



BURNABY
COMMUNITY
SERVICES

COMMUNITY RESOURCE GUIDE



2018

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



Try something new. Enrich your life.

Are you looking to finish high school or upgrade your marks?

We offer courses to suit your learning needs and lifestyle – and you can take them day or night. High school completion courses are tuition-free for eligible students. Speak to one of our advisors.

Would you like to improve your language skills?

Meet new friends and improve your reading, writing, speaking and listening skills in our Foundations classes. Courses in English, Math, Science, Social Studies, and Computers are tuition-free for most students.

Our 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.

Are you seeking new career opportunities?

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

- Dental Office Administration
- Dietary Aide
- Health Care Assistant
- Medical Office Assistant
- Therapeutic Recreation Aide
- Early Childhood Education
- Start a Family Day Care
- Floral Arranging
- Interior Decorating
- Makeup Artistry
- Accounting & Payroll Admin
- Administrative Assistant
- Business Office Communication
- Computer Courses
- Freelance Writing
- Hotel Management
- Office Skills
- Payroll / Bookkeeping
- Social Media Intro
- Voice-over Announcing
- TESOL (ELL Instructor)
- Arborist ISA Exam Preparation
- BC Certified Pesticide Application
- Ecological Landscape Design
- Hardscape Installation
- Landscaping Horticulture Apprenticeship
- Organic Master Gardener
- Permaculture Design
- Residential Landscape Technician
- Building Caretaker
- Building Service Worker

Are you ready to try something new?

Choose from a long list of general interest courses including: French, Spanish, Mandarin, Korean, Accent Reduction, Public Speaking, Yoga, Reiki, High Intensity Interval Training, Abs & Core, Zumba, Photography, Ukulele, Hairstyling, Soap Making, and Sewing.



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WELCOME TO THE 2018 COMMUNITY RESOURCE GUIDE

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

Change Begins With Us. Let's Make Great Things Happen!

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

Distribution

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

Disclaimer

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

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

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



Burnaby Community Services
EMPOWERING PEOPLE CHANGING LIVES

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Where people of all ages and backgrounds are empowered to reach their full potential

2055 Rosser Avenue - Burnaby, BC
 604-299-5778 • info@BrentwoodCommunity.ca
 facebook.com/BrentwoodCommunityResourceCentre

Food

Food Bank & Community Meals

Greater Vancouver Food Bank Society 604.876.3601

www.foodbank.bc.ca

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

Burnaby Neighbourhood House 604.431.0400

www.burnabynh.ca

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

Quest Food Exchange 604.553.0636

www.questoutreach.org

7753-6th St, Burnaby

Provides dignified access to a variety of affordable and healthy foods to people facing food security challenges. Referral is required from a non-profit association, government office, health practitioner, school or church. Open Mon & Sat, 9am-4:15pm and Tues-Fri, 9am-6:15pm.

Holy Trinity Cathedral 604.521.2511

514 Carnarvon St, New West

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

Jubilee United Church 604.434.8323

7591 Gray Ave, Burnaby

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

St. Barnabas Anglican Church 604.526.6646

1010-5th Ave, New West

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

Emergency food cupboard Fri, 10am-12pm.

Union Gospel Mission 604.525.8989

658 Clarkson St, New West

Provides a free breakfast Mon-Fri, 8:30am-9:30am,

and soup lunch 11am-12pm.

Salvation Army - Metrotown 604.437.1521

6125 Nelson Ave, Burnaby

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

Salvation Army - New Westminster 604.521.2421

325-6th St, New West

Emergency food assistance and clothing available for New West and Tri-Cities residents Mon-Wed & Fri, 10am-1pm by appointment. Saturday Brunch Program at 10am. Produce day on Wednesday at 1pm. Call for more information.

Society to End Homelessness in 604.317.8114

Burnaby - Outreach Resource Centre

Southside Church - 7135 Walker Ave, Burnaby

Thurs, 9am-11:30am. Offers lunch at 10am, clothing, shelter information and outreach support services. Mobile outreach units operate in several locations. Call for more information.

Food Delivery Programs

Burnaby Meals on Wheels 604.299.5754

www.BurnabyMeals.ca

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

New Westminster Meals on Wheels 604.520.6621

www.seniorsservicesociety.ca/smow.htm

Delivers fresh, nutritious, and affordable meals to New West residents. Meals are prepared daily by the Starlight Casino's chef and team. Call for rates and details.

Japanese-Style Meals on Wheels 604.687.2172

www.tonarigumi.ca/services/service-list

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

Better Meals 604.299.1877

www.bettermeals.ca

1.888.838.1888

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

Casalinga Food Services 604.435.1994

www.casalinga.ca

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

Dairyland Home Service 604.421.4663

www.morethanmilk.ca

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

Delivering Food for a Healthy and Independent Life



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

Community Gardens

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

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

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

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

North East Burnaby Organic Community Garden
www.nbcagarden.org nebcagarden@gmail.com
Garden Site: Stoney Creek School
2740 Beaverbrook Cres, Burnaby

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

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

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

Farmers Markets

Call to confirm locations and times for these seasonal markets.

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

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

Health & Wellness

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

Healthy Families BC

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

BC Healthy Kids Program **1.866.866.0800**
www.gov.bc.ca
Helps low income families with the cost of basic dental care and prescription eyewear for their children, including dependent children up to 18yrs whose families receive MSP premium assistance through the Ministry of Health.

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

Fraser Health Authority
www.fraserhealth.ca

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

Public Health General Information
Burnaby **604.918.7605**
New West **604.777.6740**

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

Health Protection Office **604.918.7683**

-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. Services both Burnaby and New West.

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

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

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

Make a Difference

Join Rotary Today!

District 5040 **Rotary**
Club of Burnaby Metrotown



facebook.com/RotaryMetrotown
www.burnabymetrotownrotary.com
burnabymetrotownrotary@gmail.com

Health Insurance BC www.health.gov.bc.ca Provides information on Pharmacare, Fair Pharmacare, and Medical Services Plan.	604.683.7151	Royal Columbia Medical Clinic www.royalcolumbiamedical.ca 107-301 E. Columbia St, New West	604.522.7363
College of Physicians & Surgeons of BC www.cpsbc.ca Provides contact information for doctors accepting new patients.	604.733.7758	Welcome Medical Clinic www.welcomemedical.ca 105-7885 6th St, Burnaby	604.526.8905
Drop-in Clinics			
Purpose Free Adult Community Clinic 38 Begbie St, New West Open to all adults, Thurs, 9am-1pm, arrive before 11:30 for walk-in. Low barrier 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.	604.526.2522	Burnaby Hospital 3935 Kincaid St, Burnaby	604.434.4211
10th Street Medicentre 75-10th St, New West	604.526.3308	Royal Columbian Hospital 330 E. Columbia St, New West	604.520.4253
Brentwood Medical Clinic www.brentwoodwalk-inclinic.com 212-4567 Lougheed Hwy, Burnaby	604.294.8540	BC Children's Hospital www.bcchildrens.ca 4480 Oak St, Vancouver	604.875.2345
Heights Medical Centre 3990 Hastings St, Burnaby	604.298.4491	BC Women's Hospital & Health Centre www.bc womens.ca Visiting Info Line: 4500 Oak St, Vancouver	604.875.2424 604.875.2929
Highgate Medical Centre www.highgatemedicalclinic.ca 103-7188 Kingsway, Burnaby	604.777.9101	Addiction & Detox Support	
Kensington Children's Medical Clinic www.kensingtonmedicalclinic.com 6548 E. Hastings St, Burnaby	604.299.9769	Alcohol & Drug Information & Referral www.bc211.ca Addiction support workers provide 24-hr information and referral to counselling, detox, residential treatment centres, and self-help groups.	604.660.9382 1.800.663.1441
Lougheed Medical Clinic 145-9855 Austin Ave, Burnaby	604.421.2555	BC Lung Association -QuitNow www.quitnow.ca Provides free, confidential information and support for people wanting to quit smoking.	604.731.5864 1.877.455.2233
Metrohealth Clinic www.metrohealthclinic.ca 4879 Kingsway, Burnaby	604.433.3341	Burnaby Substance Use Services Provides free confidential counselling for anyone who is concerned about their own or someone else's alcohol and drug use. Outreach services for youth and older adults are also available.	604.777.6870
Middlegate Medical Centre 7018 Kingsway, Burnaby	604.522.1886	Charlford House Society for Women www.charlfordhouse.ca Provides a supportive recovery home for women who are ready to move on from their substance addiction.	604.420.4626
Old Orchard Medical Walk-In Clinic www.burnabymedicalclinic.com 11-4429 Kingsway, Burnaby	604.431.6585	Creekside Daytox Provides a supportive day program to clients in early recovery and to individuals whose substance misuse does not require in-patient withdrawal management.	604.585.5610



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DO RECOVER**

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(604) 420-6601 • INFO@CHARLFORDHOUSE.CA

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

www.fraserside.bc.ca

604.522.3722 x101

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

www.phoenixsociety.com

604.583.7166

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

Problem Gambling Helpline

www.bcreponsiblegambling.ca

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

1.888.795.6111

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

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

604.878.6535

Nar-Anon

www.nar-anon.org

Support groups for family and friends of compulsive drug users.

604.878.8844

Narcotics Anonymous

www.vascna.ca

604.873.1018

Overeaters Anonymous

www.oaregion1.org

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

604.878.4575

Parents Forever

www.parentsforever.ca/about.html

Support group for parents of adult addicted children.

604.524.4230

Dental Health Resources

British Columbia Dental Association

www.bcdental.org

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

604.736.7202

CDI College

-Certified Dental Assisting Program

5th floor, 5201 Kingsway, Burnaby

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

604.437.8585

Old Orchard Centre

Kingsway and Willingdon

OVER 40 STORES AND SERVICES FOR YOUR SHOPPING CONVENIENCE

From restaurants and groceries to beauty, medical and dental services and more, we're your everyday one-stop-shopping destination. Plenty of free parking too!

KINGSWAY & WILLINGDON, BURNABY

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.

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.

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

Vancouver Native Eastside Dental Clinic 604.254.9900

www.vnhs.net

455 E. Hastings St, Vancouver

Emergency not-for-profit walk-in dental clinic prioritizes services to aboriginal and non-aboriginal people, those on income assistance, and children through the Healthy Kids Program. Donations are gratefully accepted based on type of service. VNHS reserves the right to accept/screen patients. Visit website or call for more information.

VCC Dental Hygiene Clinic 604.443.8499

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

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

Medical Equipment & Supplies

Adaptive Comfort Clothing 604.984.8211

www.adaptivecomfortclothing.com

102B - 1124 Lonsdale Ave, North Vancouver

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

Travelling store offers private sittings to seniors in care facilities.

Fraser Health Lifeline 604.953.4960

www.fraserhealth.ca/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

A Dressing Needs 1.800.817.4365

www.adressingneeds.com

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

BCITS 604.326.0175

www.bcits.org

Technologies for Independent Living Program (TIL)

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

Provincial Respiratory Outreach Program (PROP)

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

CAYA - Communication Assistance for Youth & Adults 604.326.3500

www.cayabc.org

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

Canadian Red Cross Society 604.709.6600

www.redcross.ca/lowermainland

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 x4

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

Children's Medical Equipment 604.709.6668

Recycling & Loan Service

Provides children and youth with special needs, registered with MCFD's At-Home or Children in Care Programs, with access to specialized medical and therapeutic equipment.

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Advanced Mobility Products 604.293.0002

www.advancedmobility.ca

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

BC Medequip Home Health Care 604.888.8811

www.bcmedequip.com

Provides sales, rentals, installation, repair and maintenance of an extensive range of medical equipment and supplies.

Certified expert garment fitters are available for all compression needs. Showroom is fully accessible; home visits are also available.

Regency Medical Supplies 604.434.1383

www.regencymed.com

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

Sunquest Mobility 778.397.8083

www.sunquestmobility.com

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

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

Canadian Mental Health Association 604.872.4902

-Vancouver-Fraser Branch

www.vancouver-fraser.cmha.bc.ca

Provides advocacy, education, and community-based research and services to those affected by mental illness.

Call for more information on workshops, resources and events in your area.

BounceBack 604.874.7881

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

Early Childhood Mental Health Program 604.660.0706

102-4430 Halifax St, Burnaby

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

Child & Youth Mental Health Program

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

Early Psychosis Intervention 604.777.8386

www.earlypsychosis.ca

Promotes early detection of psychosis, understanding through education, and direction for getting help.

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

keltycentre@cw.bc.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.

Mind Check

www.mindcheck.ca

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

Mood Disorders Association of BC 604.873.0103

www.mdabc.net

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

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Kennedy Stewart, MP

Burnaby South

Constituency Office:

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604-291-8863

kennedy.stewart@parl.gc.ca

www.kennedystewart.ndp.ca



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New Westminster - Burnaby

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604-775-0778

janet.routledge.mla@leg.bc.ca



Judy Darcy, MLA

New Westminster

Constituency Office:

737 Sixth Street

New Westminster, BC V3L 3C6

604-775-2101

judy.darcy.mla@leg.bc.ca

www.judydarcy.ca



Anne Kang, MLA

Burnaby - Deer Lake

Constituency Office:

105 - 6411 Nelson Avenue

Burnaby, BC, V5H 4H3

anne.kang.mla@leg.bc.ca

Sexual Health Resources

Rape Crisis Line

24-hr: **604.872.8212**

-Rape Relief & Women's Shelter

TDD: **604.877.0958**

www.rapereliefshelter.bc.ca

-WAVAW Rape Crisis Centre

604.255.6344

www.wavaw.ca

Sex Sense Line

1.800.739.7367

www.optionsforsexualhealth.org

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

Smart Sex Resource

604.707.5603

www.smartsexresource.com

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

Options for Sexual Health Clinics

604.731.4252

www.optionsforsexualhealth.org (Clinics)

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

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

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

**For more options, please see Drop-In Clinics, page 7 or Youth Health Clinics, page 42*

Health Organizations

Allergy/Asthma

1.877.500.2242

Information Association

www.aaia.ca

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

Alzheimer Society of BC - 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.bc.s.s.org

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

Canadian Cancer Society

Info line: **1.888.939.3333**

www.cancer.ca

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

Canadian Liver Foundation

604.707.6430

-BC/Yukon Chapter

www.liver.ca

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



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- Cerebral Palsy Association of BC** **604.408.9484**
www.bccerebralpalsy.com
Provides information and assistance to persons living with Cerebral Palsy and other disabilities. Programs and services offered across BC.
- CNIB –Canadian National Institute of the Blind** **604.431.2121**
www.cnib.ca
Offers those affected by vision loss with independent living skills training, safe travel techniques, volunteer services, support groups, library, individual counselling, career and employment counselling.
- Diabetes Canada** **1.800.226.8464**
www.diabetes.ca
Provides diabetes related information and referral services. For service in Chinese, call 604.732.8187.
- Food Skills for Families** **604.732.1331 x2322**
www.foodskillsforfamilies.ca
Helps families learn basic nutrition, meal planning and preparation, and smart shopping skills. Program is also adapted for use with Aboriginal peoples, new immigrants, Punjabi peoples, active seniors and families with low income.
- Down Syndrome Research Foundation** **604.444.3773**
www.dsrfg.org
Offers innovative programs and interventions for children and adults with Down Syndrome and other developmental disabilities, including speech and language development, reading and communications, and occupational therapy. Also provides information and support for families and professionals throughout the life span.
- GI Society** **604.873.4876**
www.badgut.org
Provides trusted, evidence-based information, resources and research on a wide array of gastrointestinal diseases and disorders.
- Heart and Stroke Foundation of Canada** **604.342.8070**
www.heartandstroke.bc.ca
Provides heart disease and stroke related information. Also educates public about healthy lifestyles.
- Kidney Foundation of Canada – BC & Yukon Branch** **604.736.9775**
www.kidney.ca/bc
Provides information, referral and education about kidney and related diseases.
- MEFM Society of BC** **604.878.7707**
(Myalgic Encephalomyelitis, Chronic Fatigue Syndrome & Fibromyalgia)
www.mefm.bc.ca
Provides information, referrals to support groups, and educational material to patients and their families.
- Multiple Sclerosis Society of Canada – BC & Yukon Division** **604.689.3144**
www.mssociety.ca
Provides information, referral, legal and support services to persons living with MS.
- Muscular Dystrophy Canada** **604.732.8799**
www.muscle.ca
Provides information and assistance to persons living with muscular dystrophy or neuromuscular disorders.
- Osteoporosis Canada** **604.685.2582**
www.osteoporosis.ca
Provides educational info and referrals to local resources.
- Parkinson Society British Columbia** **604.662.3240**
www.parkinson.bc.ca
Offers support, information and education for people with Parkinson's, caregivers and health care professionals.
- Prostate Cancer Foundation BC** **604.574.4012**
www.prostatecancerbc.ca
Offers support group meetings on the first Saturday of each month at Burnaby General Hospital (2nd floor, Education Rm A) from 10am-12pm. Call for more information.
- Stroke Recovery Association of BC** **604.688.3603**
www.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.

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Edmonds DENTAL 604.553.3456 • 111-7738 Edmonds St, Burnaby

Counselling

Counselling BC

www.counsellingbc.com

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

Burnaby Counselling Group

604.430.1303

www.counsellinggroup.org

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

Burnaby Family Life Institute

604.659.2217

www.burnabyfamilylife.org

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

Family Services of Greater Vancouver

604.525.9144

www.fsgv.ca

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

Purpose Society – Family Service

604.526.2522

www.purposesociety.org

Offers the following programs to families with referrals from the Ministry of Children and Family Development.

Family Therapy

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

Family Development Work

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

Short-Term Therapy

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

Family Development Response

Provides parenting assessment/intervention for up to 3 months.

Links Family Therapy

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

Supervised Access

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

Cameray Child & Family Services

604.436.9449

www.cameray.ca

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

Camp Kerry Society

604.553.4663

www.campkerry.org

Provides bereavement programs and counselling services to children, youth and families. Also offers educational programs and workshops on grief and loss for volunteers and professionals.

Fraserside Community Services

604.522.3722 x101

www.fraserside.bc.ca

Perspectives Youth & Family Outreach Program

Provides outreach counselling, referral, and support services to children, adolescents and their families who are struggling with substance misuse or are affected by another person's misuse.

Children Who Witness Abuse

Provides group or individual counselling to children witnessing abuse of their parent/caregiver.

Covenant House Vancouver

604.685.7474

www.covenanthousebc.org

1.877.685.7474

Offers support services for young people leaving street life including housing, alcohol and drug counselling, mental health counselling and life skills training.

Crisis Program

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

Community Support Services (CSS)

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

Rights of Passage Program (ROP)

Offers a long-term transitional living program providing youth with safe, affordable housing and support while they transition to independent living.

Lookout Housing & Health Society

604.544.5145 x105

www.lookoutsociety.ca

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

Cliff Block Residence

604.523.9126 x103

Rhoda Kaillis Residence

604.544.5145

Russell Housing Centre

604.529.9126

making business better



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

Visit bbot.ca to learn more

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

MOSAIC Men in Change 604.254.9626
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 Seniors Outreach

- *Peer Counselling* providing free, confidential support for seniors in the community
- *Unpaid Caregiver Support* groups, education series and Expo
- *Volunteer* opportunities with training and continuing education

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



bsoss.org

Supporting the emotional needs of seniors since 1987

**BC Society for Male Survivors
of Sexual Abuse**

www.bc-malesurvivors.com

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

Victim Services

victimservices@bc-malesurvivors.com

Provides justice system information, support, and liaison to male survivors who wish to explore avenues of justice.

Burnaby Hospice Society

www.burnabyhospice.org

4535 Kingsway, Burnaby

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

Memorial Society of BC

www.memsoc.org

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

BC Bereavement Helpline

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

www.burnaby.rcmp.ca

burnaby_victim_services@rcmp-grc.gc.ca

New Westminster Police

www.nwpolice.org

MADD Metro Vancouver

www.madd.ca

Offers support services to victims/survivors of impaired drivers and their families and friends. Promotes awareness about the dangers of alcohol and/or drug-impaired driving.

604.682.6482

**Family Services of Greater Vancouver
-Victim Service Program**

www.fsgv.ca (Individual & Family Counselling)

Provides community-based support services for victimized adults.

Child & Youth Victim Support Service

www.cameray.ca

Provides free support services to victims, their families, and witnesses of crimes who are under 19. Also provides court accommodation and preparation.

Forensic Nursing Service

**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.

MOSAIC

-Multicultural Victim Services

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

Multicultural Outreach Services

www.mosaic.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.

VictimLINK BC

www.victimlinkbc.ca

Provides multi-lingual assistance for victims of crime and immediate crisis support to victims of family or sexual violence. Victim Service Workers help with referral to victim and community services, transition houses, counselling, justice system/legislation programs and safety planning.

604.525.9144

604.436.9449

604.585.5666 x774723

604.254.9626

24-hr: **1.800.563.0808**

TTY: **604.875.0885**

604.520.5087

1.888.816.5902

604.738.9950

604.294.7602

604.529.2525

VAU@nwpolice.org

604.515.9212



Burnaby Hospice Society

**A caring community to share the
journey with you.**

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

We are here to help. There is no cost for any of our services.

4535 Kingsway, Burnaby, BC | www.burnabyhospice.org

Office: 604.520.5087 | Bereavement: 604.520.5024 | Email: info@burnabyhospice.org

Specialized Sexual Assault Service **604.875.2881**
Vancouver General Hospital Emergency Dept.
 920 W. 10th Ave, Vancouver (near Oak St)
 Provides 24-hr free and confidential care for anyone 13 or older who has been sexually assaulted within the past 7 days. Specially trained female doctors and nurses provide emotional support, health care, and the option to collect forensic samples for the police. Interpreters are available. Service also available at UBC Urgent Care Centre, 2211 Wesbrook Mall, 8am-10pm, 7 days/week.

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

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 twice daily at about 11:30am and 7:30pm.

Extreme Weather Shelter **604.544.5145**
 Westminster Bible Chapel - 7540 6th St, Burnaby
 Opens on weather dependent basis from Nov 1-Mar 31 (7pm-7am) when weather is severe enough to present a substantial threat to life or health of homeless persons. Openings are posted at local community centres, libraries and service agencies.

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

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

Lookout Housing & Health Society **604.544.5145 x105**
 www.lookoutsociety.ca
 Offers supportive housing and services for homeless men and women or those in need based on their current living situation. Must be in/have history with New West.

Cliff Block Residence **604.523.9126 x103**
Rhoda Kailis Residence **604.544.5145**
Russell Housing Centre **604.529.9126**

Salvation Army Shelter Services **604.526.4783**
 www.salvationarmy.ca
Stevenson House
 32 Elliot St, New West
 14 bed emergency shelter for men. Self-referral on a first-come, first-served basis. Call at 4 pm.

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

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

Dixon Transition House Intake Line: **604.298.3454**
 10 bed transition house for women and their children.
2nd Stage and 3rd Stage Housing **604.298.6046**
 Structured support and independent housing units for survivors of family violence.

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

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

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

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

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Monarch Place Transition House 604.521.1888

www.monarchplace.org

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

Chrysalis Place Second Stage Program

Residential program for women and children fleeing intimate partner abuse.

WINGS Outreach Program

Relocation and multicultural support for women and children fleeing domestic abuse.

Housing Information & Services

BC Housing 604.433.2218

www.bchousing.org

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

Housing Registry

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

SAFER – Shelter Aid for Elderly Renters

www.bchousing.org/programs/SAFER

Provides financial assistance for eligible renters 60+.

Rental Program

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

Affordable Housing Societies 604.521.0818

www.affordablehsg.com

Provides rentals at market and subsidized rates.

Co-operative Housing Federation of BC 604.879.5111

www.chf.bc.ca

Provides information and workshops about co-op housing. Includes a web-based directory of co-ops currently accepting applications.

Metro Vancouver Housing Cooperation 604.432.6300

www.metrovancouver.org (Services > Housing)

Offers housing for families, seniors, and persons with mental or physical disabilities. Rents vary from competitive market rates to assisted rents for those with lower incomes. A limited rental assistance program is available for qualified applicants.

New Chelsea Society 604.395.4370

www.newchelsea.ca

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

New Vista Society Housing Office 604.525.3288

www.newvista.bc.ca

Provides housing to families of varied incomes and subsidized housing to low income seniors 55+. Apply through BC Housing at 604.433.2218.

Seniors Services Society 604.520.6621

www.seniorsservicesociety.ca

housing@seniorsservicesociety.ca

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. Services available for seniors 60+ living in Metro Vancouver (except Downtown Eastside).

Society for Christian Care of the Elderly 604.681.7337

www.scce.ca

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

Progressive Housing Society 604.522.9669 x318

www.progressivehousing.net

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

Vancouver Native Housing Society 604.320.3312

www.vnhs.ca

Develops and provides affordable rental housing to families and Single Room Occupancy accommodations to single people with low income or individuals of Aboriginal ancestry.

Condominium Homeowners Association 604.584.2462

www.choa.bc.ca

Promotes understanding of strata property living and the interests of owners by providing advisory services, education, advocacy, resources and support for members.

Residential Tenancy Branch 604.660.1020

www.rto.gov.bc.ca

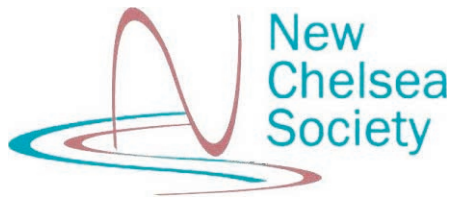
HSRTO@gov.bc.ca

Provides landlords and tenants with information about their rights and responsibilities, and dispute resolution services.

TRAC – Tenant Resource & Advisory Centre 604.255.0546

www.tenants.bc.ca

Provides tenants with legal education and information about residential tenancy law through the Tenant Infoline, website, social media, workshops, and multi-lingual publications, and online Tenant Survival Guide.



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www.newchelsea.ca

Affordable Housing in Burnaby for Seniors & People with Disabilities

378 ft² Studio Suites @ 5897 Kincaid St. Burnaby

All rents are based on resident’s income and include heat and cable

Application also requires registering with BC Housing

Please visit our website to download an application or call us at the number below

phone: 604.395.4370 email: admin@newchelsea.ca

Home Modifications & Repairs

BC Housing

www.bchousing.org

HAFI –Home Adaptations for Independence

www.bchousing.org/Options/Home_Renovations

Provides financial assistance to help eligible low-income seniors and people with disabilities in BC to continue to live in 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 (Employment Services > Mobile Work Crew)

Supervised workers with physical or mental challenges offer commercial/residential landscaping, property maintenance, recycling, and rubbish removal.

Neighbours Helping Neighbours

604.764.6601

www.larchevancouver.org (Programs > Day_Programs)

Supervised team of persons with developmental disabilities assist seniors and others with basic gardening, lawn maintenance, light home maintenance and repairs, recycling and debris clean up or removal.

Seniors Citizen Repair Service

604.529.1100

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

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

www.fisabc.ca

604.684.6023

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.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

285 E. 5th Ave, Vancouver

Private college provides culturally appropriate and supportive learning environment for Aboriginal learners.

Pearson Adult Learning Centre

604.517.6286

www.newwestschools.ca

(Programs & Services > Adult & Online Learning)

Provides instruction in three daily class sessions and offers a computer lab and library.



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- Bookkeeping
- Payroll
- Corporation

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604-314-8395 | www.handsonbooks.ca

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

Purpose Secondary School 604.528.6014
www.purposessecondary.org or 604.526.2522
Offers independent high school program for students grades 8-12.

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

Virtual School BC 604.517.6191
www.newwestschools.ca
(Programs & Services > Adult & Online Learning > On-line Learning)
Provides high school courses taught by certified teachers free of charge to residents of BC who are Canadian Citizens or Permanent Residents and have not yet graduated. Courses offered in class, online or self-paced, in two locations.

ESL Resources

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

New Westminster Continuing Education - Pearson ALC 604.517.6286
www.newwestschools.ca
(Programs & Services > Adult & Online Learning)
Provides daytime and evening English Language Learning. Free tuition for BC residents who do not hold a high school diploma.

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

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

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

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

Literacy

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

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

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

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

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

Are you a Landed Immigrant or Permanent Resident?

You may be eligible for a FREE LINC class (Language Instruction for Newcomers to Canada) offered by Burnaby School District's Community & Continuing Education.

Improving your English will help you gain skills; give you information to help meet your goals; prepare you for Canadian Citizenship and a rewarding life in Canada. Full-time, part-time and evening classes offered (CLB levels 1 to 8) with free childcare provided (18 months to 5 years) while you attend class.

Learn more:

604.296.6901
www.burnabyccce.ca



Funded by:

Citizenship and
Immigration Canada

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Citoyenneté et
Immigration Canada

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.

604.436.5400**Job Bank**

www.jobbank.gc.ca

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

New West Public Library

www.nwpl.ca

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

604.527.4660**ACCESS –Essential Skills for Aboriginal Futures**

www.accessfutures.com

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

604.521.5929**Employment & Financial Assistance****WorkBC Employment Services****1.877.952.6914**

www.workbc.ca (Employment Services)

Offers a full range of services, programs and supports to people looking for work, including those interested in apprenticeship or training programs, receiving provincial income assistance or federal 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.

Burnaby residents:

www.gthiringsolutions.ca/en/burnaby

Metrotower 1, 726-4710 Kingsway

600-1901 Rosser Ave

7297 Kingsway

New West residents:

www.fraserworks.ca

519-7th St, New West-2nd floor

604.430.5627**604.451.4593****604.636.1124****604.522.9701****Ministry of Social Development****1.866.866.0800****–Employment & Income Assistance Offices**

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

2-4603 Kingsway, Burnaby

202-1015 Columbia St, New West

Provides information about applying for employment and income assistance benefits (BCEA). Clients are encouraged to use the online self-serve assessment and application on the website above. For those seeking emergency funds, call your local office for assistance.

Cave Youth Employment Program**604.438.3045**

www.douglascollege.ca

cave@douglascollege.ca

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

ISSofBC

www.issbc.org

Burnaby: 604.395.8000**New West: 604.522.5902**

Provides immigrants, live-in caregivers and refugee newcomers with information about BC's job market, guidance and support on employment issues and connection to the broader community.

MOSAIC Employment Services**604.438.8214**

www.mosaicbc.org/employment-programs

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

604.473.9363

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

**LITERACYNOW**
BURNABY

Literacy Now Burnaby promotes literacy and learning for all in Burnaby. We celebrate a community that reads and writes in many different ways and many different languages. For information about literacy and literacy resources, visit our website at

www.literacynowburnaby.ca

Skills Connect for Immigrants Program 604.298.4720

www.skillsconnectbc.com

140-4664 Lougheed Hwy, Burnaby

Offers government funded employment programs for professional immigrants. Support Services include: job search assistance, career assessment and planning, mentoring services and employment coaching for workplace success. Services are free for eligible immigrants and local employers.

SUCCESS - Chance to Choose Employment Program 604.438.7222

www.success.bc.ca

604-5050 Kingsway, Burnaby

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

YMCA Experience Works 45+ Program 604.685.8066

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

Offers a 30-week job-readiness program that provides training and support for job seekers ages 45+ to gain the confidence, skills and experience needed to secure and maintain employment. Open to persons in the Lower Mainland who are unemployed or under-employed, working less than 20 hours/week. Clients must not be eligible for EI benefits or attending school. Funding may be available for short term skills training.

How to Apply for Welfare

www.legalaid.bc.ca/publications

User's guide produced by the Legal Services Society. Order online or pick-up at local legal aid offices.

Government Benefits & Tax Services

Government Programs

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

Service BC 604.660.2421

www.gov.bc.ca

TDD: 604.775.0303

Service Canada 1.800.622.6232

www.canada.ca

TTY: 1.800.926.9105

Volunteer Tax Preparation Clinics 1.800.959.8281

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

Visit website or call for location/times of clinics.

Credit Counselling Society 604.527.8999

www.nomoredebts.org

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

Tax Information Phone Service 1.800.267.6999

www.cra-arc.gc.ca/tips

Provides 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 (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

Mon-Fri, 10am-12pm, 1pm-2pm. Call for an appointment, access limited to twice a year. Vouchers may be available.

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

www.wrags.net

370-3771 Jacombs Rd, Richmond

Offers donated beds free to the public. Bed warehouse open 12pm to 4 pm, except for statutory holidays. May deliver bed for no charge if recipient has a referral from the Ministry of Social Services. Office open Mon-Fri, 9am-12:30pm. Call for more information.

Consignment & Thrift Stores

BASES Family Thrift Store 604.540.0110

7825 Edmonds St, Burnaby

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

Burnaby Hospice Society Thrift Store 604.520.5082

6843 Kingsway, Burnaby

Open Mon-Fri, 9:30am-7pm; Sun, 9:30am-4:30pm.

PHARMASAVE

Metrotown



4390 Beresford Street, Burnaby Phone: (604) 563-4390

Fax: (604) 563-4391 • www.pharmasave.com

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- Vitamins & Supplements - 维他命 & 保健品



Your Neighbourhood Live Well
Pharmacist Michael Xu, Owner

Grand Central Consignment 604.524.4095

www.grandcentralconsignment.ca

46-6th St, New West. Open Mon-Sat, 11am-6pm;
Sun 11am-5pm.

Jubilee United Church Thrift Store 604.434.8323

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

Kerry's Boutique 604.544.4669

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

New to You Thrift Store 604.515.4815

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

Orphan Aid Thrift Store 604.521.1013

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

Salvation Army Thrift Stores 604.299.0264

4099 E. Hastings St, Burnaby

774 Columbia St, New West
Open Mon-Fri, 9am-9pm; Sat, 9am-7pm.

SPCA Thrift Mart 604.540.7722

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

St. Barnabas Anglican Church Thrift Store 604.526.6646

1010-5th Ave, New West
Open Wed-Sat, 11am-3pm.

Treasure Chest Thrift Store 604.516.8080 x327

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

Consumer Protection

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.

Canadian Anti-Fraud Centre 1.888.495.8501

www.antifraudcentre.ca

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

Better Business Bureau of Mainland BC 604.682.2711

www.bbb.org/mbc

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

Legal

Clicklaw

www.clicklaw.bc.ca

Provides online legal info, education, and assistance.

MyLawBC

www.mylawbc.com

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

Courthouse Libraries of BC 604.660.2841

www.courthouselibrary.ca

librarian@courthouselibrary.ca

Law Matters

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

**Please see page 48 for local library branches.*

Justice Education Society of BC 604.660.9870

www.justiceeducation.ca

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

Canadian Bar Association –BC Branch 604.687.3404

www.cbabc.org

Provides legal assistance services and programs for the general public.

Dial-A-Law

604.687.4680

www.dialalaw.org

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

Lawyer Referral Service 604.687.3221

Provides a consultation with a lawyer for up to 30 minutes for a \$25 fee. Call Mon-Fri, 8:30am-4:30pm.

golfburnaby.ca



Access Pro Bono Society 604.878.7400

www.accessprobono.ca

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

Law Students' Legal Advice Program 604.822.5791

www.lslap.bc.ca

UBC students provide free legal advice/representation from clinics located in community centres, social agencies, and churches. Call or visit website to check eligibility. By appointment only.

Legal Services Society 604.408.2172

www.lss.bc.ca

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

Seniors First BC (formerly BC Centre for Elder Advocacy & Support)

–Elder Law Clinic 604.688.1927 x258

–Seniors Abuse & Information Line (SAIL) 604.437.1940

www.seniorsfirstbc.ca

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

Mediate BC 604.684.1300

www.mediatebc.com

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

BC Human Rights Clinic 604.622.1100

www.bchrc.net

Offers advocacy and education services on human rights.

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. Conducts impartial, confidential investigations to ensure fair treatment for all.

Office of the Seniors Advocate 1.877.952.3181

www.seniorsadvocatebc.ca

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

PovNet

www.povnet.org

A searchable website for people on welfare, advocates, and community groups involved in anti-poverty work.

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. Activities include a weekly Outreach Resource Centre, service provision events, leadership for homeless reduction strategies, community awareness, information sharing, support for outreach and extreme weather programs.

Wilson Heights United Church 604.325.9944 x224

www.whuc.net (Learn About our Advocacy Program)

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

Vancouver & Lower Mainland 604.436.1025

Multicultural Family Support Services Society

www.vlmfss.ca

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.

Advocacy

Disability Alliance BC 604.875.0188

www.disabilityalliancebc.org

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



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

Learn more at www.SeniorsFirstBC.ca

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

Free Legal Consultations for Adults 55+, once a month:
3rd Tuesday from 11 am to 1:30 pm
2055 Rosser Avenue, Burnaby
Brentwood Community Resource Centre
Call 604-336-5653 to book an appointment



*Margaret, distance cyclist
Mulberry PARC resident*

Life's better here

Margaret took up cycling in her 40's and today it's her main method of transportation. From regular jaunts to Metrotown via the Highland Park Line trail to a weekly 30km route with a seniors' cycling group in Richmond, Margaret isn't planning on hanging up her helmet anytime soon.

That's how it is at Mulberry PARC: it's easy to keep active at your own pace. And with PARC Retirement Living's focus on maintaining a healthy body and mind through our Independent Living+ program, it's easy to see how life's just better here.

**Call Monica at 604.526.2248 to book
a tour and complimentary lunch.**

**You can read Margaret's
full story online at
parcliving.ca/ilivehere**

**mulberry
| parc**

retirement living with a plus

7230 Acorn Avenue, Burnaby



parcliving.ca/Mulberry

Transportation

Information

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

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

Road Condition Reports 1.800.550.4997
www.drivebc.ca

BC Ferries 1.888.223.3779
www.bcferries.com

Vancouver International Airport 604.207.7077
www.yvr.ca

Programs

Burnaby Seniors Transportation 604.292.3901
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.

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

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

Families

Information & Childcare Resources

YMCA Child Care Resource & Referral 604.294.1109
www.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

 BurnabyECDCommunityTable

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

Kids In New West

www.kidsnewwest.ca

info@kidsnewwest.ca

Provides information and resources for New West families.

Information Children

778.782.3548

www.informationchildren.com

info@informationchildren.com

Provides information, referrals, workshops and support for parents and caregivers. Helpline and email support available.

Burnaby Community Services

604.299.5778

www.BbyServices.ca

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

Ready, Set, Learn

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

Community Resource Guide

Contains selected services and programs in Burnaby and New Westminster.



**Seniors
Services
Society**

750 Carnarvon Street, New Westminster

604-520-6621

www.seniorsservicesociety.ca

Programs include:

Form and Tax Completion

Housing Support

Meals-on-Wheels

Social Outings

Tax Clinic

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

Support seniors' independence:
GIVE | VOLUNTEER

Pregnancy Resources

Pregnancy Options Phone Service 1.888.875.3163

www.bcwomens.ca

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

Crisis Pregnancy Centre 604.525.0999

www.optionscentre.ca

7879 Edmonds St, Burnaby

Offers free, confidential counselling and support services to women in crisis Mon-Fri, 9am-5pm. Walk-ins welcome.

Burnaby Safe House 778.886.7001

www.safeshelter.ca

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

Pregnancy Outreach Program 604.659.2228

www.burnabyfamilylife.org

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

SMILE 604.298.6245

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

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

OnlineCare Canada

www.onlinecare.ca

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

Early Childhood Programs & Support

La Leche League Canada 1.800.665.4324

www.lllc.ca

Provides breast-feeding support and referral services.

Pacific Post Partum Support Society 604.255.7999

www.postpartum.org

admin@postpartum.org

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

Offers 8 support groups in the Lower Mainland.

Phone support available Mon-Fri, 10am-3pm.

StrongStart Centres

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

Burnaby Schools:

www.sd41.bc.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

East Burnaby Family Place

604.512.1100

9887 Cameron St, Burnaby

ebfp@shaw.ca

Offers parent and child drop-in program, outdoor play area and parent education, Tues & Fri, 10am-1pm.

New Westminster Family Place

604.520.3666

www.nwfamily.bc.ca

info@nwfamily.bc.ca

101-93 6th St, New West

Offers parent participation family resource program for children ages 0-5 to learn, play and socialize. Program also offered offsite at Lord Kelvin Elementary School and the New West Food Bank. Offers parenting education, toy lending library, and family support programs.

Parent & Infant Drop-in

604.918.7605

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

Bonsor Recreation Complex

604.439.1860

Mondays, 10:30am-12noon

Chicken like you've never tasted

Nando's Kingsway
4334 Kingsway
Burnaby, BC
(604) 434-6220

Nando's
PERI-PERI CHICKEN

nandos.ca

Baby & Me Second Stage 604.659.2205

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

Burnaby Infant Development Program 604.299.7851

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

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

**YMCA 604.473.4947 x2507
- Brentwood Community Resource Centre**

www.vanyymca.ca
(Programs > Child Care > Community Services)
Offers a variety of programs, resources and a gathering place to support children and families so they are empowered to reach their full potential. Programs and services include Evening Family Drop-In, Drop-In Playtime, Baby & Me Parent Infant Drop-In, and Toy Lending Library. For more info, email: brentwoodymca@gv.yymca.ca.

Parenting Programs & Support

Adoptive Families Association of BC 604.320.7330

www.bcadopt.com
200-7342 Winston St, Burnaby
Provides information about adoption in BC. Offers education, support networks and groups to prospective and adoptive families.

Burnaby Family Life Institute 604.659.2205

www.burnabyfamilylife.org
Provides pre/post-natal support, family life and parenting education, childcare and children's programs, life skills, and women's support groups. Also offers Parent-Child Mother Goose Program and Family Drop-ins.

Burnaby Neighbourhood House

www.burnabynh.ca
South: 4460 Beresford St, Burnaby 604.431.0400
North: 4908 Hastings St, Burnaby 604.294.5444
Provides family drop-in for parents/caregivers with children ages 0-5, preschool and school-age child care in multiple locations, community kitchens and income tax services for families and individuals with limited income, information and referral services. Youth leadership programs for grades 8-12 are also available.

Cameray Child & Family Services 604.436.9449

-Parent Support Program
www.cameray.ca
Provides free daily interactive and educational parenting groups, one-on-one parent support sessions for families in Burnaby and New West with at least one child under age of 5.

Family Services for Greater Vancouver 604.525.9144

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

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

Foster Parenting Fraser Region 604.520.2900

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

Hospitality Project 604.520.3666

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

Ministry of Children & Family 1.800.663.9122

Development Centralized Screening Team
Provides initial requests for ministry support and services and child protection reports.

Kingsway South Office 604.660.9494

Youth Intake Team (13yrs+) 604.660.5900

MOSAIC -Family Centre 604.636.0120

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

New Westminster Children's Centre 604.521.8078

Provides services for families whose children and youth need additional support. Centre is a joint initiative of Simon Fraser Society for Community Living and SHARE Family and Community Services Society. Services include Infant Development Program, Supported Child Development, Early intervention therapies and Key Worker services. Open referral system.

**Resources for Families continued on page 33*



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www.burnabyfamilylife.org

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CALL 604-291-0626 FOR MORE DETAILS

Are you a senior in need of a little extra help?

Burnaby Better at Home provides Light Housekeeping Services and Rides to Medical Appointments



How can I receive this service?

Must be:

- 65+ years old
- Burnaby resident
- Living independently

How much does it cost?

Fees for service are determined on a sliding scale, based on the individual's income

How do I apply? Who do I call if I have questions?

Call Burnaby Better at Home: [604-297-4877](tel:604-297-4877)

Better at Home is funded by the Government of BC and managed by the United Way.



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3744 Hastings Street, Burnaby **t** 604.294.WOOD (9663) **f** 604.294.9688 **w** casamaderafloors.com

Parent Support Services Society of BC 604.669.1616

www.parentsupportbc.ca

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

Parents Together 604.325.0556

www.bgcbc.ca

(What We Do > Counselling Support Services)

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

Purpose Society 604.526.2522

-Parenting Support Groups/Circles

www.purposesociety.org

Offers the following free groups to parents.

Self-referrals accepted.

Family Circle

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

Fun Learning and You

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

Parenting Children with Challenging Behaviours

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

Pitter Patter

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

Teeter Tots

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

St. Leonard's Youth & Family Services 604.524.1511

www.stleo.ca

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

British Columbia Family Maintenance 604.775.0796

Enforcement Program

www.fmep.gov.bc.ca

Monitors and enforces maintenance orders and agreements.

Neighbourhood Outreach Workers 604.431.0400

www.burnabynh.ca

Offers support for parents with young children who need help connecting with community resources.

Justice Education Society of BC

www.familieschange.ca

www.changeville.ca

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

New Westminster Family 604.660.8636

Justice Centre

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

Families with Low Income

Child Care Subsidy Helpline 1.888.338.6622

www.mcf.gov.bc.ca/childcare

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

Affordable Family Fun

www.burnaby.ca/flipbook/affordablefun

Check link on Burnaby website for information about affordable family fun for everyone.

Athletics for Kids 604.221.7529

www.a4k.ca

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

Burnaby MoreSports 604.376.0556

www.burnabymoresports.ca

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

JOIN US FOR OUR LUNCH BUFFET

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

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

110-3790 Canada Way, Burnaby, BC

Delivery 5-9pm (delivery charges will apply)



Tandoori Restaurant

Call for Reservations **604.430.1600** • www.agratandoori.ca

Burnaby Community Services**604.299.5778**www.BbyServices.ca**Camping Bureau**

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

Christmas Bureau

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

Recreation Credit

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

Community Volunteer Income Tax Program

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

Form Completion Program

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

Burnaby Kidsport Fund**604.294.7111**www.kidsport.ca/burnaby

Provides grants to qualifying Burnaby families in financial need for sports registration fees for kids ages 5-18.

Burnaby Parks, Recreation & Cultural Services**Burnaby Recreation Credit Program** **604.320.2227**www.burnaby.ca/recreationcredit

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

Canada Scoreswww.canadascores.org

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

Canadian Tire Jumpstart**1.877.616.6600**jumpstart.canadiantire.ca

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

Fraserside Community Services**604.522.3722**www.fraserside.bc.ca**Camping Bureau**

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

Recreation Pass

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

Salvation Army**604.868.7672****- Christmas Bureau**

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

SmartSAVER**1.855.737.7252****- Free Money for RESPs**

www.uwlm.ca/start-my-resp-uwbc/ info@smartsaver.org
BC families with low income can open a no-fee, zero required contribution Registered Education Savings Plan (RESP) and receive free government money for their kid's higher education.

BC Hydro**1.877.806.3242****-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 and eligibility requirements.

Seniors

Seniors BC/Seniors Info Line**604.660.2421**www.seniorsbc.caTDD: **604.775.0303**

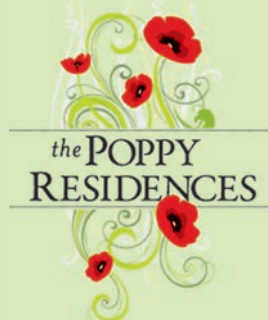
Offers a single source of government services information, including health services and resources.

ElderPostwww.elderpost.com

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

CARP**604.522.9020****- Canadian Association of Retired Persons**www.carp.canorthfraser@carp.ca

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5291 Grimmer St., Burnaby
thePoppyResidences.com

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 contains selected services and programs in Burnaby and New Westminster.

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

Citizen Support Services 604.294.7980

Seniors Resource Guide

Contains information about programs, benefits, agencies, and services available to Burnaby seniors. Copies are available at www.burnaby.ca.

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

Let's Do Lunch

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

New Westminster Meals on Wheels 604.520.6621

www.seniorsservicessociety.ca/smow.htm

Delivers fresh, nutritious, and affordable meals to New West residents. The meals are prepared daily by the Starlight Casino's chef and team. Call for rates and details.

Japanese-Style Meals on Wheels 604.687.2172

www.tonarigumi.ca (Services > Service List)

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

Better Meals 604.299.1877

www.bettermeals.ca

1.888.838.1888

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

Casalinga Food Services 604.435.1994

www.casalinga.ca

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

Dairyland Home Service 604.421.4663

www.morethanmilk.ca

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

Citizen Support Services 604.294.7498

www.burnaby.ca/citizensupportservices

Grocery Shop-By-Phone

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

Shopping Buddies

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

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. Minimum order and delivery charge applies. Call for rates and details.

Health & Wellness

Fraser Health Authority

www.fraserhealth.ca

Public Health General Information

Burnaby 604.918.7605

New West 604.777.6740

Home Health Service Line (New Inquiries) 1.855.412.2121

Burnaby 604.918.7447

New West 604.777.6700

Fraser Health Crisis Line 24-hr: 604.951.8855

Seniors Distress Line 24-hr: 604.872.1234

Health Protection Office 604.918.7683

- Community Care Facilities Licensing

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burnaby@nursenextdoor.com



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 own homes. For more information email: lifeline@fraserhealth.ca

Seniors Wellness Programs

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

- Bonsor Health Alert** **604.297.4956**
- Cameron Health Focus** **604.297.4453**
- Edmonds Health Watch** **604.297.4901**
 - Stroke Recovery Branch **604.297.4838**
- Confederation** **604.294.1936**

- S.A.I.L (Seniors Active in Living)
- Arthritis Support Group
- Parkinson's Support Group
- Stroke Recovery Club
- YCARE Healthy Heart

- Century House** **604.519.1066**
 - Health Drop-in
 - LGBT Group
 - Parkinson's Self Help
 - Peer Counselling

Alzheimer Society of BC - Fraser Region **604.298.0780**
www.alzheimerbc.org

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

-First Link Dementia Helpline **604.681.8651**

Older Adult Substance Use Services **604.777.6870**

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

Western Institute for the Deaf and 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.

YMCA Healthy Heart Program **604.521.5801**
(Cardiac Prevention, Rehabilitation & Maintenance)

www.ymcahealthyheart.ca
Offers a community-based program that supports people living with cardiac risk through education and supervised exercise. Doctor's referral is required. Fee for program, but financial assistance may be available for those in need.

Arthritis Society BC & Yukon Division **604.714.5550**
www.arthritis.ca/bc

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

Healthy Eating for Seniors Handbook

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

*For more options see Health & Wellness on page 6

Counselling & Support

Welcoming Seniors' Spaces

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

Metrotown **604.431.0400**

- Burnaby Neighbourhood House
www.burnabynh.ca seniorsoutreach@burnabynh.ca

Edmonds & Heights **604.299.5778**
- Burnaby Community Services
www.BbyServices.ca

Burnaby Seniors Outreach Services Society **604.291.2258**

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

Peer Counselling

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

Unpaid Caregiver Support Program

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



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Burnaby Neighbourhood House South: **604.431.0400**
 www.burnabynh.ca North: **604.294.5444**
Seniors Together Program seniors@burnabynh.ca
 Welcomes seniors from diverse cultural backgrounds, skills and abilities, and supports their health and well-being. Seniors lead educational workshops and social activities. Membership fee \$5; most programs are free.

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

MOSAIC Seniors Programs for Immigrant & Refugee Seniors
 www.mosaicbc.org/seniors-club
 Provides free, multi-lingual services to newcomer seniors aged 55+, including settlement counselling, English conversation circles, computer classes, activity workshops and informational fieldtrips.
 5902 Kingsway, Burnaby **604.438.8214**
 2055 Rosser Ave, Burnaby **604.292.3907**

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

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

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

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

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

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

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

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

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

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

Burnaby Neighbourhood House

Building Welcoming and Inclusive Neighbourhoods

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



South House - 4460 Beresford Street,
 Burnaby (604) 431-0400
 North House - 4908 Hastings Street,
 Burnaby (604) 294-5444

f burnabynh @Sburnabynh NorthBNH @northbnh

<http://burnabynh.ca/>

BC Bereavement Helpline www.bcbereavementhelpline.com Provides information, referral and support for persons coping with grief.	604.738.9950 contact@bcbh.ca	John's Helping Hands www.johnshelpinghands.ca	604.329.1006
Voices of Burnaby Seniors www.BbyServices.ca/VOBS Network of seniors and service providers developing projects to support seniors in being independent and connected community members.	604.292.3904	Joie de Vivre Life Enrichment Services www.jdvlifeenrichment.com	778.384.0060
In-Home Support Services		Just Like Family Senior Home Care Services www.justlikefamily.ca	604.440.3331
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. Please note services will vary between locations; contact your local agency to learn more. Subsidies may be available for independent living seniors 65+, depending on income level.		Karp Home Care www.karphomecare.com	604.420.7800
Burnaby Better At Home betterathome@burnaby.ca	604.297.4877	Nurse Next Door Home Care Services www.nursenextdoor.com	604.553.3330
New Westminster Better At Home support@seniorsservicessociety.ca	604.520.6621	Nurse Tree Health www.nursetree.ca	604.655.2636
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.		Personalized Dementia Solutions Inc. www.dementiasolutions.ca	778.789.1496
All Nursing Health Services www.allnursing.ca	604.488.9323	Physio2U www.physio2u.ca	778.846.7695
Bayshore Home Health www.bayshore.ca	604.739.7454	Practically Daughters Senior Move Managers www.goodriddance.ca	604.421.5952
BC Eldercare Massage www.bceldercare.ca	604.340.3581	Retire-at-Home www.retireathomeNS.com	604.998.1628
Classic LifeCare www.classiclifecare.com	604.263.3621	Safe Care Home Support www.safecarehomesupport.ca	604.945.5005
Comfort Keepers www.comfortkeepers.ca/local-office/british-columbia/burnaby	604.689.8609	Shylo Nursing & Home Healthcare www.shylonursing.ca	604.434.9681
Diamond Geriatrics www.diamondgeriatrics.com	604.874.7764	Strive Community Home Care www.striveliving.ca	604.936.9944
FootCare Passion - Mobile Foot Care www.footcarepassion.ca	604.780.3992	We Care Home Health Services www.wecare.ca	604.495.2280
Home Instead Senior Care www.homeinstead.com/3037	604.432.1139	Housing Information	
		Seniors Services Society 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. Services available for seniors 60+ living in Metro Vancouver (except Downtown Eastside).	604.520.6621
		BC Home Renovation Tax Credit for Seniors and Persons with Disabilities www.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 ITBTaxQuestions@gov.bc.ca

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- ✓ Personal Care
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BC Housing

www.bchousing.org

SAFER – Shelter Aid for Elderly Renters

www.bchousing.org/programs/SAFER

Provides financial assistance for eligible renters 60+.

HAFI – Home Adaptations

www.bchousing.org/Options/Home_Renovations

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

Home Owner Grants

1.888.355.2700

www.sbr.gov.bc.ca (Individuals > Property Tax)

The Home Owner Grant is one of three property tax assistance programs offered by the province. Helps homeowners reduce the amount of taxes they pay.

New Chelsea Society

604.395.4370

www.newchelsea.ca

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

New Vista Society Housing Office

604.525.3288

www.newvista.bc.ca

Provides housing to families of varied incomes and subsidized housing to low income seniors 55+. Apply through BC Housing at 604.433.2218.

Society for Christian Care of the Elderly

604.681.7337

www.scce.ca

Provides independent, affordable housing for persons 55+.

*Please see Housing Information for more options, page 18

Home Repairs & Maintenance

Mobile Work Crew

604.723.3439

www.fraserside.bc.ca (Employment Services > Mobile Work Crew)

Supervised workers with physical or mental challenges offer commercial/residential landscaping, property maintenance, recycling, and rubbish removal.

Neighbours Helping Neighbours

604.764.6601

www.larchevancouver.org (Programs > Day_Programs)

Supervised team of persons with developmental disabilities assist seniors and others with basic gardening, lawn maintenance, light home maintenance and repairs, recycling and debris clean up or removal.

Senior Citizens Repair Service

604.529.1100

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

Pension & Benefits Information

Service Canada

1.800.622.6232

www.servicecanada.gc.ca

TTY: 1.800.926.9105

Provides information about CPP, GIS, OAS, Spouse Allowance, Survivor Allowance, Veterans Benefits, and any other general inquiries about government services and programs. Open Mon-Fri, 8am-8pm, local time.

Service BC

604.660.2421

www.servicebc.gov.bc.ca/seniors

TDD: 604.775.0303

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

Seniors Supplement

1.866.866.0800

Continuing Education

College for the Retired

604.517.8732

www.cccrburnaby.org

6650 Southoaks Cres, Burnaby

Offers a variety of courses and workshops for persons 55+. Programs are designed to help seniors maintain physical, mental, and social well-being.

SFU Liberal Arts & Adults 55+

778.782.8000

www.sfu.ca/liberal-arts

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

UBC Extended Learning

604.822.1444

www.extendedlearning.ubc.ca

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

Transportation Services

Burnaby Seniors Transportation

604.292.3901

www.BbyServices.ca

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.

Learn for Fun/Teach for Pleasure at the COLLEGE FOR THE RETIRED

This College by seniors for seniors offers a variety of weekday courses over three semesters, Fall, Winter, and Spring.

Courses include:

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

Volunteer Teaching opportunities are available.

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

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

Driving Miss Daisy Seniors Services 604.767.4030
www.drivingmissdaisynorthshore.ca

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

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

Translink Programs for Accessible Transit 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

Social & Recreation

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

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

Bonsor 55+ Centre 604.297.4580
6533 Nelson Ave, Burnaby

Cameron Recreation Complex 604.297.4453
9523 Cameron St, Burnaby

Confederation Community Centre 604.294.1936
4585 Albert St, Burnaby

Edmonds Community Centre 604.297.4838
7433 Edmonds St, Burnaby

Century House 604.519.1066
www.centuryhouseassociation.com

620-8th St, New West

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

Burnaby Meals on Wheels Let's Do Lunch 604.299.5754

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

Citizen Support Services Gadabouts Program 604.294.7980

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 604.294.7920

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

Sapperton Old Age Pensioners Association 604.522.0280

318 Keary St, New West soapaseniors@gmail.com

Meetings held third Wednesday of the month, 1:30pm; recreational games Tuesdays, 1pm; Dance for Fun on 1st/3rd Wednesdays & 2nd/4th Saturdays of the month. Email or call for more information.

Seniors Services Society 604.520.6621

Dining Club and Lunch Bunch

Includes transportation to and from local restaurants for a reduced-cost meal. Transportation is provided for a minimum fee on the Society's fully accessible 16-passenger bus.

Out and About Social Program

Offers opportunities for New West seniors to take part in community events, live theatre and musical performances, and recreational outings. Shuttle service provided on fully accessible bus. There is minimum charge for transportation and seniors cover their own cost of activity.



Your Carriage Awaits...

when you or your loved ones need a helping hand

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

- * "Through the door" accompaniment and assistance:
 - Medical appointments
 - Dialysis, eye & cancer clinics
 - Airport, ferry and pleasure trips
 - Social engagements and vacations
 - Shopping, errands and more...
- * In-home support
- * Walker-friendly and Wheelchair Accessible vehicles
- * Alzheimer's & Dementia support
- * Veterans Affairs Canada approved

Proudly Serving Our Communities



Call 604.767.4030

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

Youth

Information & Support Lines

YouthInBC.com 24-hr distress line: **604.872.3311**
www.youthinbc.com

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

Helpline for Children **604.310.1234**
After hours: **604.660.8180**

Kids Help Phone 24-hr: **1.800.668.6868**
www.kidshelpphone.ca

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

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

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

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

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

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

Burnaby Substance Use Services **604.777.6870**

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

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

Sex Sense Line **1.800.739.7367**
www.optionsforsexualhealth.org

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

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

Youth Against Violence Line 24-hr: **1.800.680.4264**
www.youthagainstviolenceline.com

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

Inter-Regional At-Risk Youth Link **604.999.8180**
(IRAYL) **604.951.4821**

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

Youth Programs

Aunt Leah's Place **604.525.1204**
www.auntleahs.org

Offers housing, job training, life skills training and quality of life opportunities for youth in foster care and young moms to help them transition to independent living.

Covenant House Crisis Program **604.685.7474**
www.covenanthousebc.org/services/crisis-shelter

575 Drake St, Vancouver
Offers safe housing, food, clothing and counselling to youth ages 16-24 on a first-come, first-served basis.

posAbilities

Laurel

Behaviour Support Services

📞 778-945-1435

✉️ laurel@posAbilities.ca

🌐 laurelbc.ca

Making Changes That Matter

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

Contact us to learn more.



ISSofBC

www.issbc.org

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

604.522.5902**Burnaby Youth HUB**

www.burnabyyouthhub.org

4750 Imperial St, Burnaby
Offers a youth clinic, high school, counsellors, youth programs, and resources, and free community meeting space.

604.569.0951**MOSAIC - Moving Ahead FreeRunning for Immigrant & Refugee Youth**

www.mosaicbc.org/youth

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

604.636.4712**New West Youth Centre**

www.newwestyouth.ca

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

604.515.3801**QMUNITY Youth Services**

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.

604.684.5307 x107**Youth Source**

www.purposesociety.org

40 Begbie St, New West

Provides a warm, welcoming place for youth to hang out in and enjoy recreational activities. Access advocacy and referral services, free medical care, counselling with an alcohol and drug counsellor, youth worker or therapist. Showers, laundry and emergency food are also available.

604.526.2522**SUCCESS****- Chance to Choose Employment Program**

www.success.bc.ca

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

604.438.7222**Youth Health Clinics****Options for Sexual Health Clinic**

www.optionsforsexualhealth.org (Clinics)

4734 Imperial St, Burnaby

604.731.4252

3550 E. Hastings St, Vancouver

(Wed: 7pm-9pm)

(Tue, Thurs: 7pm-9pm)

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

Youth Centres

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

Burnaby Youth Centres:

www.burnaby.ca

(Things To Do > Community Centres > Youth Centres)

Creekside Youth Centre

2720 Beaverbrook Cres, Burnaby

604.415.7607**Youth Lounge @ Edmonds**

7433 Edmonds St, Burnaby

604.297.4907**South Central Youth Centre**

6749 Nelson Ave, Burnaby

604.297.4497**Summit Youth Centre**

200 Willingdon Ave, Burnaby

604.268.1369**Burnaby Youth Clinic**

4734 Imperial St, Burnaby

604.293.1764

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

East Van Youth Clinic

www.vch.ca

1669 E. Broadway, Vancouver

Mon-Wed, 3-6pm, Fri, 2-5pm. Serves youth under 25.

604.675.3986**Knight Street Youth Clinic**

www.vch.ca

6405 Knight St, Vancouver

Mon, 2-4:30pm, Thurs, 3:30-6pm. Serves youth under 25.

604.321.6151

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



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

Surrey Youth Clinic 604.585.5999
9634 King George Blvd, Surrey (Shirley Dean Pavillion)
Mon, 12-7pm, Tues 11-6pm, Wed, 10am-5pm, Thurs,
10am-5pm, Fri, 11am-4pm. Serves youth 21 and under.
Appointments are preferred, but drop-ins are welcome.

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

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

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

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

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

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

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

Ministry of Children & Family Development 604.660.9544
201-7645 Kingsway, Burnaby
Provides support services to Aboriginal families and children, and conducts child protection investigations.

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

Aboriginal Peoples

Fraser Region Aboriginal Friendship Centre 604.595.1170
www.frafca.org
A101 - 10095 Whalley Blvd, Surrey
Supports the preservation of Aboriginal culture, languages, and traditions. Provides education, social and recreation services for Aboriginal peoples of all ages. Open Mon-Fri, 8:30am-4:30pm.

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

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

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



ROYAL CITY CENTRE

SHOPPING REDISCOVERED

www.royalcitycentre.ca



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STRATHALLEN

Walmart and over 40 stores with lots of free parking
at 6th & 6th, New West

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

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

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

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

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

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

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 and their families.

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

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

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).

Persons with Disabilities



**Burnaby Association
for Community Inclusion**

Supporting the inclusion of people of all ages and abilities

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

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

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.

Family Support Institute 604.540.8374
www.familysupportbc.com 1.800.441.5403

Provides free support services to families of persons living with a disability. Offers information and referrals, workshops, training, and networking with similar families. Network includes over 240 families who have a family member with a disability.

Support Worker Central

www.supportworkercentral.com

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

Find Support BC

www.findsupportbc.com

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

Learning Disability Association 604.873.8139
www.ldabc.ca

Supports the education, employment, social development, legal rights and general well-being of people with learning disabilities.

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 BCAN standards. Provides services to all ages diagnosed with Autism Spectrum Disorder and other developmental disabilities.

Neil Squire Society 604.473.9363
www.neilsquire.ca

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

Pacific Autism Family Centre 604.207.1980
www.pacificautismfamily.com

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

Autism Lending Library

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

Planned Lifetime Advocacy Network (PLAN) 604.439.9566
www.plan.ca

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

posAbilities 604.299.4001
www.posabilities.ca

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

Laurel Behavior Support Services 778.945.1435
www.laurelbc.ca

Offers individualized behaviour support services for children and adults with autism spectrum disorder and developmental disabilities. Training and support for parents, caregivers, professionals and paraprofessionals.

Progressive Housing Society 604.522.9669 x302
www.progressivehousing.net

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

SPARC BC -Parking Permit Program 604.718.7744
www.sparc.bc.ca/parking-permit

Provides parking permits for people with disabilities.

SPARC BC Accessibility and Enforcement Line 604.718.7734



INCLUSIVE COMMUNITIES, ENRICHED LIVES.
CONNECT WITH US.

Supports for children, youth and adults:

Behaviour Consultation
Community Inclusion
Employment
Home Living



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

posAbilities.ca     

Spectrum Society for Community Living 604.323.1433
www.spectrumsociety.org

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

Spinal Cord Injury BC 1.800.689.2477
www.sci-bc.ca 604.324.3611

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

Swap n Shop

www.sci-bc-swapnshop.ca

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

Peer Program

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

Variety Children's Charity 604.320.0505
www.variety.bc.ca info@variety.bc.ca

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

Western Institute of the Deaf & Hard of Hearing 604.736.7391
www.widhh.ca TTY: 604.736.2527

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

Burnaby Home Library & Accessible Service 604.436.5423
www.bpl.bc.ca

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

New Westminster – Home Library Service 604.527.4650
www.nwpl.ca

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

LGBT2Q+ Community

QMUNITY 604.684.5307

www.qmunity.ca

1170 Bute St, Vancouver

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

Youth Support Services (14-25) 604.684.5307 x107

Older Adult Support (55+) 604.684.5307 x110

Volunteer Inquiries 604.684.5307 x109

Prism (VCH Program) 604.658.1214

www.vch.ca/prism

prism@vch.ca

Provides education, information and referrals for the lesbian, gay, bisexual, transgendered, queer and Two-Spirit (LGBT2Q+) communities in the VCH region. Provides diversity and inclusion training for service providers and the community.

PFLAG Canada -Vancouver Chapter 604.626.5667

www.pflagvancouver.com

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

HIM - Men's Sexual Health Centre 604.488.1001

www.checkhimout.ca

or 604.230.9915

38 Begbie St, New West

Provides physical, sexual, social and mental health services for men. Services include HIV and STI testing, change advocacy, counselling and free condoms. Walk-in or call during clinic hours. Mon/Wed, 4-9pm.

I Belong 604.254.9626

www.mosaicbc.org/i-belong

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

LOCAL NEWS - LOCAL MATTERS FOR SPORTS, NEWS & ENTERTAINMENT

DELIVERED TO YOUR DOORSTEP
EVERY WEDNESDAY AND FRIDAY.

Burnabynow

burnabynow.com



Transgender Health Information Program (THiP)

604.633.4203

www.transhealth.phsa.ca transcareteam@phsa.ca
Offers a BC-wide hub of information about gender affirming care and support. Serves the trans communities, including family, friends, allies and service providers.

International Credential Evaluation Service

www.bcit.ca/ices

604.432.8800

Evaluates the credentials of people who have studied outside the province/Canada and compares 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.

Settlement Workers in Schools (SWIS)

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

Burnaby School District Welcome Centre

http://swis.sd41.bc.ca

604.664.7230

New Westminster Schools

604.522.3722 x180

www.mosaicbc.org/swis

Skills Connect for Immigrants Program

604.298.4720

www.skillsconnectbc.com

Offers government funded employment programs for professional immigrants. Support Services include: job search assistance, career assessment and planning, mentoring services and employment coaching for workplace success. Services are free for eligible immigrants and local employers.

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.

BIPT –Burnaby Intercultural Planning Table

www.bipt.ca

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

Burnaby Multicultural Society

604.431.4131

www.thebms.ca

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

Conversations for Success

604.685.8066

www.gv.ymca.ca/programs connections@gv.ymca.ca

Offers English skill building, networking, and tips on being successful in Canada. Trained facilitators will help you practice English through short presentations and discussions focused on different topics.

ISSofBC

www.issbc.org

207-7355 Canada Way, Burnaby

604.395.8000

280-610 6th St, New West

604.522.5902

Provides immigrants and refugees with first language settlement services, community connections, specialized programs for women and youth, career services, language classes and more.

Moving Ahead Program

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



MOSAIC

Services for Newcomers

Seven client accessible locations in Burnaby



604 438 8214

WWW.MOSAICBC.COM

Information on employment programs, citizenship test preparation, benefits, seniors' activities, mentorships, host programs and more.

SUCCESS Settlement Services 604.430.1899

www.success.bc.ca

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

Vancouver & Lower Mainland 604.436.1025**Multicultural Family Support Services Society**

www.vlmfss.ca againstviolence@vlmfss.ca

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

YMCA Social and Educational Events 604.685.8066

www.gv.ymca.ca/programs connections@gv.ymca.ca

Offers monthly events that help newcomers learn more about the community, make new friends, practice English and have fun! Events are free but you must register at www.eventbrite.ca (search YMCA connections).

For Permanent Residents only.

New West Parks, Culture & Recreation 604.527.4567

www.newwestpcr.ca (Recreation Active Living Guide)

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

Canada Games Pool 604.526.4281

Centennial Community Centre 604.777.5100

Moody Park Arena 604.525.5301

Queen's Park Arena 604.777.5111

Queensborough Community Centre 604.525.7388

Public Libraries

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

Burnaby Public Library

www.bpl.bc.ca

Cameron Library 604.421.5454

9523 Cameron St, Burnaby

Tommy Douglas Library 604.522.3971

7311 Kingsway, Burnaby

McGill Library 604.299.8955

4595 Albert St, Burnaby

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 Home Library & Accessible Service 604.436.5423

www.bpl.bc.ca

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

New Westminster –Home Library Service 604.527.4650

www.nwpl.ca

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

Recreation & Community

Recreation Centres & Libraries**Burnaby Parks, Recreation & Cultural Services 604.294.7450**

www.burnaby.ca/active

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

Well-equipped recreation facilities and parks are located throughout the city.

Bill Copeland Sports Centre 604.297.4521

Bonsor Recreation Complex/Pool 604.297.4597

Cameron Recreation Complex 604.297.4456

C.G. Brown Memorial Pool 604.297.4520

Edmonds Community Centre/Pool 604.297.4838

Eileen Dailly Leisure Pool 604.298.7946

Kensington Complex 604.297.4535

Willingdon Community Centre 604.297.4526

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

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

Curious? Call BPL's **Home Library & Accessible Service** at 604-436-5423 to learn more.



6100 Willingdon Avenue | bplhomes@bpl.bc.ca | bpl.bc.ca/home-library-service

Art Galleries, Museums & Theatres

Arts Council of New Westminster 604.525.3244

www.acnw.ca

Coordinates events and monthly exhibits by emerging and established artists.

Burnaby Arts Council & Deer Lake Gallery 604.298.7322

www.burnabyartscouncil.org

6584 Deer Lake Ave, Burnaby

Presents events and programs from all arts disciplines. See website for information on events and gallery.

Burnaby Art Gallery 604.297.4422

www.burnabyartgallery.ca

6344 Deer Lake Ave, Burnaby

Presents a variety of exhibitions, programs, and events.

Burnaby Village Museum 604.297.4565

www.burnabyvillagemuseum.ca

6501 Deer Lake Ave, Burnaby

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

Fraser River Discovery Centre 604.521.8401

www.fraserriverdiscovery.org

788 Quayside Dr, New West

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

Massey Theatre and Plaskett Gallery 604.517.5900

www.masseytheatre.com

735-8th Ave, New West

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

Michael J. Fox Theatre 604.664.8875

www.michaeljfoxtheatre.ca

7373 MacPherson Ave, Burnaby

Hosts multicultural music and drama performances and events.

New Westminster Museum & Archives 604.527.4640

www.newwestpcr.ca

777 Columbia St, New West

Home to an extensive collection of artifacts and information about the history of New Westminster.

Nikkei National Museum & Cultural Centre 604.777.7000

www.nikkeiplace.org

6688 Southoaks Cres, Burnaby, BC

Celebration of Japanese Canadian culture and its contribution to the Canadian mosaic. Also houses the Nikkei Garden.

Royal City Musical Theatre 604.522.4306

www.royalcitymusicaltheatre.com

735-8th Ave, New West

Produces and presents musical theatre for the public and provides practical experience in musical theatre to youth.

Shadbolt Centre for the Arts 604.291.6864

www.shadboltcentre.com

6450 Deer Lake Ave, Burnaby

Offers programs in fine and performing arts for students of all ages. Presents festivals, performances, and workshops.

SFU Museum of Archaeology & Ethnology 778.782.3325

www.sfu.museum

8888 University Dr, Burnaby

Public museum presents archaeology and cultures of BC and around the world. Admission by donation.

Government Elected Officials

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

Mayors:

Mayor Derek Corrigan (Burnaby) 604.294.7340

Mayor Jonathan Cote (New West) 604.527.4522

Provincial MLAs:

Anne Kang (Burnaby –Deer Lake)

anne.kang.mla@leg.bc.ca

Raj Chouhan (Burnaby –Edmonds) 604.660.7301

Katrina Chen (Burnaby –Lougheed) 604.660.5058

Janet Routledge (Burnaby North) 604.775.0778

Judy Darcy (New West) 604.775.2101

Federal MPs:

Terry Beech (Burnaby North–Seymour) 604.718.8870

Kennedy Stewart (Burnaby South) 604.291.8863

Peter Julian (New West–Burnaby) 604.775.5707

Environment & Recycling

BC Recycling Hotline 604.732.9253

www.rcbc.ca

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

Regeneration

www.regeneration.ca

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

TERRY BEECH YOUR MEMBER OF PARLIAMENT FOR BURNABY NORTH - SEYMOUR

📞 604-718-8870 🌐 TerryBeechMP.ca ✉ terry.beech@parl.gc.ca

Visit our Constituency Office at 3906 Hastings Street, Burnaby

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

📘 Like us on Facebook for our latest updates and new services
facebook.com/terryjamesbeech



Burnaby Engineering Department 604.294.7972

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

4949 Canada Way, Burnaby

Burnaby Curbside Appliance Collection

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

Appliances may also be delivered to the above site.

Burnaby Recycling & Yard Waste Depot

4855 Still Creek Ave, Burnaby

Open Mon-Sun, 8am-4pm.

Composters & Rain Barrels

Reduce waste and conserve drinking water by using

a backyard composter and installing a rain barrel

for watering gardens. Buy at Yard Waste Depot.

New Westminster Recycling Depot 604.968.4208

www.newwestcity.ca (Garbage & Recycling)

65 E. 6th Ave, New West (adjacent to Canada Games Pool)

Open Wed-Sun, 10am-6pm.

Electronics Recycling Locations

These locations accept computers and peripherals, printers, televisions, and microwaves.

Lee's Bottle Depot 604.435.3432

7385 Buller Ave, Burnaby

Regional Recycling 1.855.701.7171

www.regionalrecycling.ca/burnaby

2961 Norland Ave, Burnaby

Return-it (Encorp Pacific Canada) 604.473.2400

www.return-it.ca

Visit website for various locations and accepted items.

Coquitlam Transfer & Recycling Station 604.681.5600

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

1200 United Blvd, Coquitlam

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

Call 2 Recycle 1.888.224.9764

www.call2recycle.ca/locator

Provides an eco-friendly way to recycle batteries and cellphones. Check website locator to find nearest site.

Kidney Foundation of Canada 604.736.9775

www.kidney.bc.ca

Kidney Car Program

Donate unwanted vehicles to the Kidney Foundation.

Receive a free tow and tax receipt. Call for pick-up.

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.

ISSofBC Burnaby: 604.395.8000

www.issbc.org

New West: 604.522.5902

Provides opportunities to volunteer within ISSofBC

programs and services, special events and mentors.

Mentoring may include assisting in the settlement process, English practice or providing info on Canadian work life.

Seniors Services Society 604.520.6621

www.seniorsservicessociety.ca

Opportunities include working with all programs

offered to seniors: Meals on Wheels, Medical

transportation, Information and Referral Support,

Support Calls, and Office Support.

Volunteer Burnaby 604.294.5533

www.volunteerburnaby.ca

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

Volunteer Grandparents 604.736.8271

www.volunteergrandparents.ca

Connects generations through two key programs:

Family Match Program

School Grandparent Program

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



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Real Estate Transactions

Our staff of solicitors have the resources and experience to handle all aspects of transactions related to:

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Residential and commercial leasing.

We have extended experience in land development & subdivision.



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Our corporate law solicitors has expertise in many areas, they have considerable experience of acting for a wide range of clients.

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



We have proudly served our Clients from all over the lower mainland for over 60 years and we will continue providing you with top quality legal representation and our commitment to excellent service.

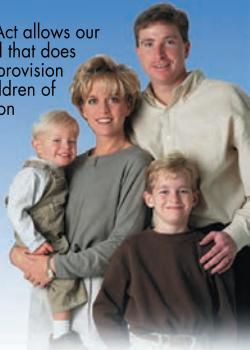
Our Law Firm has been awarded the "Best of Burnaby" by the readers of the Burnaby Now newspaper for 17 consecutive years.

awarded the "Best of Burnaby"

We Understand People Who Did Not Receive A Deserved Inheritance.

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

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



We Are Aware You Want To Protect Your Family.

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.

Why? Experience has convinced them that it serves their interest to have a lawyer on their side.



Estate Litigation & Civil Litigation

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.

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



#300 - 410 Carleton Avenue
at Hastings Burnaby, B.C. V5C 6P6
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www.cobbett-cotton.com



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www.bhfoundation.ca

BURNABY HOSPITAL
F O U N D A T I O N

www.bhfoundation.ca    

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