



WILLINGDON CHURCH

Care Ministries

COMMUNITY RESOURCES GUIDE

**The Willingdon Church Care
Ministry provides this support
services information for referral
only. This list is not meant
to imply an endorsement by
Willingdon Church.**

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FOOD

Food Bank & Community Meals

Greater Vancouver Food Bank Society

604.876.3601 / www.foodbank.bc.ca

Offer a 2-3 day food supplement as well as baby food, formula, and diapers for qualifying infants.

Burnaby Neighbourhood House

604.431.0400 / www.burnabynh.ca

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

Quest Food Exchange

604.553.0636 / www.questoutreach.org

Provides dignified access to a variety of affordable and health foods to people facing food security challenges.

Holy Trinity Cathedral

604.521.2511 / 514 Carnarvon St. New Westminster

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

Jubilee United Church

604.434.8323 / 7591 Gray Ave. Burnaby

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

St. Barnabas Anglican Church

604.526.6646 / 1010 5th Ave. New Westminster

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

Union Gospel Mission

604.525.8989 / 658 Clarkson St. New Westminster

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

Salvation Army - Metrotown

604.437.1521

Emergency food bank on Wed, 10am-4pm.

Meals at Southside Church, 7135 Walker Ave. Burnaby, on Mon, 5:45pm.

Salvation Army – New Westminster

604.521.2421

Emergency food assistance and clothing available. Call for more information.

Society to End Homelessness in Burnaby

Outreach Resource Centre

604.317.8114

Offers lunch, provides clothing, shelter information and outreach support services. Call for more information.

Food Delivery Programs

Burnaby Meals on Wheels

604.299.5754 / www.BurnabyMeals.ca

Provides affordable food to people who for physical, mental health, social or economic reasons are unable to meet their dietary needs.

New Westminster Meals on Wheels

604.520.6621 / www.seniorsservicessociety.ca/smow.htm

Provides affordable meals to New West residents.

Call for rates and details.

Japanese-Style Meals on Wheels

604.687.2172 / www.tonarigumi.ca/services/service-list

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

Better Meals

604.299.1877 or **1.888.838.1888** / www.bettermeals.ca

Offers affordable ready-to-eat full course meals.

Dairyland Home Service

604.421.4663 / www.morethanmilk.ca

Offers regularly scheduled delivery service of about 800 products. Call for more information.

HEALTH & WELLNESS

Emergency

RCMP – Emergency 911

Burnaby RCMP 24 Hour Victim Service 604.646.9700

Rape Crisis Line 24 Hour 604.872.8212

Burnaby Safe House 604.525.0999 / www.safeshelter.ca

Rape Relief & Women's Shelter

604.877.0958 / www.rapereliefshelter.bc.ca

WAVAW Rape Crisis Centre

604.255.6344 / www.wavaw.ca

Health & Wellness

HealthLink BC

24 Hr: 811 TTY: 711 / www.healthlinkbc.ca

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

Healthy Families BC

www.healthyfamiliesbc.ca

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

BC Healthy Kids Program

1.866.866.0800 / www.gov.bc.ca

Helps low income families with the cost of basic dental care and prescription eyewear for their children.

BC Drug & Poison Information Centre

604.682.5050 / www.dpic.org

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

Fraser Health Authority

www.fraserhealth.ca

Fraser Health Crisis Line 24Hr:

604.951.8855

Public Health General Information

Burnaby 604.918.7605

New West 604.777.6740

Home Health Service Line

(New Inquiries) 1.855.412.2121

Burnaby 604.918.7447

New West 604.777.6700

Health Protection Office

604.918.7683

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

BC Emergency Health Services

604.872.5151/ *www.bcehs.ca*

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

BC Women's Hospital & Health Centre

604.875.2424 / *www.bcwomens.ca*

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

Health Insurance BC

602.683.7151/ *www.health.gov.bc.ca*

Provides information on Pharmacare, Fair Pharmacare, and Medical Services Plan.

College of Physicians & Surgeons of BC

604.733.7758 / *www.cpsbc.ca*

Provides contact information for doctors accepting new patients.

Drop-in Clinics

Purpose Free Adult Community Clinic

604.526.2522 / 38 Begbie St. New West

Walk-in clinic provides health services to all adults 18+. No ID or MSP needed. Nurse practitioners provide primary care including chronic or acute disease management; physical exams; and referrals to specialists. Services are provided without cost regardless of coverage, except for prescriptions and lab work. Not wheelchair accessible.

10th Street Medicentre

604.526.3308 / 75-10th St, New West

Brentwood Medical Clinic

604.294.8540 / www.brentwoodwalk-inclinic.com

212-4567 Lougheed Hwy, Burnaby

Heights Medical Centre

604.298.4491 / 3990 Hastings St, Burnaby

Highgate Medical Centre

604.777.9101 / www.highgatemedicaldentalclinic.ca

103-7188 Kingsway, Burnaby

Kensington Children's Medical Clinic

604.299.9769 / www.kensingtonmedicalclinic.com

6548 E. Hastings St, Burnaby

Lougheed Medical Clinic

604.421.2555 / 145-9855 Austin Ave, Burnaby

Metrohealth Clinic

604.433.3341 / www.metrohealthclinic.ca

4879 Kingsway, Burnaby

Middlegate Medical Centre

604.522.1886 / 7018 Kingsway, Burnaby

Old Orchard Medical Walk-In Clinic

604.431.6585 / www.burnabymedicalclinic.com

11-4429 Kingsway, Burnaby

Royal Columbia Medical Clinic

604.522.7363 | www.royalcolumbiamedical.ca

107-301 E. Columbia St, New West

Welcome Medical Clinic

604.526.8905 | www.welcomemedical.ca

105-7885 6th St, Burnaby

Hospitals

Burnaby Hospital

604.434.4211 | 3935 Kincaid St, Burnaby

Royal Columbian Hospital

604.520.4253 | 330 E. Columbia St, New West

BC Children's Hospital

604.875.2345 | www.bcchildrens.ca

4480 Oak St, Vancouver

BC Women's Hospital & Health Centre

604.875.2424/Visiting Info Line 604.875.2929

www.bcwomens.ca

4500 Oak St, Vancouver

Addiction & Detox Support

Alcohol & Drug Information & Referral

604.660.9382 and 1.800.663.1441 | www.bc211.ca

Addiction support workers provide 24-hr information and referral to counselling, detox, residential treatment centres, and self-help groups.

BC Lung Association – Quit Now

604.731.5864 and 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 anyone who is concerned about their own or someone else's alcohol and drug use.

Charlford House Society for Women

604.420.4626 / www.charlfordhouse.ca

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

Creekside Daytox

604.585.5610

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

Creekside Youth Detox Program

604.587.3755

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

Creekside Withdrawal Management

604.587.3755

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

Quibble Creek Sobering & Assessment Centre

604.580.4965

Provides a safe and supportive environment for individuals under the influence of alcohol/drugs to sober up from intoxication. Open 24/7. Centre also provides safe consumption services for IV users from 7am-7pm.

Last Door Recovery Centre

604.525.9771 / www.lastdoor.org

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

Last Door Youth Program Centre

604.520.3587 / www.lastdoor.org

Provides residential program for male youth ages 14-18 who are experiencing problematic substance misuse, gambling or media addictions. Post treatment transitional living and support services for families are also available.

Perspectives Adult Addiction Services

604.522.3722 ex.101 / www.fraserside.bc.ca

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

Phoenix Centre Drug & Alcohol Recovery & Education

604.583.7166 / www.phoenixsociety.com

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

Problem Gambling Helpline

1.888.795.6111 / www.bcresponsiblegambling.ca

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

Support Groups

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

Alcoholics Anonymous 24-hr.

604.434.3933 / www.vancouveraa.ca

Al-Anon/Alateen

604.688.1716 / www.bcyukon-al-anon.org

Cocaine Anonymous

604.662.8500 / www.ca-bc.org

Gamblers Anonymous

604.878.6535 / www.gabc.ca

Nar-Anon

604.878.8844 / www.nar-anon.org

Support groups for family and friends of compulsive drug users.

Narcotics Anonymous

604.873.1018 / www.vascna.ca

Parents Forever

604.524.4230 / www.parentsforever.ca/about.html

Support group for parents of adult addicted children.

Dental Health Resources

British Columbia Dental Association

604.736.7202 / www.bcdental.org

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

Douglas College Dental Assisting Clinic

604.527.5464 / www.douglascollege.ca

(Dental Clinic Preventative Services)

Provides preventive dental services to patients ages 4-25. Services are offered at reduced rates. Must attend screening appointment.

Available only in April/May.

Mid-Main Health Centre - Dental Clinic

604.873.3602 / www.midmain.net

3998 Main St, Vancouver

Provides family dental services at discounted rates.

UBC Dental Clinic

604.822.2112 / www.dentistry.ubc.ca/treatment

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

UBC Dental Hygiene Program

604.544.8875

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

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

Fraser Health Lifeline

604.953.4960 / www.fraserhealth.ca/health-info/seniors/lifeline

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

Canadian Red Cross Society

604.709.6600 / www.redcross.ca/lowermainland

HELP – Short Term Loans 604.522.7092

105-7355 Canada Way, Burnaby

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

Aids to Independent Living

604.270.4224 ex. 4

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

Mental Health Resources

Crisis Line 24-hr Distress Line:

604.872.3311 / www.crisiscentre.bc.ca

Suicide Line

1.800.784.2433

310 Mental Health Support

Distress Line: 310.6789

Seniors Distress Line

604.872.1234

Fraser Health Mental Health Centres

Burnaby 604.453.1900

New West 604.777.6800

Canadian Mental Health Association

Vancouver-Fraser Branch

604.872.4902

www.vancouver-fraser.cmha.bc.ca

Provides advocacy, education, and community-based research and services to those affected by mental illness. Call for more information on workshops, resources and events in your area.

Early Childhood Mental Health Program

604.660.0706

102-4430 Halifax St, Burnaby

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

Child & Youth Mental Health Program

Ministry of Children and Family Development provides community-based specialized mental health services that are accessed through a walk-in intake clinic, no appointment necessary. Please call for dates and times.

102-4430 Halifax St, Burnaby / 604.660.0706

202-7645 Kingsway, Burnaby / 604.660.9544

201-1065 Columbia St, New West / 604.660.9495

FamilySmart

604.878.3400 / www.familysmart.ca

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

Kelty Mental Health Resource Centre

604.875.2084 / www.keltymentalhealth.ca

Provides information and resources on mental health, medications, and substance use issues for children and youth under 24 yrs. and their families. Access in-person at Children's Hospital.

Mood Disorders Association of BC

604.873.0103 / www.mdabc.net

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

Sexual Health Resources

Rape Crisis Line 24-hr:

604.872.8212 / TDD: 604.877.0958

Rape Relief & Women's Shelter

www.rapereliefshelter.bc.ca

WAVAW Rape Crisis Centre 604-255-6344

www.wavaw.ca

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 free confidential services including STI testing and treatment, pregnancy testing and counselling, physical exams. Call for appointment.

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

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

Health Organizations

Allergy/Asthma Information Association

1.877.500.2242 / www.aala.ca

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

Alzheimer Society of BC – Fraser Region

604.298.0780 / www.alzheimerbc.org

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

First Link Dementia Helpline

604.681.8651

Arthritis Society BC & Yukon Division

604.714.5550 / www.arthritis.ca/bc

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

Autism BC

604.434.0880 / www.autismbc.ca

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

BC Brain Injury Association

604.984.1212 / www.brainstreams.ca

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

BC Epilepsy Society

604.875.6704 / www.bcepilepsy.com

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

BC Lung Association

604.731.5864 / www.bc.lung.ca

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

BC Schizophrenia Society

604.270.7841 / www.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, health advocacy, prevention initiatives, support groups and services.

Canadian Liver Foundation – BC/Yukon Chapter

604.707.6430 / www.liver.ca

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

Cerebral Palsy Association of BC

604.408.9484 | www.bccerebralpalsy.com

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

CNIB – Canadian National Institute of the Blind

604.431.2121 | www.cnib.ca

Offers those affected by vision loss with independent living skills training, safe travels techniques, volunteer services, support groups, library, individual counselling, career and employment counselling.

Diabetes Canada

1.800.226.8464 | www.diabetes.ca

Provides diabetes related information and referral services. For service in Chinese, call 604.732.8187.

Food Skills for Families

604.732.1331 ex. 2322 | www.foodskillsforfamilies.ca

Down Syndrome Research Foundation

604.444.3773 | www.dsrf.org

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

GI Society

604.873.4876 | www.badgut.org

Provides trusted, evidence-based information, resources and research on a wide array of gastrointestinal diseases and disorders.

Heart and Stroke Foundation of Canada

604.342.8070 | www.heartandstroke.bc.ca

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

Kidney Foundation of Canada – BC & Yukon Branch

604.736.9775 | www.kidney.ca/bc

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

MEFM Society of BC

(Myalgic Encephalomyelitis, Chronic Fatigue Syndrome & Fibromyalgia)

604.878.7707 / www.mefm.bc.ca

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

Multiple Sclerosis Society of Canada – BC & Yukon Division

604.689.3144 / www.mssociety.ca

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

Muscular Dystrophy Canada

604.732.8799 / www.muscle.ca

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

Osteoporosis Canada

604.685.2582 / www.osteoporosis.ca

Provides educational information and referrals to local resources.

Parkinson Society British Columbia

604.662.3240 / www.parkinson.bc.ca

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

Prostate Cancer Foundation BC

604.574.4012 / www.prostatecancerbc.ca

Offers support groups meetings on the first Saturday of each month at Burnaby General Hospital (2nd floor, Education Rm A) from 10:am-12pm. Call for more information.

Stroke Recovery Association of BC

604.688.3603 / www.srabca.ca

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

Western Institute for the Deaf & Hard of Hearing

604.736.7391/TTY:604.736.2527 / www.widhh.ca

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

COUNSELLING

Acts Seminars: Three centres

Burnaby Counselling Group (Christian)

604.430.1303 / www.counsellinggroup.org/Burnaby

Confidential counselling services for all age groups.

Peace Portal Counselling

604-542-2501 / www.peaceportalcounselling.com/Surrey

Cares Counselling Society

604-853-8916 / www.cares.ca/Abbotsford

Burnaby Family Life Institute

604.659.2217 / www.burnabyfamilylife.org

Sexual abuse, trauma and violence counselling services to women and children ages 3-19 who experience or witness abuse.

Counselling BC

www.counsellingbc.com

Online resource and professional directory for counselling.

Family Services of Greater Vancouver

604.525.9144 / www.fsgv.ca

Affordable counselling programs and support services.

BC Institute against Family Violence

604.669.7055 / www.bcifv.org

Offers referral services, seminars, workshops and conferences in the area of family violence.

Journey Canada (Christian)

604.301.1470 / www.journeycanada.com

Specializing in those struggling with the effects of sexual abuse, co-dependency, sexual promiscuity, and sexuality.

Denis Boyd & Associates (Christian)

604.931.7211 / www.denisboyd.com

Confidential counselling services for all age groups.

Pacific Counselling Group (Christian)

604.301.1490

Wide range of specialties including gender identity.

Dr. Keith Krull (Christian)

604.839.4660 / www.drkeithkrull.com

Specializing in sexual addictions.

Lynette Unger (Christian)

604-332-1442/www.blossomcounsellingservices.com

Specializing in grief, spirituality, and anxiety

Purpose Society – Family Service

604.526.2522 / www.purposesociety.org

Offers programs to families with referrals from the Ministry of Children and Family Development: Family Therapy, Family Development Work, Short-Term Therapy, Family Development Response, Links Family Therapy, and Supervised Access.

Cameray Child & Family Services

604.436.9449 / www.cameray.ca

Provides child and family counselling, parent support and education, victim support and advocacy.

Camp Kerry Society

604.553.4663 / www.campkerry.org

Provides bereavement programs and counselling services to children, youth and families.

Cyndi's Centre

778-321-3054/counsellor@movingforwardfamilyservices.com/-
Surrey

Affordable (\$35/session or less) counselling for children and Youth
(free for low income families)

Fraserside Community Services

604.522.3722 ex.101 / www.fraserside.bc.ca

Provides counselling and support services to children, adolescents and their families who are struggling with substance misuse.

Covenant House Vancouver

604.685.7474/1.877.685.7474 / www.covenanthousebc.org

Offers services for young people leaving street life.

Lookout Housing & Health Society

604.544.5145 ex. 105 / www.lookoutsociety.ca

Offers supportive housing and services for homeless men and women.

New West UBC Counselling Centre

604.525.6651

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

Burnaby Seniors Outreach Services Society

604.291.2258 / www.bsoss.org

Offers support services for seniors and unpaid caregivers.

Century House Senior Peer Counselling

604.519.1064 / www.chspc.ca

Provides counselling for New West seniors 50+.

Atira Women's Resource Society

604.331.1407 / www.atira.bc.ca

Provides housing, support and counselling for women experiencing abuse, violence, drugs & alcohol, chronic health or mental health issues.

Battered Women's Support Services

604.687.1868 / Crisis Line: 604.687.1867 / www.bwss.org

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

Dixon Transition Society

604.433.4191 / www.dixonociety.ca

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

Elizabeth Fry Society

604.520.1166 / www.elizabethfry.com / info@elizabethfry.com

Provides housing, support and counselling for women and children.

Maida Duncan Women's Drop-In Centre

604.523.6749

402 E. Columbia St, New West

Offering women and children a place to go for light snacks, showers, laundry, free clothing and household items.

Monarch Place Transition House

604.521.1888 / www.monarchplace.org

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

NAJ Consulting, Inc.

604-307-2216/604-306-5002/NAJconsulting.com

Offers a variety of services ranging from psycho-logical assessment, treatment planning, individual conseling, and group therapy services.

Rape Victims Support Network

778.886.7001 / www.assaultcare.ca

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

VAST

604-255-1881/vast-vancouver.ca

Supports refugee mental health through counselling, documention, education, and referrals.

BC Men's Resource Centre

604.878.9033 / www.menbc.ca

Offers counselling and support on a variety of men's issues. Call for info or to book an appointment. No drop-ins.

BC Society for Male Survivors of Sexual Abuse

604.682.6482 / www.be-malesurvivors.com

Offers therapy for males who have been sexually abused or victims of domestic violence.

Burnaby Hospice Society

604.520.5087 / www.burnabyhospice.org

4535 Kingsway, Burnaby

Provides services in Burnaby to all going through the end-of-life journey.

Memorial Society of BC

1.888.816.5902 / www.memsoc.org

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

BC Bereavement Helpline

604.738.9950 / www.bcbereavementhelpline.com

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

Victim Services

Police Victim Services Units

Offers information, emotional support and practical help to persons or

families affected by a crime or trauma.

Burnaby RCMP 604.294.7602

www.burnaby.rcmp.ca

burnaby_victim_services@rcmp-grc.gc.ca

New Westminster Police 604.529.2525

www.nwpolice.org

VAU@nwpolice.org

MADD Metro Vancouver

604.515.9212 / www.madd.ca

Offers support to victims/survivors of impaired drivers and their families and friends.

Family Services of Greater Vancouver

Victim Service Program

604.525.9144 / www.fsgv.ca

Provides counselling and support services for victimized adults.

Child & Youth Victim Support Services

604.436.9449 / www.cameray.ca

Provides free support services to victims of crimes who are under age 19.

Forensic Nursing Service - Specialized Violence Intervention and Prevention

Surrey Memorial Emergency Dept. 604.585.5666 ex. 774723

Provides 24 hr free, confidential care for persons who may have experienced any form of intentional violence (sexual assault, inter-personal violence) within the past 7 days.

MOSAIC – Multicultural Victim Services

604.254.9626 / www.mosaicbc.org/mvs

Provides services for multicultural victims of all types of crime.

Stopping the Violence and Multicultural Outreach Services

www.mosaic.org/stv

Provides counselling for women who are at risk or have experienced abuse.

Victim LINK BC 24hr:

1.800.563.0808/TTY:604.875.0885 / www.victimlinkbc.ca

Provides multi-lingual assistance and support for victims of crime or sexual violence.

Specialized Sexual Assault Service

604.875.2881

Vancouver General Hospital Emergency Dept.

Provides 24 hr free and confidential care for anyone 13 or older who has been sexually assaulted within the past 7 days.

Justice Education Society of BC

www.victiminfo.ca

Provides online resource for victims and witnesses of crime in BC.

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, grocery services, mental health services, legal and advocacy help.

Extreme Weather Shelter

604.544.5145

Westminster Bible Chapel - 7540 6th St, Burnaby

Opens when weather is severe enough to present a substantial threat to life or health to homeless persons.

Covenant House Crisis Program

604.685.7474 | www.covenanthousebc.org/services/crisis-shelter

575 Drake St, Vancouver

Offers safe housing, food, clothing and counselling to youth ages 16-24.

Fraserside Community Services

604.525.3929

12 Beds for homeless families and single parents (men or women) and their children. No wheelchair access; no pets allowed.

Lookout Housing & Health Society

604.544.5145 ex. 105www.lookoutsociety.ca

Offers supportive housing and services for homeless men and women. Must be in/have history with New West.

Salvation Army Shelter Services

604.526.4783 / www.salvationarmy.ca

Providing over 40 shelters throughout the lower mainland for men, women, families and youth.

Union Gospel Mission

www.ugm.ca / contact@ugm.ca

Offers emergency shelter, meals, alcohol/drug recovery programs and affordable housing. Services provided in Vancouver & New West.

Burnaby Safe House

778.886.7001 / www.safeshelter.ca

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

Dixon Transition Society

604.433.4191 / www.dixonsociety.ca

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

Elizabeth Fry Society

604.520.1166 / www.elizabethfry.com / info@elizabethfry.com

Provides housing, support and counselling for women and children.

Cynthia's Place

604.582.2456

Provides shelter for homeless, single women.

Monarch Place Transition House

604.521.1888 / www.monarchplace.org

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

Housing Information & Services

BC Housing

604.433.2218 / www.bchousing.org

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

Affordable Housing Societies

604.521.0818 / www.affordablehsg.com

Provides rentals at market and subsidized rates.

Co-operative Housing Federation of BC 604.879.5111

www.chf.bc.ca

Provides information about co-op housing.

Metro Vancouver Housing Cooperation

604.432.6300 / www.metrovancouver.org (*Services > Housing*)

Offers housing for families, seniors, and persons with mental or physical disabilities.

New Chelsea Society

604.395.4370 / www.newchelsea.ca

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

New Vista Society Housing Office

604.525.3288 / www.newvista.bc.ca

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

Seniors Services Society

604.520.6621 / www.seniorsservicessociety.ca

housing@seniorsservicessociety.ca

Provides housing information for seniors who are homeless or at-risk of homelessness.

Society for Christian Care of the Elderly

604.681.7337 / www.scce.ca

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

Progressive Housing Society

604.522.9669 ex. 318 / www.progressivehousing.net

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

EDUCATION

BC Ministry of Education

www.gov.bc.ca/bced

Burnaby School District

604.296.6900 / www.sd41.bc.ca

New Westminster School District

604.517.6240 / www.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 and resources about homeschooling.

Homeschool Canada

778.809.3710 / www.homeschoolcanada.ca

Online guide to homeschooling in Canada.

The Canadian Homeschooler

www.thecanadianhomeschooler.com

thecanadianhomeschooler@gmail.com

Provides resources for Canadian home educators.

Post-Secondary Institutions

British Columbia Institute of Technology (BCIT)

604.434.5734 / www.bcit.ca

Douglas College

604.527.5400 / www.douglascollege.ca

Justice Institute of British Columbia (JIBC)

604.525.5422 | www.jibc.ca

Simon Fraser University (SFU) – Burnaby Campus

778.782.3111 | www.sfu.ca

High School Completion/ Continuing Education

Burnaby Community & Continuing Education

604.296.6901 | www.burnabycce.ca

Offers career and general interest program, English, math and science upgrading.

Pearson Adult Learning Centre

604.517.6286 | www.newwestschools.ca (*Programs & Services > Adult & Online Learning*)

Provides daily class sessions and offers a computer lab and library.

ESL Resources

Burnaby Community & Continuing Education

604.296.6901 | www.burnabycce.ca

Offers free LINC (Language Instruction for Newcomers to Canada) classes.

New Westminster Continuing Education – Pearson ALC

604.517.6286 | www.newwestschools.ca (*Programs & Services > Adult & Online Learning*)

Provides daytime and evening English Language Learning.

Burnaby Multicultural Society

604.431.4131 | www.thebms.ca

Offers ESL conversation groups, support and assistance.

Burnaby Neighbourhood House

604.431.0400 | www.burnabynh.ca/programs/adults

Provides ESL training and English conversation classes for beginners.

MOSAIC – Brentwood Learning Centre

604.298.8201 / www.mosaicbc.org/english-language-centres

Provides free daytime and evening English classes for immigrants and refugees. Childminding services provided.

Purpose Society

604.526.2522 / www.purposesociety.org

Offers free beginners English class for New West families.

Literacy

Burnaby Community Adult Literacy Program (CALP)

604.431.0400 / www.burnabynh.ca

Offers a free program for English speaking adults who face challenges with reading and writing. Call for more information.

I-CARE (Douglas College) 604.527.5409

www.douglascollege.ca (Search > ICARE)

Helps English speaking adults improve basic reading and writing skills. Free one-on-one tutoring.

Burnaby Public Library

604.436.5400 / www.bpl.bc.ca

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

New West Public Library

604.527.4660 / www.nwpl.ca

Offers programs and events for children learning to read.

EMPLOYMENT & FINANCIAL ASSISTANCE

WorkBC Employment Services

1.877.952.6914 / www.workbc.ca (Employment Services)

Offers services to people looking for work.

Burnaby residents: www.gthiringsolutions.ca/en.burnaby

New West residents: www.fraserworks.ca

Ministry of Social Development – Employment & Income Assistance Offices

1.866.866.0800 / www.sdsi.gov.bc.ca/bcea.htm

Provides information about applying for employment and income assistance benefits (BCEA).

Job Bank

www.jobbank.gc.ca

Government of Canada online source for jobs.

Cave Youth Employment Program

604.438.3045 / www.douglascollege.ca / cave@douglascollege.ca

Offers free training for youth ages 15-29 to build their workplace skills and confidence, and identify job goals. Call for more information.

YMCA Experience Works 45+ Program

604.685.8066 / www.gv.ymca.ca/Programs/Categories/Employment-Services

Offers a job-readiness program for job seekers ages 45+ to gain confidence, skills and experience to secure and maintain employment.

Government Benefits & Tax Services

Government Programs

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

Service BC

604.660.2421 / TDD: 604.775.0303

www.gov.bc.ca

Service Canada

1.800.622.6232 / TTY: 1800.926.9105

www.canada.ca

Volunteer Tax Preparation Clinics

**1.800.959.8281 / www.canada.ca/en/revenue-agency.html
(CVITP)**

Credit Counselling Society

604.527.8999 / www.nomoredebts.org

Non-profit organization helps individuals and families resolve debt and money problems.

Tax Information Phone Service

1.800.267.6999 / www.cra-arc.gc.ca/tips

Provides personal and general tax information from an automated service.

LOW COST GOODS

Helping Families in Need Society

604.294.3087 / www.helpingfamiliesinneed.org

Collects used household items and distributes them to families in need.

New West Cobbler Homeless Shoe Program

604.526.6926

Salvation Army Emergency Clothing

604.521.2421 / 325-6th St, New West

Call for an appointment.

Consignment & Thrift Stores

BASES Family Thrift Store

604.540.0110 / 7825 Edmonds St, Burnaby

Burnaby Hospice Society Thrift Store

604.520.5082 / 6843 Kingsway, Burnaby

Grand Central Consignment

604.524.4095 / www.grandcentralconsignment.ca

46- 6th St, New West

Jubilee United Church Thrift Store

604.434.8323 / 7591 Gray Ave, Burnaby

Kerry's Boutique

604.544.4669 | 480 E. Columbia St, New West

New to You Thrift Store

604.515.4815 | 416 E. Columbia St, New West

Store supports Royal Columbia Hospital.

Orphan Aid Thrift Store

604.521.1013 | 7889 Edmonds St, Burnaby

Salvation Army Thrift Stores

604.299.0264 | 4099 E. Hastings St, Burnaby

604.521.0319 | 774 Columbia St, New West

SPCA Thrift Mart

604.540.7722 | 615- 12th St, New West

St. Barnabas Anglican Church Thrift Store

604.526.6646 | 1010-5th Ave, New West

Treasure Chest Thrift Store

604.516.8080 ex.327 | 435-6th St, New West

One Love Society

604.620.5683 | www.onelovesociety.com

One Love International Society is a non-Profit Organization

ADVOCACY

Disability Alliance BC

604.875.0188 | www.disabilityalliancebc.org

Offers a number of programs including Advocacy Access which assists people with disabilities to access benefits.

The Kettle Society

604.253.0669 | www.thekettle.ca

Offers advocacy services for those living with mental illness.

MOSAIC Legal Advocacy Program

604.254.9626 | www.mosaicbc.org/lap

Provides information on immigration and poverty law, summary advice referrals and representation to low-income immigrants and refugees.

Office of the Ombudsperson

1.800.567.3247 / www.bcombudsperson.ca

Receives inquiries and complaints about the practices and services provided by public agencies.

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 that can help with a range of questions.

Society To End Homelessness in Burnaby (Burnaby Task Force on Homelessness)

604.317.8114 / www.burnabyhomeless.org

info.burnabyhomeless@gmail.com

Support services for persons who are homeless or at risk of homelessness.

Wilson Heights United Church

604.325.9944 ex.224 / www.whuc.net

(Learn About our Advocacy Program)

Offers advocacy services for Lower Mainland residents. Call for an appointment.

Vancouver & Lower Mainland Multicultural Family Support Services Society

604.436.1025 / www.vlmfss.ca / againstviolence@vlmfss.ca

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

TRANSPORTATION

Programs

Burnaby Seniors Transportation

604.292.3901

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

New West Seniors Medical Transportation

604.520.6621

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

Bus Pass Program

1.866.866.0800 / www.buspass.gov.bc.ca

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

TransLink Programs for Accessible Transit

604.953.3680 / www.translink.ca

(Rider Guide > Accessible Transit)

HandyDART – Provides door-to-door service for people with disabilities. Advanced booking is required.

Call 604.575.6600 (option #1)

Taxisaver/Handycard – Provides discounts for persons with permanent disabilities.

Jack Bell Rideshare Program

604.879.7433 / www.ride-share.com / info@ride-share.com

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

FAMILIES

Information & Childcare Resources

YMCA Child Care Resource & Referral

604.294.1109 / www.gv.ymca.ca / bnwccrr@gv.ymca.ca

3rd Fl, 4460 Beresford St, Burnaby

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

Burnaby Early Childhood Development Table

www.kidsinburnaby.ca

One stop shop for information, resources, and support for families with children 0-5yrs.

Kids In New West

www.kidsnewwest.ca / info@kidsnewwest.ca

Provides information and resources for New West families.

Information Children

778.782.3548 / www.informationchildren.com

info@informationchildren.com

Provides information, referrals, workshops and support for parents and caregivers.

Burnaby Community Services

604.299.5778 / www.BbyServices.ca

Provides the following publications to families. Free copies can be picked up at local libraries, recreation & 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 0-12 years.

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

Early Childhood Programs & Support

Pacific Post-Partum Support Society

604.255.7999 / www.postpartum.org / admin@postpartum.org

Offers free phone support to women and their families, who are experiencing any kind of distress.

StrongStart Centres

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

Burnaby Schools:

www.sd41.bc.ca/strongstart

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

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 Ave.	604.296.9035

New West Schools:

www.newwestschools.ca/programs-services/earlylearning/strongstart

Connaught Heights	604.517.6010
Queensborough Middle School	604.517.6040
Richard McBride	604.517.6090

East Burnaby Family Place

604.512.1100 / ebfp@shaw.ca

Offers parent and child drop-in program, outdoor play area and parent education.

New Westminster Family Place

604.520.3666 / www.nwfamily.bc.ca / info@nwfamily.bc.ca

Offers parent participation family resource program for children ages 0-5 to learn, play and socialize.

Parent & Infant Drop-in

604.918.7605

Public Health Nurses offer free drop-ins where parents can ask questions about their baby's growth and development, meet other parents and learn about community services.

Bonsor Recreation Complex 604.439.1860

SENIORS

Seniors BC/Seniors Info Line

604.660.2421 / TDD: 604.775.0303 / www.seniorsbc.ca

Offers government services information, including health services and resources.

Burnaby Community Services

604.299.5778 / www.BbyServices.ca

Provides the following publications of interest to seniors:

As We Age Seniors Resource Guide

Community Resource Guide

Seniors Resource Card

Free copies can be picked up at local libraries, & rec/community/seniors centres.

Wavefront Centre for Communication Accessibility

604-736-7391/TYY 604-736-2527/wavefrontcentre.ca

Wavefront Centre is partnered with United Way's "Better at Home Program" which provides non-medical needs that seniors need, such as transportation, friendly visits, and/or grocery shopping.

Food Delivery & Meal Programs

Burnaby Meals on Wheels

604.299.5754 / www.BurnabyMeals.ca

Provides and delivers nutritious local and affordable food to people who for physical, mental health, social or economic reasons are unable to meet their dietary needs.

New Westminster Meals on Wheels

604.520.6621 / www.seniorsservicessociety.ca/smow.htm

Delivers fresh, nutritious, and affordable meals to New West residents.

Dairyland Home Service

604.421.4663 / www.morethanmilk.ca

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

Citizen Support Services

604.294.7498 / www.burnaby.ca/citizensupportservices

Grocery Shop-By-Phone

Provides Burnaby seniors with weekly grocery delivery on Tuesday through Safeway.

Shopping Buddies

Provides one-to-one volunteer assistance at local malls (Metrotown/Brentwood/Lougheed) for personal shopping and social interaction. Transportation by HandyDART.

Seniors Services Society

604.520.6621 / www.seniorsservicessociety.ca

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

Care Homes

Chartwell Carlton Care Residence

604.419.3000 / www.chartwell.com

4108 Norfolk Street, Burnaby, BC V5G 0B4

George Derby Centre

604.521.2676 / www.georgederby.ca

7550 Cumberland Street, Burnaby, BC V3N 4Z9

Finnish Manor

604.434.2666 / www.finnicare.ca

3460 Kalyk Ave, Burnaby, BC V5G 3B2

Fair Haven

604.435.0525 / www.fairhaven.bc.ca

7557 Sussex Avenue, Burnaby, BC V5G 3V6

Summerhill Retirement Residence

604.980.6525 / www.parcliving.ca

135 15th Street W, North Vancouver, BC V7M 1R7

Willingdon Care Centre

604.433.2455

4435 McGill Street, Burnaby, BC V5C 1M2

Seton Villa Retirement Centre

604.291.0607 / www.setonvilla.ca

3755 McGill Street, Burnaby, BC V5C 1M2

St. James Community Service Society

604.606.0440

650 Penticton Street N, Vancouver, BC V5K 3L8

St. Michael's Centre Extended Care and Hospice Facility

604.412.2174 / www.stmichaels.bc.ca

7451 Sussex Avenue, Burnaby, BC V5J 5C2

Holy Family Hospital

604.321.2661 / www.providencehealthcare.org/hospital-residences/holy-family-hospital

7801 Argyle Street, Vancouver, BC V5P 3L6

Cherington Place

604.581.2885 / www.belvedereseniorliving.squarespace.com

13453 111A Avenue, Surrey, BC V5R 2C5

Fleetwood Care Facility

604.590.6860 / www.fleetwoodplace.ca

16028 83 Avenue, Surrey, BC V4N 0N2

Rosemary Care home

778.545.5000 / www.retirementconcepts.com

15240 34th Avenue, Surrey, BC V3S 2L9

Evergreen House

604.988.3131

23N 15th Street E, North Vancouver, BC V7L 2L7

Shannon Oaks

604.324.6257 / www.baptisthousing.org

2526 Waverley Ave. Vancouver, B.C. V5S4W1

Elim Village

604.587.8999 / www.elimvillage.com

9067 160St. Surrey, B.C. V4N2X8

Health & Wellness

Fraser Health Authority

www.fraserhealth.ca

Public Health General Information

Burnaby 604.918.7605

New West 604.777.6740

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

Burnaby 604.918.7447

New West 604.777.6700

Fraser Health Crisis Line 24Hr: **604.951.8855**

Seniors Distress Line 24Hr: **604.872.1234**

Fraser Health Lifeline

604.953.4960 | www.fraserhealth.ca/halth-info/seniors/lifeline/

Offers 24Hr. emergency response service that assists individuals to remain independent and safe in their own homes.

Email: lifeline@fraserhealth.ca for more information.

Senior Wellness Programs

Offers blood pressure and height/weight monitoring, massage, exercise, foot care, and social activities.

Bonsor 604.297.4956

Cameron 604.297.4453

Edmonds 604.297.4901

Confederation 604.294.1936

Alzheimer Society of BC – Fraser Region

604.298.0780 | www.alzheimerbc.org

In-Home Support Services

Better At Home Programs

www.betterathome.ca

Helps seniors live independently in their own homes by providing simple non-medical support services delivered by local non-profit agencies. Services may include light housekeeping, transportation to medical appointments or light yard work.

Burnaby Better At Home 604.297.4877

betterathome@burnaby.ca

New Westminster Better At Home 604.520.6621

support@seniorsservicessociety.ca

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

All Nursing Health Services

604.488.9323 | www.allnursing.ca

Bayshore Home Health

604.739.7454 | www.bayshore.ca

BC Eldercare Massage

604.340.3581 | www.bceldercare.ca

Classic LifeCare

604.263.3621 | www.classiclifecare.com

Comfort Keepers

604.689.8609 | www.comfortkeepers.ca/local-office/british-columbia/burnaby

Diamond Geriatrics

604.874.7764 | www.diamondgeriatrics.com

FootCare Passion – Mobile Foot Care

604.780.3992 | www.footcarepassion.ca

Home Instead Senior Care

604.432.1139 | www.homeinstead.com/3037

John's Helping Hands

604.329.1006 | www.johnshelpinghands.ca

Just Like Family Senior Home Care Services

604.440.3331 | www.justlikefamily.ca

Karp Home Care

604.420.7800 | www.karphomecare.com

Nurse Next Door Home Care Services

604.553.3330 | www.nursenextdoor.com

Nurse Tree Health

604.655.2636 | www.nursetree.ca

Personalized Dementia Solutions Inc.
778.789.1496 | www.dementiasolutions.ca

Physio2U
778.846.7695 | www.physio2u.ca

Practically Daughters Senior Move Managers
604.421.5952 | www.goodriddance.ca

Retire-at-Home
604.998.1628 | www.retireathomeNS.com

Safe Care Home Support
604.945.5005 | www.safecarehomesupport.ca

Shylo Nursing & Home Healthcare
604.434.9681 | www.shylonursing.ca

Strive Community Home Care
604.936.9944 | www.striveliving.ca

We Care Home Health Services
604.495.2280 | www.wecare.ca

Housing Information

Seniors Services Society
604.520.6621 | www.seniorsservicessociety.ca
housing@seniorsservicessociety.ca

Provides housing information and referral, outreach program and a temporary housing program (cost geared to income) for seniors who are homeless or at-risk of homelessness. Available to seniors 60+ living in Metro Vancouver (except Downtown Eastside).

BC Housing
604.433.2218 | www.bchousing.org

Transportation Services

Burnaby Seniors Transportation

604.292.3901 / www.BbyServices.ca

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

New West Seniors Medical Transportation

604.52.-6621

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

Bus Pass Program

1.866.866.0800 / www.buspass.gov.bc.ca

Offers an annual bus pass at reduced cost for senior 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 **604.575.6600** (option #1)

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

Advanced booking is required.

Taxisaver/Handycard

Provides discounts for persons with permanent physical and mental disabilities.

SPARC BC - Parking Permit Program

604.718.7744/1.888.718.7794 / www.sparc.bc.ca/parking-permit

Provides parking permits for people with disabilities.

YOUTH

Information & Support Lines

YouthinBC.com 24Hr distress line:

604.872.3311 | www.youthinbc.com

Online crisis chat service where youth chat one-on-one with a trained volunteer from the Vancouver Crisis Centre. Website offers information on a variety of youth-related issues.

Helpline for Children 604.310.1234

After hours: 604.660.8180

Kids Help Phone 24Hr.

1.800.6686868 | www.kidshelpphone.ca

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

Services for Youth

www.youth.gc.ca

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

PERSONS WITH DISABILITIES

BACI – Burnaby Association for Community Inclusion

604.299.7851 | www.gobaci.com

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

BC Brain Injury Association

604.984.1212 | www.brainstreams.ca

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

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.

Canucks Autism Network (CAN)

604.685.4049 / www.canucksautism.ca

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

BCITS

604.326.0175 / www.bcits.org

Technologies for Independent Living Program (TIL)

Provides Environmental Control Systems that assist people with high level physical disabilities to control devices in their homes and on the go.

Provincial Respiratory Outreach Program (PROP)

1.866.326.1245

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

BC Easter Seals

604.873.1865 / www.eastersealscamps.ca

Provides overnight camps for adults, teens and children with disabilities. Offers camps in Squamish, the Okanagan Valley and on Vancouver Island.

CNIB – Canadian National Institute of the Blind

604.431.2121 / www.cnib.ca

Offers those affected by vision loss with independent living skills training, safe travel techniques, volunteer services, support groups, library, individual counselling, career and employment counselling.

Community Living Society

604.523.0303 / www.communitylivingsociety.ca

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

Down Syndrome Research Foundation

604.444.3773 / www.dsrf.org

Offers programs for children and adults with Down Syndrome and other developmental disabilities, including speech and language development, reading and communications and occupational therapy.

Family Support Institute

604.540.8374/1.800.441.5403 / 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.

Ministry of Children & Family Development – Service to Children with Special Needs

604.660.5900 / 300-5172 Kingsway, Burnaby

Provides support to children with special needs.

Monarch House

604.205.9204 / www.monarchhouse.ca

Offers assessments for diagnosis which follow BCAAN standards. Provides services to all ages diagnosed with Autism Spectrum Disorder and other developmental disabilities.

Neil Squire Society

604.743.9363 / www.neilsquire.ca

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

Pacific Autism Family Centre

604.207.1980 / www.pacificautismfamily.com

Brings together state of the art resources for research, information, learning, assessment, treatment and support; and building capacity to address the lifespan needs of individuals with ASD, and their families across BC.

Autism Lending Library

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

Progressive Housing Society

604.522.9669 ex.302 / www.progressivehousing.net

Provides affordable housing options and support services to persons living with mental illness.

Spinal Cord Injury BC

1.800.689.2477/604.324.3611 / www.sci-bc.ca

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

Swap n Shop

www.sci-bc-swapnshop.ca

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

Peer Program

604.324.3611

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

Variety Children's Charity

604.320.0505 / *www.variety.bc.ca* / *info@variety.bc.ca*

Provides grants to children and families in need of medical care including medical equipment and supplies, and/or specialized therapy or treatment.

Western Institute of the Deaf & Hard of Hearing

604.736.7391/TTY:604.736.2527 / *www.widhh.ca*

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

Burnaby Home Library & Accessible Service

604.436.5423 / *www.bpl.bc.ca*

Delivers materials free of charge to Burnaby residents who are confined to their home for a minimum of three months or who do not have easy access to library branches as a result of ill health, frailty, visual or physical disability.

New Westminster - Home Library Service

604.527.4650 / *www.nwpl.ca*

Delivers materials free of charge to New West residents who are confined to home, facility or hospital due to ill health, frailty, visual or physical disability. Select from books, audio books, music, magazines, and DVDs.

Immigrants & Newcomers

BC Newcomers' Guide to Resources & Services

www.WelcomeBC.ca

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

Burnaby Multicultural Society

604.431.4131 / www.thebms.ca

Provides newcomers with a range of services including information, ESL classes, advocacy, short-term counselling, and seniors programs.

International Credential Evaluation Service

604.432.8800 / www.bcit.ca/ices

Evaluates the credentials of people who have studies outside the province/Canada and compares them to BC and Canadian standards.

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

www.mosaicbc.org/services/settlement

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

North Burnaby: **604.292.3907**

South Burnaby: **604.438.8214**

Pacific Immigrant Resources Society

604.298.5888 / www.pirs.bc.ca

Offers programs for immigrant women and their children.

Updated on August 26, 2020



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