby

Students offer free dental services (polishing, desensitizing, sealants, x-rays, and fluoride treatments) to the public.

Call in advance to book an appointment.

Halo Dental Clinic

604.544.8875

www.halodental.ca

Patients on ministry and income assistance are welcomed.

Offers convenient hours, free parking and student discounts. Wheelchair accessible.

Mid-Main Health Centre - Dental Clinic **604.873.3602**
www.midmain.net

3998 Main St, Vancouver

Provides services at discounted rates for individuals with no dental coverage.

UBC Dental Clinic

604.822.2112

www.dentistry.ubc.ca/treatment

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

UBC Dental Hygiene Program

604.822.2112

Offered on Saturdays at Douglas College Clinic. Call for a screening appointment.

Vancouver Native Eastside Dental Clinic **604.254.9900**

www.vnhs.net

dentalclinic@vnhs.net

455 E. Hastings St, Vancouver

Not-for-profit emergency and basic dental clinic welcomes Aboriginal and non-Aboriginal people, with no income or people with dental insurance. Donations based on internal suggested fee guide. VNHS reserves the right to accept/screen patients. Call for more information.

VCC Dental Hygiene Clinic

604.443.8499

www.vcc.ca/services/eat-shop--more/dental-clinic

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

Medical Equipment & Supplies

Adaptive Comfort Clothing

604.984.8211

www.adaptivecomfortclothing.com

604.366.4494

102B-1124 Lonsdale Ave, North Vancouver

Clothing and footwear for seniors in care facilities or at home, and adaptive wear for persons in wheelchairs.

Call in advance to book an appointment.

AssistList

www.assistlist.ca

info@assistlist.ca

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

Fraser Health Lifeline

604.953.4960

www.fraserhealth.ca (Search > Lifeline)

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



**GIVE US A CALL
TO BOOK AN APPOINTMENT**

604-521-6313

#108-610 Sixth Street, New Westminster BC V3L 3C2

www.belmontdentalcentre.com

belmontdentalcentre@telus.net

Addressing Needs

www.addressingneeds.com

Offers specialized outerwear designs and adaptive clothing to ease dressing routines and promote inclusion for people living with a disability.

1.800.817.4365

BCITS Technology for Living

www.bcits.org

TIL: **604.326.0175**

PROP: **1.866.326.1245**

Technologies for Independent Living Program (TIL)

Provides home automation and assistive devices for people with physical disabilities to live as independently as possible at home.

Provincial Respiratory Outreach Program (PROP)

Provides equipment and support to qualified persons needing assistive ventilation while living in community.

CAYA –Communication Assistance for Youth & Adults

www.cayabc.org

604.326.3500

Provides communication assistance to youth and adults 19+yrs who require an augmentative or alternative communication (AAC) system due to a severe disability.

Canadian Red Cross Society

www.redcross.ca/lowermainland

604.709.6600

Health Equipment Loan Program

604.522.7092

105-7355 Canada Way, Burnaby

Provides short-term loans of basic medical equipment (by donation) to individuals of all ages and income levels. Referral required from a health care professional.

Aids to Independent Living

604.270.4224 x214

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

National Seating and Mobility

604.293.0002

(formerly Advanced Mobility Products)

www.advancedmobility.ca

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

BC Medequip Home Health Care

604.888.8811

www.bcmedequip.com

Provides sales, rentals, installation, repair and maintenance of an extensive range of medical equipment and supplies. Certified expert garment fitters are available for all compression needs. Showroom is fully accessible; home visits are also available.

Regency Medical Supplies

www.regencymed.com

604.434.1383

Offers a large inventory of home health products and rehabilitative equipment. Shop online services available.

Sunquest Mobility

www.sunquestmobility.com

778.397.8083

Provides a full range of home healthcare equipment, wheelchairs and supplies to rent or own. Offers professional fittings of sports braces/support stockings.

Tetra Society of North America

www.tetrasociety.org

604.688.6464

info@tetrasociety.org

Provides customized assistive devices to people with disabilities. Engineers and technicians work one-on-one with people who have specific needs that can't be met by commercial devices.

Mental Health Resources**Crisis Line**

24-hr Distress Line: **604.872.3311**

www.crisiscentre.bc.ca

Suicide Line

1.800.784.2433

310 Mental Health Support

Distress Line: **310.6789**

Seniors Distress Line

604.872.1234

Fraser Health Mental Health Centres

Burnaby

New West

604.453.1900

604.777.6800

Anxiety Canada

www.anxietycanada.com

Promotes awareness of anxiety disorders, and provides information and resources for individuals wanting to manage their own anxiety, including free online resources and self-help toolkits for children, adults and parents.

Mindshift CBT

Free downloadable app for learning how to manage your anxiety through scientifically proven strategies, and virtual group treatment program based on Cognitive Behavioural Therapy.

BounceBack

604.874.7881

Free skill-building program obtained by a doctor's, nurse practitioner's or psychiatrist referral for youth 15+ and adults experiencing mild to moderate stress, depression, or anxiety. Translations available in French, Punjabi, Mandarin and Cantonese.



**BURNABY
FIREFIGHTERS**
CHARITABLE SOCIETY

**PROUD TO PARTNER WITH
BURNABY COMMUNITY
SERVICES**

*Fire Fighters making a difference in
their community.*

Follow us on Twitter @IAFF323 or visit burnabyfirefighters.com for more information



Working For You!

Be Kind, Be Calm, and Be Safe!

Contact Us If You Need Any Help



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Burnaby North
1833 Willingdon Ave
Burnaby, BC, V5C 5R3
📞 604-775-0778

✉ Janet.Routledge.MLA@leg.bc.ca

Canadian Mental Health Association 604.872.4902
–Vancouver-Fraser Branch

www.vancouver-fraser.cmha.bc.ca

Provides education and community-based research, and services to those affected by mental illness. For more info on workshops, resources and events.

Infant & Early Childhood Mental Health Program 778.572.2370

102-4430 Halifax St, Burnaby

Ministry of Children and Family Development provides mental health services for infants and children up to 6yrs.

Child & Youth Mental Health Program

Ministry of Children and Family Development provides community-based specialized mental health services for children and youth 6-18yrs. Services are accessed through a walk-in intake clinic; no appointment necessary. Call for dates and times.

102-4430 Halifax St, Burnaby

202-7645 Kingsway, Burnaby

201-1065 Columbia St, New West

778.572.2370

604.660.9544

604.660.9495

Early Psychosis Intervention 604.777.8386

www.earlypsychosis.ca

Promotes early detection of psychosis, education, and direction for getting help. Serves 13-30yrs.

FamilySmart 604.878.3400

www.familysmart.ca

info@familysmart.ca

Provides families with an opportunity and support to create caring experiences and greater outcomes for child and youth mental health. FamilySmart also offers information, tools, and tips on support and assistance with mental health and substance use challenges.

Fraserside Community Services Society 604.522.3722

www.fraserside.bc.ca

Provides assisted living, supported housing, transitional housing, and member-directed clubhouse for adults with mental health challenges.

Foundry

www.foundrybc.ca

info@foundrybc.ca

Offers young people 12-24yrs health and wellness resources, services and support online and through integrated service centres.

Kelty Mental Health Resource Centre 604.875.2084

www.keltymentalhealth.ca

keltycentre@cw.bc.ca

Provides information, support and resources on mental health, medications, and substance use issues for children and youth under 24yrs and their families. Also provides youth/parent peer support. Access at Children's Hospital.

Mood Disorders Association of BC 604.873.0103

www.mdabc.net

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

Sexual Health Resources

Rape Crisis Line 24-hr: 604.872.8212

–Rape Relief & Women's Shelter TDD: 604.877.0958

www.rapereliefshelter.bc.ca

–WAVAW Rape Crisis Centre 604.255.6344

www.wavaw.ca

Sex Sense Line 604.731.7803

www.optionsforsexualhealth.org/sex-sense/

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

Smart Sex Resource 604.707.5603

www.smartsexresource.com

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

Options for Sexual Health Clinics 604.731.4252

www.optionsforsexualhealth.org (Clinics)

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

4734 Imperial St, Burnaby

(Wed: 7-9pm, by appt only)

3550 E. Hastings St, Vancouver

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

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

DAILY LUNCH SPECIALS MONDAY TO FRIDAY

110-3790 Canada Way, Burnaby • 604.430.1600

7366 Market Crossing, Burnaby • 604.435.1600

Hours: Mon.-Fri. 11:30am-10pm • Sat. & Sun. 12:00pm-10pm
Take-out to 9:30pm • Delivery 5-9pm (delivery charges will apply)



www.agratandoori.ca

Health Organizations

Alzheimer Society of BC –Fraser Region 604.298.0780

www.alzheimer.ca/en/bc

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

–First Link Dementia Helpline 604.681.8651

Arthritis Society –BC & Yukon Division 604.714.5550

www.arthritis.ca

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

Autism BC

604.434.0880

www.autismbc.ca

Offers inclusive society for information, support, and education to people on the autism spectrum and their loved ones. Workshops, events, referrals, and an online newsletter are available.

BC Brain Injury Association

www.brainstreams.ca

info@brainstreams.ca

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

BC Epilepsy Society

604.875.6704

www.bcepilepsy.com

Offers education, resources, 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.bcscs.org

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

Canadian Cancer Society

Info Line: **1.888.939.3333**

www.cancer.ca

Offers support to cancer patients and their families. Provides information, public education, financial aid, advocacy, prevention initiatives, and support groups.

Canadian Liver Foundation –BC/Yukon Chapter

www.liver.ca

604.707.6430

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

Cerebral Palsy Association of BC

604.408.9484

www.bccerebralpalsy.com

info@bccerebralpalsy.ca

Provides information and assistance to persons living with Cerebral Palsy and other disabilities. Programs and services offered across BC.

CNIB Foundation

604.431.2121

www.cnib.ca

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

Diabetes Canada

1.800.226.8464

www.diabetes.ca

Provides diabetes related information, summer camps, advocacy, and referral services.

Down Syndrome Resource Foundation

604.444.3773

www.DSRF.org

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

GI Society

604.873.4876

www.badgut.org

Provides trusted information, resources and research on a wide range of gastrointestinal diseases and disorders.

Heart and Stroke Foundation of Canada 604.342.8070

www.heartandstroke.ca

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



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IMPACT Parkinson's

www.impactparkinsons.com

Offers support, information and education for people with Parkinson's, caregivers and health care professionals.

604.525.2631

Kidney Foundation of Canada –BC & Yukon Branch

www.kidney.ca/bc

604.736.9775

Provides information, referral and education about kidney and related diseases.

MEFM Society of BC

604.878.7707

(Myalgic Encephalomyelitis, Chronic Fatigue Syndrome & Fibromyalgia)

www.mefm.bc.ca

Provides information, referrals to support groups, and educational material to patients and their families.

Multiple Sclerosis Society of Canada –BC & Yukon Division

604.689.3144

www.mssociety.ca

Provides information, referral, legal and support services to persons living with MS.

Muscular Dystrophy Canada

1.800.567.2873

www.muscle.ca

Provides information and assistance to persons living with muscular dystrophy or neuromuscular disorders.

Osteoporosis Canada

604.685.2582

www.osteoporosis.ca

1.800.463.6842

Provides medical information to patients, professionals, and the public. Services include free publications, educational programs, and referrals to local resources.

Parkinson Society British Columbia

604.662.3240

www.impactparkinson.com

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 Fl, Education Rm A) from 10am-12pm. Call for more info.

Stroke Recovery Association of BC

604.688.3603

www.strokererecoverybc.ca

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

Wavefront Centre for Communication Accessibility

(formerly Western Institute for the Deaf **604.736.7391** & Hard of Hearing) TTY: **604.736.2527**

www.wavefrontcentre.ca

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

Counselling

Counselling BC

www.counsellingbc.com

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

Battered Women's Support Services

604.687.1868

www.bwss.org

24-hr Crisis Line: **604.687.1867**

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

Burnaby Counselling Group

604.430.1303

www.counsellinggroup.org

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

Burnaby Family Life Institute

604.659.2217

www.burnabyfamilylife.org

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

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. Virtual services offered during Covid.

Camp Kerry Society

604.553.4663

www.campkerry.org

info@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.



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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 0-12yrs with parenting information and intervention for up to 6 months.

Short-Term Therapy

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

Supervised Access

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

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 16-24yrs on a first-come, first-served basis.

Community Support Services (CSS)

Offers street outreach, housing support workers and drop-in access to free food, clothing, laundry and showers.

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.

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 Society

www.fraserside.bc.ca

604.522.3722 x101**Perspectives Substance Use Counselling Services**

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

The PEACE Program

(formerly Children Who Witness Abuse)

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

Lookout Housing & Health Society**604.255.0340**

www.lookoutsociety.ca

info@lookoutsociety.ca

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

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

www.bsoss.org

604.291.2258

faryar@bbyseniors.ca

Offers support services for seniors, their family and friend caregivers, including free one-to-one peer support for caregivers, seniors experiencing anxiety, depression, frustration or difficulties because of life changes, support groups for caregivers. Monthly Dementia Friendly programs include café for people with memory loss or dementia, their family and friends, and the New Dementians Choir. Call or visit website for updates.

Century House Senior Peer Counselling **604.519.1064**

www.chspc.ca

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

Atira Women's Resource Society**604.681.4437**

www.atira.bc.ca

info@atira.bc.ca

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

Dixon Transition Society**604.433.4191**

www.dixonsociety.ca

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

Enhanced protocols and virtual services during Covid.

Dixon Transition HouseIntake Line: **604.298.3454**

24-hr line; 10 bed transition house for women and their children fleeing domestic violence.

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

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

Family Counselling**604.433.7380**

For residents of Burnaby who are raising children.

Stopping the Violence Counselling**604.298.2549**

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

Burnaby Seniors Outreach



- **Caregiver Support** groups, educational workshops and an annual Caregiver Expo.
- **Senior Peer Navigators** provide free, confidential support for seniors in the community.
- **Dementia Friendly Café and Choir** are social gatherings for persons with dementia, their families and friends.

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

bsoss.org

Supporting seniors by having online gatherings to keep them safe.

Elizabeth Fry Society 604.520.1166
www.elizabethfry.com info@elizabethfry.com
Provides shelter, counselling, employment and education support 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 for light snacks, showers, laundry, computers, free clothing and household items, as well as social activities.

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

Chrysalis Place Second Stage Program

Second stage residential program.

WINGS Outreach Program

Relocation and multicultural support program.

Calisto Place Third Stage Program

Long term subsidized housing program.

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

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

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 604.368.4680
www.mosaicbc.org/mic
Provides counselling and psychoeducation for immigrant, refugee and visible minority men who have used or are at risk of using violence in intimate relationships.

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

Memorial Society of BC 1.888.816.5902
www.memsoc.org
Provides objective information and education about funeral pre-planning, and support for persons dealing with the death of a loved one, including information on simple, dignified, low cost funerals.

BC Bereavement Helpline 604.738.9950
www.bcbh.ca contact@bcbh.ca
Provides information, referral and compassionate listening for persons coping with grief.

Victim Services

VictimLINK BC 24-hr: 1.800.563.0808
www.victimlinkbc.ca VictimLinkBC@bc211.ca
Provides multilingual assistance for victims of crime and immediate crisis support to victims of family or sexual violence. Victim Service Workers help with referral to victim and community services, transition houses, counselling, justice system/legislation programs and safety planning.

Police Victim Services Units
Offers info, emotional support, and practical assistance to persons or families affected by a crime or trauma.
Burnaby RCMP 604.646.9700
http://burnaby.rcmp-grc.gc.ca
burnaby_victim_services@rcmp-grc.gc.ca
New Westminster Police 604.529.2525
www.nwpolice.org VAU@nwpolice.org

MADD Metro Vancouver 1.800.665.6233 x266
www.maddchapters.ca/vancouver
Offers support services to victims/survivors of impaired drivers and their families and friends. Promotes awareness about the dangers of alcohol and/or drug-impaired driving.

Family Services of Greater Vancouver 604.525.9144
-Specialized Counselling & Trauma Services
www.fsgv.ca/counselling
Offers professional, compassionate counselling and trauma services to individuals, families, children and youth.



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

Take advantage of our *free Bereavement Services*

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604.520.5087
info@burnabyhospice.org

burnabyhospice.org

Child & Youth Victim Support Service 604.436.9449 x237
www.cameray.ca

Provides free support to victims, their families, and witnesses of crimes who are under 19, including court accommodation and preparation. Virtual services during Covid.

Forensic Nursing Service 604.953.4723
Specialized Violence Intervention and Prevention
Surrey Memorial Emergency Dept.

13750-96 Ave, Surrey

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

Specialized Sexual Assault Service 604.875.2881
Vancouver General Hospital Emergency Dept.

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

Provides free 24-hr, confidential care for anyone 13+ who has been sexually assaulted within the past 7 days. Specially trained female doctors and nurses provide emotional support, health care, and option to collect forensic samples for police. Follow-up counselling is available. Also offers interpreters. This service also available at UBC Urgent Care Ctr, 2211 Wesbrook Mall, 8am-10pm, 7 days/week.

BC Society for Male Survivors of Sexual Abuse
www.bc-malesurvivors.com 604.682.6482

victimservices@bc-malesurvivors.com

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

MOSAIC -Multicultural Victim Services 236.512.6170
www.mosaicbc.org/mvs

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

Stopping the Violence and 236.512.6170
Multicultural Outreach Services

www.mosaicbc.org/stv

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

Justice Education Society of BC

www.victiminfo.ca

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

Housing

Emergency, Transitional & Supportive Housing

Shelter & Street Helpline (24/7)

Dial or text: 211

www.bc211.ca/help-lines/#sshl

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

Extreme Weather Shelter

604.544.5145

Westminster Bible Chapel - 7540-6th St, Burnaby

Opens on weather dependent basis from Nov 1-Mar 31 (7pm-7am) when weather is severe enough to present a substantial threat to life or health of homeless persons. Openings are posted at local community centres, libraries and service agencies.

Covenant House Crisis Program

604.685.7474

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

Offers safe housing, food, clothing and counselling to youth 16-24yrs. 28 beds for female-identified and 35 beds for male-identified youth are available on a first-come, first-served basis.

FraserSide Community Services Society 604.522.3722

www.fraserSide.bc.ca

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

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Lookout Housing & Health Society 604.255.0340
www.lookoutsociety.ca info@lookoutsociety.ca
 Offers supportive housing and services for homeless men and women or those in need based on their current living situation. Must be in/have history with New West.
Cliff Block Residence 604.523.9126 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
<https://salvation-army-stevenson-house.business.site>
 32 Elliot St, New West
 14 bed emergency shelter for men. Self-referral on a first-call, first-served basis. Call at 9am.

Burnaby Rent Bank 604.526.2522
www.purposesociety.org (Rent Bank)
burnabyrentbank@purposesociety.org
 Provides support to help keep qualifying low income individuals and families living in Burnaby housed. Low-fee, no interest, short-term loans can assist with rent arrears, next month's rent, essential utility arrears, damage or pet deposit, or first month's rent, if moving to Burnaby. Check for full eligibility requirements online. To apply, first download a pre-assessment form at bcrentbank.ca/burnaby

Burnaby Shelter
 2294 Douglas Rd, Burnaby
 24-hr full service shelter includes dinner. Intake: 10am-10pm.

Union Gospel Mission 604.253.3323
www.ugm.ca contact@ugm.ca
 Offers emergency shelter, meals, alcohol/drug recovery programs and affordable housing in Vanc/New West.

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

Cynthia's Place 604.582.2456
 Provides low-barrier emergency housing and support for women with or without children. Self-referral ok.

Elizabeth Fry Society 604.520.1166
www.elizabethfry.com info@elizabethfry.com
 Provides shelter, counselling, employment and education support for women and children.

Dixon Transition Society 604.433.4191
www.dixonsociety.ca
 Provides temporary shelter, housing and support for women and their children directly fleeing abuse. Enhanced protocols and virtual services during Covid.

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

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

Family Counselling 604.433.7380
 For residents of Burnaby who are raising children.

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

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

Chrysalis Place Second Stage Program
 Second stage residential program.

WINGS Outreach Program
 Relocation and multicultural support program.

Calisto Place Third Stage Program
 Long term subsidized housing program.

Housing Information & Services

Affordable Housing Societies 604.521.0818
www.affordablehousing Societies.ca
 Provides rentals at market and subsidized rates.

BC Housing 604.433.2218
www.bchousing.org/housing-assistance
 Provides subsidized housing for persons with low income including families with young children, seniors, and persons with disabilities.

Housing Registry

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

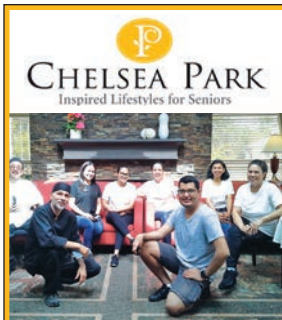
BC Temporary Rental Supplement Program (BC-TRS)
 Provides up to \$500/month to help renters and landlords.

Shelter Aid for Elderly Renters (SAFER)

Provides financial assistance for eligible renters 60+.

Rental Assistance Program (RAP)

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



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A few measures we've taken to make a difference are:

- daily screening of staff coming on shift
- staff have committed themselves to working only at our site
- staff are wearing protective masks and PPE throughout the day
- maintained safe visitor restrictions
- provided signage and increased space for social distancing in the Dining Room and all areas



Learn more: www.chelseaparkbc.ca | 604.789.7132 | chelseapark@newchelsea.ca | 1968 E. 19th Ave, Vancouver, BC

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

New Chelsea Society 604.395.4370
www.newchelsea.ca admin@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+. Must apply through BC Housing first at 604.433.2218.

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

Progressive Housing Society 604.522.9669 x318
www.progressivehousing.net
A homeless outreach program operates with a mobile unit bringing supplies and services to the homeless. Pop-up locations on Wed, 9:30-11am at Bonsor Skate Park (@Jubilee & Imperial), Thurs, 9:30-11am at Southside Church (7135 Walker Ave). Call for more info.

Vancouver Native Housing Society 604.320.3312
www.vnhs.ca
Provides safe, secure, supportive, and affordable housing to families and individuals with priority to the Indigenous community.

Condominium Homeowners Association 604.584.2462
www.choa.bc.ca
Provides leadership, education and resources for strata owners across BC.

Co-operative Housing Federation of BC 604.879.5111
www.chf.bc.ca
Provides leadership, education and resources for co-op living. Offers a range of programs and services.

Residential Tenancy Branch 604.660.1020
www.rto.gov.bc.ca HSRT0@gov.bc.ca
Provides landlords and tenants with info about their rights and responsibilities, and a 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, and workshops, and online Tenant Survival Guide. Free legal representation to qualifying tenants.

Home Modifications & Maintenance

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

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

Mobile Work Crew 604.723.3439
www.fraserside.bc.ca/community-living/mobile-work-crew
Supervised workers with physical or mental health challenges offer commercial/residential landscaping, property maintenance, recycling, and rubbish removal.

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

Senior Citizens' Repair Service 604.529.1100 604.438.6990
Provides low cost, minor house repairs and maintenance for seniors 55+ and persons with low income living with disabilities in their own home.

Come and join us at Chelsea Park - You'll feel safe and welcome



“Thank you again for all that you do for the residents at Chelsea Park. You take care of everyone just as you would your own family and it means more than the world to me and my siblings.”

Isabelle M., Resident

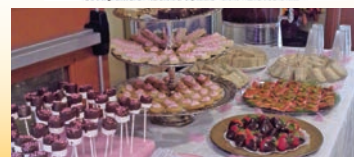
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1st Hoarding CleanUp 1.855.468.2588
www.1stHoardingCleanUp.com
 Offers compassionate and discreet decluttering, organizing and cleaning services for hoarders' homes.

Clean Start BC 1.855.297.8278
www.cleanstartbc.ca
 Offers hoarding clean up, junk removal, pest control, and COVID sanitization and disinfection services.

Education

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

Burnaby School District 604.296.6900
www.burnabyschools.ca

New Westminister School District 604.517.6240
www.newwestschools.ca

Federation of Independent School Associations 604.684.6023
www.fisabc.ca

Independent Schools Association of BC 604.913.6038
www.isabc.ca

Homeschooling Resources

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

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

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

Post-Secondary Institutions

British Columbia Institute of Technology (BCIT) 604.434.5734
www.bcit.ca

Douglas College 604.527.5400
www.douglascollege.ca

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

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

High School Completion/Continuing Education

Burnaby Community & Continuing Education 604.292.6901
www.burnabyccce.ca

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

NEC Native Education College 604.873.3772
www.necvancouver.org

Private college works to strengthen Indigenous communities through accredited programs that lead to employment and higher learning.

New Westminister Online Learning 604.517.6191
<http://newwestonlinelearning.ca/home/>
 Offers a full range of academic courses for school-aged and adult students. Open online 24/7.

Pearson Adult Learning Centre 604.517.6286
<http://newwestadultlearning.ca/home/>
 Supports adult students who need academic upgrading in English or Math, or specific courses for post-secondary institutions, or high school graduation.

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

Purpose Secondary School 604.526.2522
www.purposessecondary.org
 Serves students from Grades 8-12, who for a variety of reasons, find it difficult in the traditional school system. Students succeed due to the small, inclusive student centered Independent School setting. Tuition is free.

SIGMA Secondary 604.517.6292
www.newwestschools.ca/our-schools/sigma
 Offers a flexible high school completion program for academically capable students 16-18yrs.



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 New Westminister
 604.553.7332
 778.227.1081

• learn.potteryworks.ca • www.potteryworks.ca •

ESL Resources

Burnaby Community & Continuing Education

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

New Westminster Continuing Education –Pearson ALC **604.517.6286**

www.newwestadultlearning.ca/home/
Provides evening English Language Learning.
Free tuition for all BC residents.

Burnaby Neighbourhood House **604.431.0400**

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

ISSofBC –LINC

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

Burnaby: **604.936.0210**
New West: **604.522.5902**

Brentwood Learning Centre **604.298.8201**

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

Purpose Society **778.727.0786**

www.purposesociety.org

English Made Easy Program **604.526.2522**

Offers free beginners English class for New West families and caregivers with children 0-6yrs. Call for information and COVID updates.

Literacy

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

Burnaby Community Adult Literacy Program (CALP)
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.

Digital Literacy Program

Volunteers support and educate on digital literacy.
Drop-in. Call for more information.

Decoda Literacy Solutions

www.decoda.ca **604.681.4199**
info@decoda.ca

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

Online Literacy Library

www.decoda.ca/resources/library/

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

Douglas College - I-CARE

www.douglascollege.ca/ICARE

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

Literacy Now Burnaby

www.literacynowburnaby.ca

info@literacynowburnaby.ca

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

Burnaby Public Library

www.bpl.bc.ca

Provides literacy tips and resources for families helping their children ready to read. Free story times and other programs for children, parents and caregivers. Adult services include an adult literacy book collection which includes stories, books on life skills, reading, writing, math, and some information on teaching literacy.

New West Public Library

www.nwpl.ca

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

604.527.4660

askus@nwpl.ca

Employment & Financial Assistance

WorkBC Employment Services

www.workbc.ca (Employment Services)

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

1.877.952.6914



Burnaby Public Library

- Reference & research services
- Downloadable audiobooks and e-books
- Online news, research, language learning and career resources
- Personalized reading suggestions
- Books in accessible formats and delivery to residents who qualify

Be curious...

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

Job Bank

www.jobbank.gc.ca

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

Ministry of Social Development –Employment & Income Assistance Offices

1.866.866.0800

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

2-4603 Kingsway, Burnaby

202-1015 Columbia St, New West

Provides information about applying for employment and income assistance benefits (BCEA). Clients are encouraged to use the online self-serve assessment and application. Call local offices for emergency funds.

ACCESS –Essential Skills for Aboriginal Futures

www.accessfutures.com

604.913.7933

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

CAVE Youth Employment Program

604.438.3045

www.douglascollege.ca/cave

cave@douglascollege.ca

Offers a free training option for youth 17-29yrs to build their workplace skills and confidence, identify job goals, and find paid work. Must be unemployed or under employed, and not a full-time student.

ISSofBC –Job Quest

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

Provides assessment of skills and experience, and referrals to appropriate government-funded programs. Information on language training, financial assistance, work and volunteer experience. One-on-one and group sessions for career counselling and building job search skills to overcome employment challenges.

Burnaby

New West:

604.395.8000

604.522.5902

MOSAIC Employment Services

www.mosaicbc.org/employment-programs

careerpaths@mosaicbc.org

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

Neil Squire Society

www.neilsquire.ca

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

604.473.9363

info@neilsquire.ca

SUCCESS –Chance to Choose Employment Program

<https://successbc.ca/service-categories/employment/>

604-5050 Kingsway, Burnaby

604.438.7222

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

How to Apply for Welfare & Welfare Benefits

www.legalaid.bc.ca/publications

Publications explain the process for applying for welfare and the benefits available once qualified. Order online.

Government Benefits & Tax Services

There are a number of programs and benefits for individuals and families from the governments of BC and Canada, including Covid-19 financial assistance. Visit websites for the latest information about programs and related application instructions.

Government Programs

There are a number of programs and benefits for individuals and families from the governments of BC and Canada, including temporary Covid-19 financial assistance. Websites provide the latest information about programs and related application instructions.

Service BC

www.gov.bc.ca

Service Canada

www.canada.ca

604.660.2421

TDD: **604.775.0303**

1.800.622.6232

TTY: **1.800.926.9105**

Credit Counselling Society

www.nomoredebts.org

Non-profit organization helps individuals and families resolve debt and money problems. Counsellors available by phone and in person.

604.527.8999

info@nomoredebts.org

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Tax Information Phone Service (TIPS) 1.800.267.6999
www.canada.ca/en/revenue-agency.html (TIPS)
Provides tax information from an automated service.

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

Low Cost Goods

Habitat for Humanity –ReStore

<https://habitatgv.shop>

Offers a variety of new and used building materials, appliances and furniture at reduced cost. All proceeds support local affordable housing projects and housing projects around the world.

Helping Families in Need Society 604.294.3087

www.helpingfamiliesinneed.org

Collects used household items (furniture, mattresses, dishes, clothing, and toys) and distributes them to families in need. Referral is required.

New West Cobbler –Homeless Shoe Program 604.526.6926

642-6th St, New West

Mon-Sat, 9:30am-5pm.

Salvation Army Emergency Clothing 604.521.2421

325-6th St, New West

Vouchers are available twice a year for persons experiencing homelessness. Call for more information.

W.R.A.G.S –Western Regional Advocacy Group Society 604.214.0613

wrags@telus.net

<https://wragsbc.wixsite.com/wrags>

370-3771 Jacombs Rd, Richmond
Offers donated beds free to the public. Bed warehouse open 12-4pm, except for Sundays and 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

basesburnaby.ca

7825 Edmonds St, Burnaby

Open Mon-Sat, 10am-5:30pm; Sun, 12-5pm.

Burnaby Hospice Society Thrift Store 604.520.5082

6843 Kingsway, Burnaby

Open Tues-Sat, 10am-4pm.

Grand Central Consignment 604.524.4095

www.grandcentralconsignment.com

grandcentralconsignment@shaw.ca

719 Carnarvon St, New West

Open Mon-Sat, 11am-6pm; Sun 12pm-5pm.

Jubilee United Church Thrift Store 604.434.8323

7591 Gray Ave, Burnaby

Open Thurs, 10am-2pm. (Open Sept-June)

New to You Thrift Store 604.515.4815

416 E. Columbia St, New West

Open Tues-Sat, 10am-3:30pm. Store supports Royal Columbian Hospital.

Orphan Aid Thrift Store 604.521.1013

7889 Edmonds St, Burnaby

Open Tues-Fri, 10am-5pm; Sat, 10am-4pm.

Salvation Army Thrift Stores 604.299.0264

4099 E. Hastings St, Burnaby

774 Columbia St, New West

Open Mon-Sat, 10am-8pm.

604.521.0319

St. Barnabas Anglican Church Thrift Store 604.526.6646

1010-5th Ave, New West

Open Wed-Sat, 10am-4pm.

Treasure Chest Thrift Store 236.317.3359

435-6th St, New West

Open Mon-Sat, 12am-4pm. Call for updates to days/times.

Consumer Protection

Better Business Bureau of Mainland BC 604.682.2711

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

Provides consumers with information and reviews on businesses. Receives complaints and offers a dispute resolution service.

Consumer Protection BC 1.888.564.9963

www.consumerprotectionbc.ca

Promotes fairness and understanding in the marketplace by educating consumers and businesses about their rights and responsibilities. Enforces consumer protection laws by responding to inquiries and complaints. Visit website for more information on services.



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Canadian Anti-Fraud Centre

www.antifraudcentre.ca

Collects information and criminal intelligence on mass marketing fraud (telemarketing), advance fee fraud letters, internet fraud and ID theft complaints.

1.888.495.8501**Legal Services Society**

www.lss.bc.ca

Provides subsidized legal aid services for eligible clients with low income. Publications on many legal topics are available through website.

604.408.2172

Legal

Clicklaw

www.clicklaw.bc.ca

Provides online legal info, education, and assistance.

MyLawBC

www.mylawbc.com

Interactive website helps users find solutions to common legal problems, including issues on family law, abuse, family violence, foreclosure, wills and personal planning.

Courthouse Libraries BC**604.660.2841**

www.courthouselibrary.ca librarian@courthouselibrary.ca

Law Matters @ your public libraries

Supports public libraries in the province in purchasing legal collections to provide all BC residents with local access to basic legal information.

**Please see page 49 for local library branches.*

Justice Education Society of BC**604.660.9870**

www.justiceeducation.ca

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

Dial-A-Law**604.687.4680**

https://dialalaw.peopleslawschool.ca/

Offers 24-hr info on a variety of topics on BC law.

Access Pro Bono Society**604.878.7400**

www.accessprobono.ca

Provides access to free legal services for people and non-profit organizations of limited means.

Lawyer Referral Service**604.687.3221**

appointments@accessprobono.ca

Provides a free 30 min consultation with a lawyer.

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. Phone and virtual service only during COVID. Call or visit website for info; appointments only.

Seniors First BC-Elder Law Clinic**604.336.5653****-Seniors Abuse & Information Line (SAIL) 604.437.1940**

www.seniorsfirstbc.ca

info@seniorsfirstbc.ca

Offers legal consultations to seniors on most matters of law including proceedings, adult guardianship, wills, powers of attorneys and representation agreements. Legal Advocacy Program provides assistance with government pensions and benefits, residential tenancy issues and debt. Call for updates on clinics.

Mediate BC**604.684.1300**

www.mediatebc.com

info@mediatebc.com

Provides people with practical, accessible, and affordable services to prevent, manage and resolve disputes.

Advocacy

Sources -Ask An Advocate

http://AskAnAdvocate.ca

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

BC Human Rights Clinic**604.622.1100**

http://bchrc.net

Offers advocacy and education services on human rights.

Legal Advocate Program**778.714.5252**

jesse@bbysservices.ca

Provides legal information and assistance to residents of Burnaby living with low incomes, mental or physical disabilities, or experiencing difficulties accessing legal services. Assistance includes but is not limited to tenancy, welfare, pensions, and debt. ID Bank services also available for assistance obtaining government ID. For inquiries, appointments and referrals, text or email.

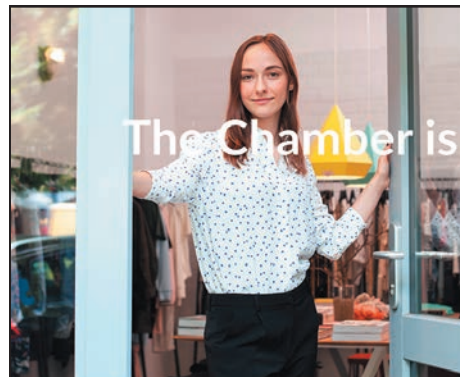
Disability Alliance BC**604.872.1278**

www.disabilityalliancebc.org

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

Disability Law Clinic

Provides free legal advice to people with disabilities about human rights and discrimination.



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Book a PARC Safe Suite Tour and you'll see our team at their best, working to stay ahead of the curve and ensuring our residents continue to enjoy chef-prepared dining, activities, wellness programs and more. Even our innovative Meetup Centres keep face-to-face family visits possible. Ask our independent residents how they feel about living here through COVID-19. Chances are they'll tell you they wouldn't want to be anywhere else.



Let's make life better. Every day.

The Kettle Society 604.253.0669
www.thekettle.ca advocacy@thekettle.ca
Offers advocacy services for people with mental illness.

MOSAIC Legal Advocacy Program 604.254.9626
www.mosaicbc.org/lap
Provides info on immigration, family and poverty law, summary advice referrals and representation to low income immigrants and refugees. By appointment only.

Office of the Ombudsperson 1.800.567.3247
www.bcombudsperson.ca
Receives inquiries and complaints about the practices and services provided by public agencies. Conducts impartial, confidential investigations to ensure fair treatment for all.

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

PovNet 604.876.8638
www.povnet.org
A searchable website for people on welfare, advocates, and community groups involved in anti-poverty work.

Society To End Homelessness In Burnaby 604.200.0712
www.burnabyhomeless.org info@burnabyhomeless.org
Support services for persons who are homeless or at risk of homelessness. Activities include a weekly Outreach Resource Centre, service provision events, leadership for homeless reduction strategies, community awareness, information sharing, support for outreach and extreme weather programs.

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

Transportation

Information

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

Compass Card 1.888.207.4055
www.compasscard.ca

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

Road Condition Reports 1.800.550.4997
www.drivebc.ca

Ebus 1.877.769.3287
www.ebus.ca
Offers convenient, affordable and responsible bus service to select destinations within BC.

BC Ferries 1.888.223.3779
www.bcferries.com

Vancouver International Airport 604.207.7077
www.yvr.ca

Programs

Burnaby Seniors Transportation 604.292.3901
www.BbyServices.ca/seniorstransportation
Provides Burnaby seniors with transportation to their medical and dental related appointments. Call for details.

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

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.



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info@TeamDaveVallee.com

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Translink Programs for Accessible Transit 604.953.3680

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

HandyDART

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

Taxisaver/Handycard

Provides discounts for persons with permanent disabilities.

Evo**604.268.5594**

www.evo.ca

Car sharing service in BC with spacious, easy to drive and eco-conscious vehicles.

Modo**604.685.1393**

www.modo.coop

Coordinates a co-operative car-sharing network.

Families

Information & Childcare Resources

YMCA Child Care Resource & Referral 604.294.1109

www.gv.ymca.ca/bnwccrr

bnwccrr@gv.ymca.ca

3rd Fl, 4460 Beresford St, Burnaby

Provides parents with child care information and referral, and assistance with applying for the Affordable Child Care Benefit. Supports child care providers by providing information, resources and training opportunities. Free program funded by the Province of BC.

Burnaby Early Childhood Development Table

www.kidsinburnaby.ca

f: BurnabyECDCommunityTable

One stop shop for information, resources, and support for families with children 0-6yrs.

Kids In New West

www.kidsnewwest.ca

knwtable@gmail.com

Provides information and resources for New West families.

Information Children**778.782.3548**

www.informationchildren.com

info@informationchildren.com

Provides information, education, workshops (including COS) and support for parents and caregivers. Helpline, email support, and one-on-one coaching available.
Mon-Fri, 9am-5pm.

Burnaby Community Services**604.299.5778**

www.BbyServices.ca

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

Ready, Set, Learn

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

Community Resource Guide

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

Pregnancy Resources

Pregnancy Options Phone Service**1.888.875.3163**

www.bcwomens.ca

Provides free, unbiased and confidential short-term phone counselling, information about abortion, adoption, and referral support for unintended pregnancies.

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. Call for more info.

Burnaby Safe HouseConfidential Line: **778.886.7001**

www.safeshelter.ca

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

Pregnancy Outreach Program**604.659.2225**

www.burnabyfamilylife.org

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

SMILE**604.298.6245**

www.stleo.ca/our-services/young-parents/

Provides free pregnancy testing, support and education, prenatal classes for parents 24yrs and under. In collaboration with Pomegranate Community Midwives, pre and post-natal care are offered. Services by appointment only; call or check website for updates.



LITTLE BILLY'S SPECIAL! Monday to Thursday 4 Course Meal \$24.95 + tax

Starters: Soup of the Day and Spring Salad. **Entree:** Your choice of entree.**Dessert:** Caramel, Chocolate or Strawberry Sundae**Pork Schnitzel**

with mashed potatoes and vegetables

Chicken Parmesean

with mashed potatoes and vegetables

Salmon

with mashed potatoes and vegetables

Steak and Prawns

with roast potatoes and vegetables

Chicken Schnitzel

with mashed potatoes and vegetables

Chicken Souvlaki

with mashed potatoes and vegetables

**LITTLE BILLY'S STEAKHOUSE**

RESERVATIONS RECOMMENDED

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



Early Childhood Programs & Support

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

ISSofBC -HIPPY **604.683.1684**
(Home Instruction for Parents of Preschool Youngsters)
https://issbc.org/our-services/hippy
Offers home-based/ virtual weekly literacy training for isolated newcomer parents of children 3-5yrs in preparation for pre-school in Canada.

Pacific Post Partum Support Society **604.255.7999**
www.postpartum.org admin@postpartum.org
Offers free phone and text support to women and their families with children up to 3yrs or those who are pregnant, who are experiencing any kind of distress. Offers 12 support groups in the Lower Mainland, currently online. Phone and text support available. Mon-Fri 10am-3pm.

Burnaby Infant Development Program **604.299.7851**
http://idp.gobaci.com
Provides family-centred services to support families who are raising infants 0-3 years old with or at risk of developmental delay or disabilities.

Burnaby Family Place **604.299.5112**
410 Clare Ave, Burnaby kellygardbfp93@gmail.com
Offers parent and child program and parent education, Mon-Thurs, 9:30am-2pm. Call for Covid hours and info.

East Burnaby Family Place **604.512.1100**
9887 Cameron St, Burnaby ebf@shaw.ca
Offers parent and child drop-in program, and an outdoor play space for the children to use large motor skill toys. Tues & Fri, 10am-1pm.

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

Kidcare Canada
www.kidcarecanada.org info@kidcarecanada.org
Provides trustworthy videos that empower parents and caregivers to give their babies the best possible start. Videos model how to build loving bonds with babies, and demonstrate positive parenting skills.

New Westminster Family Place **604.520.3666**
www.newwestfamilies.ca info@nwfamily.bc.ca
101-93 6th St, New West
Offers parent participation family resource program for children 0-5yrs to learn, play and socialize. Offers parenting education, toy lending library, and family support programs. Most programs offered online during COVID. Call for more info.

Council of Parent Participation Preschools of BC
www.cppppreschools.bc.ca **604.435.4430**

StrongStart Centres
Provides free early learning programs and activities for children 0-5yrs and their parents/caregivers who will benefit from resources, outreach, and networking opportunities. Snacks provided.

Burnaby Schools:
www.burnabyschools.ca/strongstart
Drop-in Mon-Fri, 9am-12noon

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

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

Parenting Programs & Support

Adoptive Families Association of BC **604.320.7330**
www.bcadoption.com info@bcadoption.com
Provides information about adoption in BC. Offers education, resources, 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.

**Parent Programs & Support continued on page 33*



Visit us at www.volunteerburnaby.ca to learn more about available volunteer positions in your community.

Email: info@volunteerburnaby.ca
Tel: 604.294.5533



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Cobbett & Cotton

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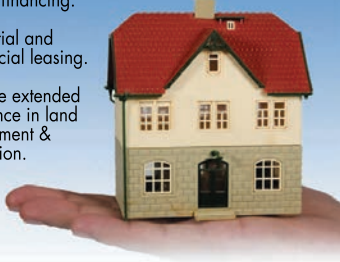
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- Shareholder Agreements
- Commercial Mortgages
- Corporate Organization
- Restructuring
- Joint Ventures
- Mergers & Acquisition



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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.

And until this appointment is made one will have authority to deal with your estate. The person appointed may have to post a bond, adding to the costs of administering your estate and reducing what is left for your beneficiaries.



We Help People Seriously Injured In Car Accidents.

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

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

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

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bhomecare@sehc.com

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Burnaby Family Life changes lives through high quality, professional services that contribute to making our community inclusive and welcoming.

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How can we help you?

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Abby, 3



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- Bob & Barbara Stewart



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Contact Jennifer Shang • 604.268.4038 • jennifer.shang@variety.bc.ca

**Parent Programs & Support continued from page 28*

Burnaby Neighbourhood House

www.burnabynh.ca

Provides family drop-in for parents/caregivers with children 0-5yrs, preschool and school-age child care in multiple locations, community kitchens and income tax services for families and individuals with limited income, information and referral services.

South: 4460 Beresford St, Burnaby

604.431.0400

North: 4908 Hastings St, Burnaby

604.294.5444

Cameray Child & Family Services

-Parent Support Program

www.cameray.ca

Provides free daily interactive and educational parenting groups, one-on-one parent support sessions for families in Burnaby and New West with at least one child under 5yrs. Virtual services offered during Covid.

604.436.9449

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.

Ministry of Children & Family Development

-Centralized Screening Team

1.800.663.9122

Receives initial requests for services and child protection reports.

Burnaby

Intake and Family Services

604.660.9494

(Under 12yrs)

Youth Intake and Family Services Team

604.660.5900

(13yrs+)

New Westminster

Intake and Family Services

604.660.9495

MOSAIC -Family Centre

604.360.3372

www.mosaicbc.org/familycentre

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

New Westminster Children's Centre

604.521.8078

Provides services for families whose children and youth need additional support. Services include Infant Development Program, Supported Child Development, Early intervention therapies and Key Worker services. Open referral system.

Parent Support Services Society of BC

604.669.1616

www.parentsupportbc.ca

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

Parents Together

604.879.6554

www.bgc.bc.ca (What We Do > Counselling Support Services)

Offers education and group support for parents of youth 12-24yrs who wish to develop new skills to help end conflict in their homes. Strategies are taught to improve relationships, develop positive communication skills, practice self-care and help parents regain control.

Purpose Society

778.727.0786

-Parenting Support Groups/Circles

604.526.2522

www.purposesociety.org

Offers the following free groups to parents.

Self-referrals accepted. Check site for COVID updates.

Family Circle

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

FLY (Fun Learning and You)

Provides social/educational program and info group for New West parents with children 18 months-5yrs.

(On hold due to COVID)

Nobody's Perfect Parenting Program

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

Parenting Children with Challenging Behaviours

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

Pitter Patter

Provides support and information for parents with children ages 0-30 months.

SPLASH (Sensory Physical Literacy Arts Nature & Science)

Provides an outdoor program, develops and supports children's physical literacy. For families with children 2-5yrs. (On hold due to COVID)



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778-773-4646 | alkabani@remax.net



St. Leonard's Youth & Family Services 604.524.1511

www.stleo.ca

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

British Columbia Family Maintenance Enforcement Program 604.678.5670

www.fmep.gov.bc.ca

Monitors and enforces maintenance orders and agreements.

Justice Education Society of BC

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

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

New Westminster Family Justice Centre 604.660.8636

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

Families with Low Income**Affordable Child Care Benefit 1.888.338.6622**

[www2.gov.bc.ca/gov/content/family-social-supports/\(Childcare BC\)](http://www2.gov.bc.ca/gov/content/family-social-supports/(Childcare BC))

Provides monthly payment to help eligible families with the cost of child care.

Athletics for Kids 604.221.7529

www.a4k.ca

info@a4k.ca

Provides financial support towards basic amateur sport registration fees for youth 5-18yrs. Family income must be under \$42,000/yr, or child in foster care, or a parent receives social assistance. Check site for Covid updates and registration.

Kidsport Burnaby 604.294.7111

www.kidsport.ca/british-columbia/burnaby

Provides financial support to qualifying Burnaby families for sport registration fees for kids 18yrs and under. Check site for Covid updates.

Burnaby Parks, Recreation & Cultural Services -Recreation Credit Program 604.320.2227

www.burnaby.ca/recreationcredit

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

Canadian Tire Jumpstart 1.844.937.7529

<https://jumpstart.canadiantire.ca>

Helps financially disadvantaged kids 4-18yrs get involved in organized sport and active recreation activities. Offers lots of ideas to help keep active at home during Covid-19.

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 Program

www.burnaby.ca/recreationcredit

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

Community Volunteer Income Tax Program

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

Form Completion Program

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

Burnaby MoreSports Society 778.918.2921

www.burnabymoresports.ca

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



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Canada Scores

www.canadascores.org

Offers innovative afterschool program for vulnerable youth that integrates soccer, poetry and community service. Check site for "SCORES at HOME" programming.

778.871.6316

FraserSide Community Services 604.522.3722 x101

www.fraserSide.bc.ca/mental-health-and-counselling/community-services-desk/

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

Salvation Army –Christmas Bureau 604.521.2421

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

SmartSAVER –Free Money for RESPs 1.855.737.7252

www.smartsaver.org info@smartsaver.org

Families with low income can open a no-free, zero required contribution Registered Education Savings Plan and receive free government money for their children's higher education.

BC Hydro 1.800.224.9376**–Savings and Rebate Programs**

www.bchydro.com/powersmart/residential/savings-and-rebates.html

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

Seniors

Seniors BC/Seniors Info Line 604.660.2421

www.seniorsbc.ca TDD: **604.775.0303**

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

ElderPost

www.elderpost.com

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

AssistList

www.assistlist.ca info@assistlist.ca

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

CARP

www.carp.ca

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

604.522.9020

northfraser@carp.ca

Burnaby Community Services

604.299.5778

www.BbyServices.ca

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

As We Age Seniors Resource Guide

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

Community Resource Guide

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

Seniors Resource Card

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

Food Delivery & Meal Programs**Burnaby Meals on Wheels**

604.299.5754

www.BurnabyMeals.ca

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

Let's Do Lunch

Friendly volunteers will visit Burnaby seniors in their homes to share lunch, form friendships and provide information on community support and social events. Suspended due to COVID; call for updates.

New Westminster Meals on Wheels

604.520.6621

www.seniorsservicesociety.ca/smow.htm

Delivers fresh, nutritious, and affordable meals to NW residents 60+. Meals are prepared Mon, Wed and Fri by the Starlight Casino's chef and team. Call or check website for details and COVID updates.

Japanese-Style Meals on Wheels

604.687.2172

www.tonarigumi.ca (Services > Service List)

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

Delivering Food for a Healthy and Independent Life



BURNABY

MEALS ON WHEELS

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

604-299-5754

www.burnabymeals.ca



Better Meals www.bettermeals.ca Offers a wide selection of affordable, nutritious and ready-to-eat full course meals and à la carte food items.	604.299.1877 1.888.838.1888	Health Protection Office –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.	604.587.3936
Casalinga Food Services www.casalinga.ca Offers delivery of complete ready-made meals, including choices from vegan, gluten free, and zero carb menus.	604.435.1994	Fraser Health Lifeline www.fraserhealth.ca (Search > Lifeline) Offers a personal 24-hr emergency response service that assists individuals to remain independent and safe in their own homes. For more info email: lifeline@fraserhealth.ca	604.953.4960
Citizen Support Services www.burnaby.ca/citizensupportservices Grocery Shop-By-Phone Provides Burnaby seniors with weekly grocery delivery on Tues, Wed and Thurs. Payment by credit card only.	604.294.7980	YMCA Healthy Heart Program (Cardiac Prevention, Rehabilitation & Maintenance) www.ymcahealthyheart.ca Offers a community-based program that supports people living with cardiac risk through education and supervised exercise. Doctor's referral is required. Fee for program, but financial assistance may be available for those in need.	604.521.5801
Dairyland Home Service www.morethanmilk.ca Offers regularly scheduled delivery services of about 500 products including dairy products, fresh baked goods, juices, soups, pastas and cereals, and household products.	1.877.341.8700	Older Adult Substance Use Services 320-7155 Kingsway, Burnaby Provides free, confidential, counselling services to Burnaby and New West seniors 65+, who are concerned about their own or someone else's alcohol and/or other drug use. Education, referrals and outreach services provided.	604.777.6870
Senior Services Society www.seniorsservicesociety.ca Grocery Shopping Program Provides New West residents 60+ with the option to order groceries by phone. Volunteers take orders and items are delivered by Save On Foods (Sapperton). Minimum order and delivery charge applies. Call for rates and details.	604.520.6621	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.	
Health & Wellness		Bonsor Health Alert Cameron Health Focus Edmonds Health Watch Stroke Recovery Branch Confederation S.A.I.L (Seniors Active in Living) Century House Health Drop-in, Seniors Gay Straight Alliance Parkinson's Self Help, Peer Counselling	604.297.4956 604.297.4453 604.297.4901 778.877.0398 604.294.1936
Fraser Health Authority www.fraserhealth.ca			
Public Health General Information Burnaby New West	604.918.7605 604.777.6740		
Home Health Service Line (New Inquiries) Burnaby New West	1.855.412.2121 604.918.7447 604.777.6700		
Fraser Health Crisis Line	24-hr: 604.951.8855		
Seniors Distress Line	24-hr: 604.872.1234		
Geriatric Mental Health Team	Bby: 604.453.1900 New West: 604.777.6800		
		Alzheimer Society of BC –Fraser Region 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	604.298.0780 1.800.936.6033



HUMANS OF BURNABY

A community-building project by Burnaby Community Services

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www.bbyservices.ca

Healthy Eating for Seniors Handbook

www.gov.bc.ca/seniorshealthyating

Provides information for seniors about food, meals and supplements. Also includes tasty recipes with nutritional information, smaller portion size, and cultural adaptations. Available online or in print in several languages. Free copies can be ordered by calling HealthLinkBC at 811.

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

Peer Counselling & Support

Burnaby Neighbourhood House

www.burnabynh.ca

South: **604.431.0400**

North: **604.294.5444**

Seniors Ambassador Programs

seniorsoutreach@burnabynh.ca

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

Seniors Together Program

seniors@burnabynh.ca

Welcomes seniors from diverse backgrounds, and supports their health and well-being. Seniors/volunteers lead educational workshops, social/fitness activities and a weekly Friday lunch. Membership fee \$5/year; most programs are free.

Burnaby Seniors Outreach

604.291.2258

www.bsoss.org

faryar@bbyseniors.ca

Offers support services for seniors and unpaid caregivers.

Check website, call or email for program updates.

Senior Peer Navigators

Free one-to-one senior peer support for seniors experiencing caregiver challenges, anxiety, depression, frustration or difficulties because of life changes.

Healthy Aging Family Caregiver Supports

Offers support to those providing care for a relative, neighbour or friend, and includes support groups, one-to-one peer support, education series, resources, and an annual expo. New Healthy Aging demonstration project is also offering new supports. During Covid, resiliency building workshops, caregiver support groups, and one-to-one peer support are provided via Zoom.

Century House Senior Peer Counselling **604.519.1064**

www.chspc.ca

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

MOSAIC Seniors Club Programs for Immigrant & Refugee Seniors

www.mosaicbc.org/seniors-club

Provides free, multilingual services to newcomer seniors 55+, including settlement counselling, English conversation circles, computer classes, activity workshops and informational fieldtrips.

5902 Kingsway, Burnaby

604.438.8214

2055 Rosser Ave, Burnaby

604.292.3907

Seniors First BC

604.437.1940

-Seniors Abuse & Information Line (SAIL)

www.seniorsfirstbc.ca

Provides a safe place for older adults or those who care for them, to talk to someone about situations where they feel abused or mistreated, and/or receive information about elder abuse prevention. Offers referrals to Seniors First BC legal and victim services programs.

New West Police Service & FSGV

604.529.2459

-Elder Abuse Unit

Non-Emerg: **604.525.5411**

Provides elder abuse response and coordinates follow-up services to residents of New West or victims of crimes committed in the area. The team is also available for consultation regardless of where the individual lives or site of crime. Open Mon-Fri, 7am-4pm.

411 Seniors Centre Society

604.684.8171

www.411seniors.bc.ca

704-333 Terminal Ave, Vancouver

Provides seniors with information and referral services, social, recreational, and educational activities and events from a multicultural resource centre. Free income tax service in March/April for seniors with low income and people on disability. Call for information about membership, drop-in activities and events.

Citizen Support Services

604.294.7980

www.burnaby.ca/citizensupportservices

Provides Burnaby seniors with support services including shop-by-phone, shopping buddies, home visits, support calls, and monthly recreational bus trips. Call or check website for latest updates.

Seniors Services Society

604.520.6621

www.seniorsservicesociety.ca

Provides New West residents 60+ with support services such as Meals on Wheels, Light Housekeeping, Medical Transportation, Support Calls, Form and Income Tax Completion. Call or check website for more information.

Burnaby Seniors Outreach

- **Caregiver Support** groups, educational workshops and an annual Caregiver Expo.
- **Senior Peer Navigators** provide free, confidential support for seniors in the community.
- **Dementia Friendly Café and Choir** are social gatherings for persons with dementia, their families and friends.

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



bsoss.org

Supporting seniors by having online gatherings to keep them safe.

Nidus Personal Planning Resource Centre & Registry

www.nidus.ca

info@nidus.ca

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

Office of the Seniors Advocate**1.877.952.3181**

www.seniorsadvocatebc.ca

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

Public Guardian & Trustee of BC**604.660.4507**

www.trustee.bc.ca

Provides services to vulnerable adults and seniors (19+yrs) or their families who need help managing financial or legal affairs; assesses and investigates reports of neglect and financial abuse of vulnerable adults.

Burnaby Hospice Society**604.520.5087**

www.burnabyhospice.org

5th Fl, 4535 Kingsway, Burnaby

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

Memorial Society of BC**1.888.816.5902**

www.memsoc.org

Provides objective information and education about funeral pre-planning, and support for persons dealing with the death of a loved one, including information on simple, dignified, low cost funerals.

BC Bereavement Helpline**604.738.9950**

www.bcbh.ca

contact@bcbh.ca

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

Voices of Burnaby Seniors Society**604.619.0953**

www.vobss.ca

VOBSsociety@gmail.com

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 independently by providing simple non-medical support services. Services may include light housekeeping and transportation to medical appointments. Subsidies may be available for independent living seniors 65+, depending on income level.

Burnaby Better At Home**604.297.4877**

betterathome@burnaby.ca

New Westminster Better At Home**604.520.6621**

support@seniorsservicesociety.ca

The following private businesses offer home support services to seniors who don't qualify for Fraser Health Home Care, Better At Home programs or require additional services for a fee.

Aging My Way Home Care**604.290.8331**

www.agingmywayhomecare.ca

All Nursing Health Services**604.488.9323**

www.allnursing.ca

Bayshore Home Health**604.739.7454**

www.bayshore.ca

BC Eldercare Massage**604.340.3581**

www.bceldercare.ca

Big Hearts Homecare**778.788.5578**

www.bigheartshomecare.ca info@bigheartshomecare.ca

CBI Health Group Home Health**1.800.463.2225**

www.cbi.ca

Classic LifeCare**604.263.3621**

www.classiclifecare.com

Comfort Keepers**604.689.8609**

www.comfortkeepers.ca/vancouver

Diamond Geriatrics**778.885.5695**

www.diamondgeriatrics.com

FootCare Passion –Mobile Foot Care**604.780.3992**

www.footcarepassion.ca

Golden Transitions**604.240.8085**

www.goldentransitions.ca

Home Instead Senior Care**604.432.1139**

www.homeinstead.com/3037

John's Helping Hands**604.329.1006**

www.johnshelpinghands.ca

Joie de Vivre Life Enrichment Services**778.384.0060**

www.jdvlifeenrichment.com jdvlifeenrichment@gmail.com

Just Like Family Senior Home Care Services**604.440.3331**

www.justlikefamily.ca

**Personalised care for senior loved ones.**

We help aging parents stay at home, whether they're dealing with Alzheimer's, arthritis or anything in between.

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604-432-1139

Email: burnaby@homeinstead.com



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Instead**
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To us, it's personal.

www.Homeinstead.com/3037

#208-5066 Kingsway, Burnaby

Karp Home Care www.karphomecare.com	604.420.7800	BC Home Renovation Tax Credit for Seniors and Persons with Disabilities www.gov.bc.ca ITBTaxQuestions@gov.bc.ca Assists eligible seniors 65+ and persons with disabilities with the cost of certain permanent renovations to improve accessibility, function or mobility at home.	1.877.387.3332
Nurse Next Door Home Care Services www.nursenextdoor.com	604.553.3330		
Personalized Dementia Solutions Inc. www.dementiasolutions.ca	778.789.1496		
Physio2U www.physio2u.ca	778.846.7695		
Practically Daughters Senior Move Managers www.goodriddance.ca	604.421.5952	New Chelsea Society www.newchelsea.ca admin@newchelsea.ca Provides affordable, safe and clean housing for seniors 55+, families and persons with disabilities.	604.395.4370
Retire-at-Home www.retireathomeNS.com	604.998.1628	New Vista Society Housing Office www.newvista.bc.ca Provides housing to families of varied incomes and subsidized housing to low income seniors 55+. Must apply through BC Housing first at 604.433.2218.	604.525.3288
Safe Care Home Support www.safecarehomesupport.ca	604.945.5005		
SE Health https://vancouver.sehc.com/	604.739.4300		
Shylo Nursing & Home Healthcare www.shylohomehealthcare.ca	604.985.6881		
Strive Community Home Care www.striveliving.ca	604.936.9944 info@striveliving.ca	Home & Yard Maintenance	
Housing Information		Mobile Work Crew www.fraserside.bc.ca/community-living/mobile-work-crew Supervised workers with physical or mental health challenges offer commercial/residential landscaping, property maintenance, recycling, and rubbish removal.	604.723.3439
Seniors Services Society www.seniorsservicessociety.ca housing@seniorsservicessociety.ca rentbank@seniorsservicessociety.ca Provides seniors housing navigation across BC, info and referral, seniors homeless outreach program, Temporary Housing Program (cost geared to income), Seniors Rent Bank, for one-time interest free loans and Seniors Housing Navigator Training Program. Serves Lower Mainland seniors 60+ (except Downtown Eastside).	604.520.6621	Neighbours Helping Neighbours http://larchevancouver.org/community-programs/ Supervised team of persons with developmental disabilities assist seniors and others with basic gardening, lawn maintenance, light home maintenance and repairs, recycling and debris clean up or removal.	604.764.6601
BC Housing SAFER –Shelter Aid for Elderly Renters www.bchousing.org/programs/SAFER Provides financial assistance for eligible renters 60+.	604.433.2218	Senior Citizens' Repair Service Provides low cost, minor house repairs and maintenance for seniors 55+ and persons with low income living with disabilities in their own home.	604.529.1100 604.438.6990
HAFI –Home Adaptations for Independence www.bchousing.org/housing-assistance/HAFI Provides financial assistance for home modifications to help eligible low-income seniors and people with disabilities to continue to live in their own home.		1st Hoarding CleanUp www.1stHoardingCleanUp.com Offers compassionate and discreet decluttering, organizing and cleaning services for hoarders' homes.	1.855.468.2588
Home Owner Grants www.gov.bc.ca/propertytaxes British Columbia's property assistance program helps homeowners reduce taxes they pay.	1.888.355.2700	Clean Start BC www.cleanstartbc.ca Offers hoarding clean up, junk removal, pest control, and COVID sanitization and disinfection services.	1.855.297.8278



7232 New Vista Place, Burnaby, V5E 3Z3
604.521.7764

The New Vista Society is pleased to be a provider of safe, affordable housing and long term care in Burnaby. With 540 units of existing housing units and 150 more being built, we are also excited to be opening a brand new long term Care Home for 240 residents in the near future.

www.newvista.bc.ca @NewVistaSociety info@newvista.bc.ca

Pension & Benefits Information

Service Canada **1.800.622.6232**
www.servicecanada.gc.ca TTY: **1.800.926.9105**
Provides information about CPP, GIS, OAS, Spouse Allowance, Survivor Allowance, Veterans Benefits, and any other general inquiries about government services and programs. Open Mon-Fri, 8:30am-4pm, local time.

Service BC **604.660.2421**
www.servicebc.gov.bc.ca/seniors TDD: **604.775.0303**
Provides information on seniors programs including BC Seniors Supplement and Property Tax Deferment.
-Seniors Supplement **1.866.866.0800**

Continuing Education

AgeSmart
www.agesmart.info
Provides information about latest technology and effective ways to use them.

College for the Retired **604.517.8732**
www.cccrburnaby.org
6650 Southoaks Cres, Burnaby
Offers a variety of courses for persons 50+. Learn for fun and teach for pleasure with many skill building opportunities. Call or check website for latest updates.

COSCO Health & Wellness Institute **604.261.6887**
www.coscobc.org ws_coor@coscoworkshops.ca
Offers free virtual workshops to seniors' groups in healthy living, safety, and legal issues.

SFU Liberal Arts & 55+ Program **778.782.8000**
www.sfu.ca/liberal-arts
Offers a variety of intellectually stimulating courses, lectures and a liberal arts certificate program for adults 55+ year round.

UBC Extended Learning **604.822.1444**
www.extendedlearning.ubc.ca/seniors
Offers a variety of learning opportunities including the UBC Elder Scholar program, online academic exploration courses and Ageless Pursuits (Summer Institutes). Seniors 65+ may also qualify for exemption from tuition and application fees for UBC credit courses. Check the website for more info.

Transportation Services

Burnaby Seniors Transportation **604.292.3901**
www.BbyServices.ca/seniorstransportation
Provides Burnaby seniors with transportation to their medical and dental related appointments. Call for details.

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

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

Freemasons Cancer Car Program **604.872.2034**
Provides patients with transportation to and from their primary cancer treatments (drive only in Burnaby, Vancouver, New West, and Richmond). Operates Mon-Fri 7am-5pm. Call for updates.

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 **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.

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

SPARC BC Accessibility and Enforcement Line **604.718.7734**

**For additional transportation information and services, please see Transportation, page 26*

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* Vegan and GF

* Adult and Erotic cakes
and cookies

* Vancouver's "Horror Bakery"

Baking for the
Sickly Sweet

www.punkrockpastries.com



Punk Rock Pastries
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604-423-4101

Social & Recreation

Seniors Centres offer programs for adults 55+. Socialize, learn new skills and enjoy creative leisure time. Check websites for the latest facility or program updates.

Burnaby Seniors Centres:

www.burnaby.ca/55+

Bonsor 55+ Centre **604.297.4580**

6533 Nelson Ave, Burnaby

Cameron Recreation Complex **604.297.4456**

9523 Cameron St, Burnaby

Confederation Community Centre **604.294.1936**

4585 Albert St, Burnaby.

Edmonds Community Centre **604.297.4838**

7433 Edmonds St, Burnaby

New Westminster Senior Centres:

Century House **604.519.1066**

www.centuryhouseassociation.com

620-8th St, New West

Queensborough Community Centre **604.525.7388**

920 Ewen Ave, New West (Queensborough Centre)

Citizen Support Services

604.294.7980

www.burnaby.ca/citizensupportservices

Call or check website for the latest program updates.

Gadabouts Program

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

Wheeler's Program

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

Seniors Lunch Program

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

Friendly Visitors

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

Phone Buddy

Provides companionship with weekly phone calls.

Shopping Buddies

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

Burnaby Seniors Outreach

www.bsoss.org

604.291.2258

faryar@bbseniors.ca

Dementia Friendly Café

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

New Dementians Choir

Intergenerational, multicultural, dementia friendly choir provides support for inclusion, reduce stress, and depression for people living with memory loss, their families and friends. Certified Music Therapist directs rehearsals on most Saturday mornings. Members of diverse cultures are welcome to participate.

Seniors Services Society

604.520.6621

www.seniorsservicesociety.ca

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

Youth

Information & Support Lines

YouthInBC.com

24-hr Distress Line: **604.872.3311**

<https://youthinbc.com>

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

Helpline for Children

310.1234

604.660.4927

Kids Help Phone

24-hr: **1.800.668.6868**

www.kidshelpphone.ca

Txt: **"Connect" to 686868**

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

Legal Rights for Youth in BC

1.855.875.8867

www.legalrightsforayouth.ca

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

posAbilities

Laurel

Behaviour Support Services

☎ **778-945-1435**

✉ laurel@posAbilities.ca

🌐 laurelbc.ca

Making Changes That Matter

- Behaviour supports for children, youth and adults
- Certified Triple P® Positive Parenting Program
- Early Intensive Behaviour Intervention (EIBI)
- LINK! Adapted Sexual Health Education
- Connect with PEERS® Social Skills Group
- Individualized Workshops

Contact us to learn more.



Services for Youth

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

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

Aged Out

<https://agedout.com>

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

Foundry

www.foundrybc.ca

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

Creekside Youth Detox Program 604.587.3755

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

D-Talks (Youth Detox Line) 1.877.872.4349

After hours: 604.872.4349

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

Sex Sense Line 604.731.7803

www.optionsforsexualhealth.org/sex-sense/

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

Smart Sex Resource 604.707.5603

www.smartsexresource.com

Information and resources 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 604.587.8100 http://pcrs.ca/services/ (IRAYL) 604.999.8180

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

Youth Programs

Aunt Leah's Place 604.525.1204

www.auntleahs.org

Offers housing, job training, life skills training and quality of life opportunities for youth in foster care and young moms to help them transition to independent living. Drop in grocery pickup Mon & Fri, 12-2pm. Wed, 3-5pm for foster care youth and young moms.

Burnaby Neighbourhood House 604.431.0400

www.burnabybh.ca

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

CAVE Youth Employment Program 604.438.3045

www.douglascollege.ca/cave

cave@douglascollege.ca

Offers a free training option for youth 17-29yrs to build their workplace skills and confidence, identify job goals, and find paid work. Must be unemployed or under employed, and not a full-time student.

Covenant House Crisis Program 604.685.7474

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

Offers safe housing, food, clothing and counselling to youth 16-24yrs. 28 beds for female-identified and 35 beds for male-identified youth are available on a first-come, first-served basis.

ISSofBC -MY (Multicultural Youth) Circle 604.522.5902

www.issbc.org

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

MOSAIC -Moving Ahead FreeRunning for Immigrant & Refugee Youth 604.636.4712

www.mosaicbc.org/youth

Provides support groups and one-on-one settlement support for newcomers 16-28yrs with multiple barriers.

OLD ORCHARD CENTRE

Corner of Kingsway and Willingdon

OVER 25 STORES AND SERVICES FOR YOUR SHOPPING CONVENIENCE.

Plenty of free customer parking.



KINGSWAY & WILLINGDON, BURNABY • www.oldorchardcentre.com

QMUNITY Youth Services**604.684.5307 x108**www.qmunity.ca/get-support/youth

1170 Bute St, Vancouver

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

SUCCESS –Chance to Choose Employment Program<https://successbc.ca/service-categories/employment/>

604-5050 Kingsway, Burnaby

604.438.7222

Delivers employability skills to youth 15-30yrs through training and work experience to assist participants 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. Call for more info during Covid.

Burnaby Parks & Recreation Youth Centres:www.burnaby.ca/youth**Creekside Youth Centre**

2720 Beaverbrook Cres, Burnaby

604.294.7607**Youth Lounge @ Edmonds**

7433 Edmonds St, Burnaby

604.297.4841**South Central Youth Centre**

6749 Nelson Ave, Burnaby

604.297.4497**Summit Youth Centre**

200 Willingdon Ave, Burnaby

604.268.1369**Burnaby Youth HUB**www.burnabyyouthhub.org

4750 Imperial St, Burnaby

604.569.0951Clinic: **604.293.1764**

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

New West Youth Centrewww.newwestyouth.ca

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

604.515.3801

Drop-in centre for youth 13-18yrs. Call for more info.

Youth Sourcewww.purposesociety.org

40 Begbie St, New West

604.293.1764

Provides a warm, welcoming place for youth to enjoy recreational activities, and access advocacy and referral services. Showers, laundry, emergency food, and a sexual health clinic are also available.

Youth Health Clinics**Burnaby Youth Clinic****604.293.1764**

4734 Imperial St, Burnaby

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

East Van Youth Clinic**604.675.3986**www.vch.ca

1669 E. Broadway, Vancouver

Open Mon-Fri, 9am-5pm for phone calls and 2-5pm by appointment only. Serves youth until 25yrs.

New Westminster Youth Clinic**604.526.2522**www.purposesociety.org

38 Begbie St, New West

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

Surrey Youth Clinic**604.585.5999**

9634 King George Blvd, Surrey (Shirley Dean Pavillion)

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

10am-4:45pm, Fri, 11am-3:45pm. Serves youth 21

and under. By appointments only due to COVID-19.

Indigenous Peoples**Fraser Region Aboriginal Friendship Centre**www.frafca.org**604.923.1166**

Supports the preservation of Aboriginal culture, languages, and traditions. Provides education, social and recreation services for Aboriginal peoples of all ages. Call or check website for latest program updates.

Vancouver Aboriginal Friendship Centre Societywww.vafcs.org**604.251.4844**

1607 E. Hastings St, Vancouver

Provides programs on health and welfare, social services, culture, education and recreation for Indigenous peoples.

NEC Native Education College**604.873.3772**www.necvancouver.org

Private college works to strengthen Indigenous communities through accredited programs that lead to employment and higher learning.

Metis Family Services**604.584.6621**www.metisfamilyservices.ca

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



Visit us at www.volunteerburnaby.ca to learn more about available volunteer positions in your community.

Email: info@volunteerburnaby.ca

Tel: 604.294.5533



@VolunteerBby



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@VolunteerBurnaby

ACCESS –Essential Skills for Aboriginal Futures
www.accessfutures.com **604.913.7933**
 Delivers a diverse assortment of education, training, counselling, support and financial services to help urban Aboriginal community overcome barriers to success and self-sufficiency. Education programs include: Trades Training & Apprenticeship Programs, Essential Skills, and Employment Assistance Services Program.

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

Aboriginal Health Liaison Program **604.614.7786**
1.866.766.6960

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

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

Pacific Association of First Nations Women **604.872.1849**
www.pafnw.ca info@pafnw.ca
 Assists Aboriginal women and their families with health and social services issues.

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

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

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

Ministry of Children & Family Development –Indigenous Child and Family Services **604.660.9544**
 2nd Fl, 201-7645 Kingsway, Burnaby
 Provides supportive and protective services to Aboriginal children and families.

Urban Native Youth Association **604.254.7732**
www.unya.bc.ca
 Offers programs for Indigenous youth including education and training, advocacy, and support services that respond to their immediate and long term needs.

Vancouver Native Housing Society **604.320.3312**
www.vnhs.ca
 Provides safe, secure, supportive, and affordable housing to families and individuals, with priority for the Indigenous community.

Persons with Disabilities

BACI –Burnaby Association for Community Inclusion
www.gobaci.com **604.299.7851**
 Offers a range of programs and services to infants, children, youth, and adults with developmental disabilities and their families.

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

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

BC Easter Seals **604.736.3475**
www.eastersealsbcy.ca/camp/
 Provides overnight camps in the Okanagan Valley for adults, teens and children with disabilities.

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



**Burnaby Association
for Community Inclusion**

Supporting the inclusion of people of all ages and abilities

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

e: reception@gobaci.com t: 604.299.7851 w: www.gobaci.com

BCITS Technology for Living

www.bcits.org

Technologies for Independent Living Program (TIL)

Provides home automation and assistive devices for people with physical disabilities to live as independently as possible at home.

Provincial Respiratory Outreach Program (PROP)

Provides equipment and support to qualified persons needing assistive ventilation while living in community.

Canucks Autism Network (CAN)

www.canucksautism.ca

Provides adaptive sports, recreational, social and arts programs for children, teens and young adults living with autism while spreading awareness and providing autism training in communities across BC. Membership is \$25 per individual per year (eligible through autism funding).

CNIB Foundation

www.cnib.ca

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

Disability Alliance BC

www.disabilityalliancebc.org

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

Advocacy Access Program

Assists people with all disabilities to apply for and appeal the denial of provincial and federal disability benefits. Assists with access to health goods, services and supplements provided through MSDPR. By appointment only.

Down Syndrome Resource Foundation

www.DSRF.org

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

604.326.0175**Disability Foundation**

www.disabilityfoundation.org

Provides opportunities for people with physical disabilities to feel empowered and participate in a variety of indoor and outdoor activities.

BC Mobility Opportunities Society (BCMOS)

www.bcmos.org

info@bcmos.org

Provides opportunities to participate in outdoor recreation activities like hiking and kayaking.

ConnectTra Society

www.connecttra.org

info@connecttra.org

Connects people with physical disabilities to work, leisure, and social opportunities in Metro Vancouver.

Disabled Independent Gardeners Association (DIGA)

www.digabc.org

info@digabc.org

Disabled Sailing Association of BC (DSA-BC)

www.disabledsailingbc.org

info@disabledsailingbc.org

Vancouver Adapted Music Society (VAMS)

www.vams.org

info@vams.org

Supports musicians with physical disabilities in exploring and achieving their musical goals.

Family Support Institute

www.familysupportbc.com

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.

Find Support BC

www.findsupportbc.com

Connects families of persons with disabilities with resources available to them throughout the province.

MyBooklet BC

www.mybookletbc.com

Online tool for families and people with disabilities to design personal information booklets for loved ones or themselves.

Support Worker Central

www.supportworkercentral.com

Online database designed to match individuals, families and agencies with support workers in their communities.

WayFinders

www.wayfindersbc.com

Provide personalized conversations to encourage Person Centered Planning through one-on-one Visioning and Path finding to empower people with disabilities, discover their direction towards fuller, richer lives in community.

604.540.8374**1.800.441.5403****604.872.1278**

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Burnaby Board of Trade –Your Local Chamber
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Western Association of Chamber Executives

Fraser's Community Services 604.522.3722
www.fraserside.bc.ca/community-living/ info@fraserside.bc.ca
Provides 24/7 staffed Community Living residences, Home Share Services, Supported Employment, and Community Inclusion day programming for adults with physical and developmental disabilities.

Learning Disability Society of Greater Vancouver
www.lidsociety.ca 604.873.8139
Offers affordable and accessible remedial teaching programs to children and youth 5-18yrs with suspected or diagnosed learning disabilities. Provides individualized one-to-one instruction to give children access to the tools to increase self-esteem and academic success. Also offers comprehensive bursaries, advocacy support for parents, and other programming such as social skills sessions, speech clinic, summer camps, online tutoring and more.

**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 BCAN standards. Provides services to individuals 18yrs and under diagnosed with Autism Spectrum Disorder and other developmental disabilities.

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

Planned Lifetime Advocacy Network (PLAN) 778.819.1726
www.plan.ca hello@plan.ca
Provides advocacy, person-centred planning, and personal support networks to empower people with disabilities and their families to build safe, secure, supportive, and inclusive communities to live in. Collaborates with family to ensure a network of caring relationships, a sound financial plan, supported decision making, and opportunities to contribute. Workshops on RDSP, wills, trusts, and estate planning are also available.

Together Speech & Language Services 604.767.3335
www.togetherspeech.com
Offers speech assessment, therapy and coaching.

Pacific Autism Family Centre 604.207.1980
www.pacificautismfamily.com
Brings together state of the art resources for research, information, learning, assessment, treatment and support; and building capacity to address the lifespan needs of individuals with Autism Spectrum Disorder (ASD), and their families across BC.

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

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

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

Progressive Housing Society 604.522.9669
www.progressivehousing.net info@progressivehousing.net
Provides affordable housing options and support services to those experiencing housing insecurity and homelessness.

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

SPARC BC Accessibility and Enforcement Line 604.718.7734

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



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youth and adults:**
Behaviour Consultation
Community Inclusion
Employment
Home Living



240-4664 Lougheed Hwy., Burnaby, BC, V5C 5T5
Tel (604) 299-4001 Fax (604) 299-0329 Email: info@posAbilities.ca

posAbilities.ca



Spinal Cord Injury BCwww.sci-bc.ca

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

Swap n Shopwww.sci-bc-swapnshop.ca

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

Peer Program

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

Variety - the Children's Charitywww.variety.bc.ca

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

Vision Loss Rehabilitation Canada (VLRC) British Columbiawww.visionlossrehab.ca

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

Wavefront Centre for Communications Accessibility

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

www.wavefrontcentre.ca

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

LGBT2Q+ Community

PFLAG Canada -Vancouver Chapterwww.pflagvancouver.cominfo@pflagvancouver.ca

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

1.800.689.2477**604.324.3611****604.320.0505**info@variety.bc.ca**604.431.2121****604.736.7391**TTY: **604.736.2527****QMUNITY**www.qmunity.ca

1170 Bute St, Vancouver

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

Youth Services (14-25)**Older Adult Services (55+)****Volunteer Inquiries****604.684.5307 x100****604.684.5307 x108****604.684.5307 x110****604.684.5307 x109****HIM -Men's Sexual Health Centre**www.checkhimout.ca

218-610 6th St, New West

Provides physical, sexual, social and mental health services for men. Services include HIV and STI testing, change advocacy, counselling and free condoms. Walk-in or call during clinic hours, Fri, 3-8pm.

604.488.1001**604.230.9915****I Belong**www.mosaicbc.org/i-belong

Offers a safe and welcoming space for LGBTQIA2+ newcomers to meet new people, share experiences and make positive changes through one-on-one social mentorship, group counselling, and a peer support group.

236.991.0107**Trans Care BC**

www.phsa.ca/our-services/programs-services/trans-care-bc
transcareteam@phsa.ca

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

1.866.999.1514

Immigrants & Newcomers

BC Newcomers' Guide to Resources & Serviceswww.WelcomeBC.ca

Offered in 11 languages. Check website for updated information. Printed copies of the guide can be picked up at your local library or ordered online.

BIPT -Burnaby Intercultural Planning Tablewww.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.

golfburnaby.ca



Back in Motion –Career Paths for Skilled Immigrants
www.careerpaths.ca **604.575.3800**
 Provides occupation-specific resources and support to help immigrant job seekers move into careers that match their qualifications.

Conversations for Life **604.374.5465**
www.gv.ymca.ca/programs connections@gv.ymca.ca
 Offers newcomers (Permanent Residents and Convention Refugees only) with English skill building, networking, and tips on being successful in Canada. Trained facilitators will help you practice English through short presentations and discussions focused on different topics.

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

MAP Settlement Case Management Program

Provides wraparound case management support for newcomers facing added barriers to their integration in Canada. Also provides one-to-one support, group services, referrals and case conferencing. For permanent resident and protected persons only.

International Credential Evaluation Service
www.bcit.ca/ices **604.432.8800**
 Evaluates the credentials of people who have studied in other provinces or countries and determines comparable levels in British Columbia and Canadian terms.

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.

MOSAIC Settlement Programs **604.351.6198**
www.mosaicbc.org/services/settlement
 Offers programs for Permanent Residents, Naturalized Citizens, Work Permit Holders and Refugees. Social mentoring, workshops, group activities and individual consultations are available.

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

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

Burnaby School District Welcome Centre
<http://swis.burnabyschools.ca> **604.296.6936**
New Westminster Schools
www.mosaicbc.org/swis **604.522.3722 x180**

SUCCESS Settlement Services **604.430.1899**
www.successbc.ca
 Provides settlement services including individual counselling and support services, life skills education workshops, public education workshops, labour market info and community connection programs.

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

YMCA Social and Educational Events **604.374.5465**
www.gv.ymca.ca/programs connections@gv.ymca.ca
 Offers free monthly events to help newcomers (Permanent Residents and Convention Refugees only) learn new things, make friends, practice English and have fun. Must register at eventbrite.ca/e/116539505799.

Recreation & Community

Recreation Centres & Libraries

Burnaby Home Library & Accessible Service **604.436.5423**
www.bpl.bc.ca
 Delivers materials for free to Burnaby residents confined to their home for a minimum of three months due to ill health frailty, visual or physical disability. Audiobooks and audiobook readers for residents with perceptual disabilities.

New Westminster –Home Library Services **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, audio books, music, magazines, and DVDs.



Helping immigrants build a future in Canada

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

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

New West: 604-522-5902

Burnaby: 604-395-8000



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

Bob Prittie Metrotown Library 604.436.5400

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)

Burnaby Parks, Recreation & Cultural Services

www.burnaby.ca/active 604.294.7450

Offers a variety of leisure services and activities for all ages, interests, and skill levels. Check the Leisure Guide for more information and schedules for all facilities.

Bill Copeland Sports Centre 604.297.4521

Bonsor Recreation Complex/Pool 604.297.4597

Cameron Recreation Complex 604.297.4456

C.G. Brown Memorial Pool 604.297.4520

Edmonds Community Centre/Pool 604.297.4838

Eileen Dailly Leisure Pool 604.298.7946

Kensington Complex 604.297.4535

Willingdon Community Centre 604.297.4526

New West Parks & Recreation

www.newwestcity.ca

Offers a variety of leisure programs and drop-in services for all ages. Rentals of gyms, fields, community halls and ice time are also available.

Canada Games Pool 604.526.4281

Centennial Community Centre 604.777.5100

Moody Park Arena 604.525.5301

Queen's Park Arena 604.777.5111

Queensborough Community Centre 604.525.7388

Art Galleries, Museums & Theatres

Arts Council of New Westminster

604.525.3244

www.acnw.ca

info@acnw.ca

Arts resource for New Westminster artists and audiences in the Visual, Literary, and Performing Arts.

Burnaby Arts Council & Deer Lake Gallery 604.298.7322

www.burnabyartscouncil.org

6584 Deer Lake Ave, Burnaby

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

Burnaby Art Gallery

604.297.4422

www.burnabyartgallery.ca

6344 Deer Lake Ave, Burnaby

Presents a variety of exhibitions, programs, and events.

Burnaby Village Museum

604.297.4565

www.burnabyvillagemuseum.ca

bvm@burnaby.ca

6501 Deer Lake Ave, Burnaby

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

Fraser River Discovery Centre

604.521.8401

www.fraserriverdiscovery.org

info@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

info@masseytheatre.com

735-8th Ave, New West

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

Michael J. Fox Theatre

604.664.8875

www.michaeljfoxtheatre.ca

info@michaeljfoxtheatre.ca

7373 MacPherson Ave, Burnaby

Hosts multicultural music, drama performances and events.

New Westminster Museum & Archives

604.527.4640

nwmuseumarchives.ca

777 Columbia St, New West

Home to over 36,000 objects and 35,000 photographs and archival records that celebrate New Westminster. Visit website for up-to-date facility information and bookings.



Burnaby Public Library

- Reference & research services
- Downloadable audiobooks and e-books
- Online news, research, language learning and career resources
- Personalized reading suggestions
- Books in accessible formats and delivery to residents who qualify

Be curious...

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

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

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

Shadbolt Centre for the Arts **604.297.4440**
www.shadboltcentre.com shadboltinfo@burnaby.ca
 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
www.sfu.museum **778.782.3325**
 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 Mike Hurley (Burnaby) **604.294.7340**
Mayor Jonathan Cote (New West) **604.527.4522**

Provincial MLAs:

Anne Kang (Burnaby –Deer Lake) **604.775.0565**
Raj Chouhan (Burnaby –Edmonds) **604.660.7301**
Katrina Chen (Burnaby –Lougheed) **604.660.5058**
Janet Routledge (Burnaby North) **604.775.0778**
Judy Darcy (New West) **604.775.2101**

Federal MPs:

Terry Beech (Burnaby North–Seymour) **604.718.8870**
Jagmeet Singh (Burnaby South) **604.291.8863**
Peter Julian (New West–Burnaby) **604.775.5707**

Environment & Recycling

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

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

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

Kidney Foundation of Canada **604.408.2277**
www.kidney.ca/britishcolumbia/kidney-car
Kidney Car Program **1.800.585.4479**
 Donate unwanted vehicles to the Kidney Foundation. Receive a free tow and tax receipt. Call for pick-up.

Burnaby Solid Waste and Recycling **604.294.7972**
www.burnaby.ca (City Services - Garbage & Recycling)
Burnaby Eco-Centre
 4855 Still Creek Dr, Burnaby
 Open Mon-Sun, 8am-4pm.
Burnaby Curbside Appliance Collection
 Service for Burnaby residents only. Call for pick-up. Appliances may also be delivered to the above site.
Composters & Rain Barrels
 Reduce waste and conserve drinking water by using a backyard composter and installing a rain barrel for watering gardens. Buy at Burnaby Eco-Centre.

Volunteer Opportunities

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

www.BbyServices.ca
www.BurnabyMeals.ca
 Offers a wide variety of volunteer opportunities, seasonal to year round. Areas include Burnaby Christmas Bureau, summer events, seniors transportation drivers, reception, meal delivery, income tax preparation and form completion. See website for more information.

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

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

Seniors Services Society **604.520.6621**
www.seniorsservicessociety.ca
volunteer@seniorsservicessociety.ca
 Offers volunteer opportunities including Meals on Wheels Runners/Drivers, Medical Transport Drivers, Grocery Order Takers, Bus Outing Host, Support Callers, and Reception.

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

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

Regency

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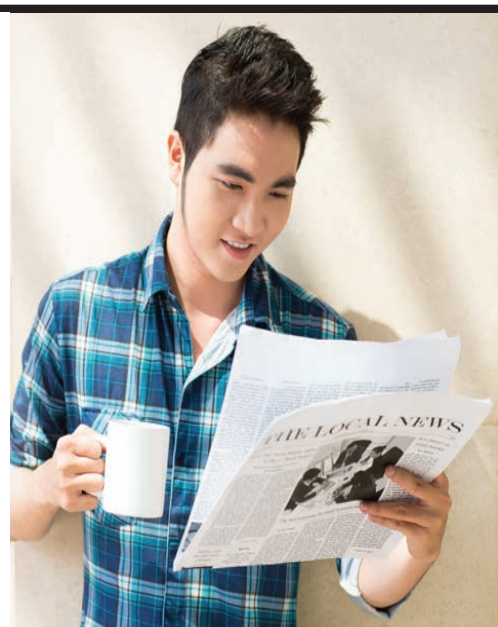
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OCEAN VIEW
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OceanViewFuneral.com
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CHANGE BEGINS WITH US

Let's make great things happen!

Our diverse and dynamic community continues to thrive because we support each other, especially during these challenging times. Whether you are an individual or family who is struggling, a senior without a support network, or a newcomer hoping to find a better life for you and your family, we understand. Burnaby Community Services offers a range of programs, services, and publications to help. Given the right tools, the necessary support, and access to a team of innovative and passionate people, we can all make positive changes in our lives and in our community.

Together we can empower people and change lives.

MAKE A DONATION

We need your help! Donations allow us to provide those in need with critical resources, opportunities, and compassionate assistance. Your support is truly appreciated. Help us make a difference in someone's life.

VOLUNTEER NOW

Get involved! We offer diverse and rewarding volunteer opportunities – you could drive seniors, provide outreach to our community, help families in the Christmas Toy Room, or support our varied programs in many different ways.

Burnaby Community Services

T 604-299-5778 **E** info@BbyServices.ca **W** www.BbyServices.ca
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