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BELONG

COMMUNITY RESOURCE GUIDE

2025

Burnaby & New Westminster





What do **YOU** want to do?

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

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

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

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

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

Work toward new career opportunities

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

- Therapeutic Recreation Assistant
- Dental Receptionist
- Medical Office Assistant
- Early Childhood Education
- Education Assistant
- Start a Family Day Care
- TESOL (ELL Instructor)
- Floristry Design
- Arborist ISA
- Landscape Horticulture Apprenticeship
- Residential Landscape Technician
- Pesticide Application
- Tree Pruning
- Restoring Soil
- Hardscape Installation
- Sustainable Landscape Design
- Building Service Worker
- Building Caretaker
- Accounting & Payroll
- Administrative Assistant
- Computer Courses
- Office Skills
- Game Design/Web Design
- Speaking Effectively
- Voice Over Announcing

Try something new

Choose from a long list of **General Interest Courses** including: French, Spanish, Mandarin, Japanese, Interior Decorating, Hairstyling, Reiki, Photography, Intro to Fiction Writing, Sewing, Soap Making, and Yoga.

Explore your options.



BNH Locations

South House
 4460 Beresford St.
 604.431.0400
 info@burnabynh.ca



Brentwood
 2055 Rosser Ave.
 604.299.5778
 info@bbyServices.ca



North House
 4908 Hastings St.
 604.294.5444
 northinfo@burnabynh.ca



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WELCOME TO THE 2025 COMMUNITY RESOURCE GUIDE

Burnaby Neighbourhood House, the umbrella organization of Burnaby Community Services, Burnaby Meals on Wheels, and Burnaby Seniors Outreach, is pleased to present this year's resource guide. This guide provides updated listings of selected programs and services offered in our community. If you, your family, or someone you care about needs support, reach out.

Please call 604.299.5778 to order copies of our Guide, or visit www.BbyServices.ca to download a PDF version.

Disclaimer

While every effort was made to ensure accuracy of information, understand that some changes may occur after printing and that the inclusion of agencies in the Guide does not constitute endorsement, nor does omission constitute disapproval. We welcome comments and suggestions for future editions.

BNH VISION

BNH enables people to enhance their lives and strengthen their community. We work with our communities to develop innovative programs and services that meet the changing needs of a diverse population.

CHILDREN AND YOUTH

- Family Drop-in
- Childcare programs
- Parenting Workshops and Resources
- Youth Drop-in
- Youth Future Leaders Program
- Family Outreach
- Preschool
- Daycamp



NEW IMMIGRANTS

First language services and support for new immigrants and refugees:

- Assistance with applications for Federal/ Provincial benefits
- Access to information and orientation about life in Canada
- Case management, assessment, and action plan
- English learning workshops and conversation circles
- Volunteering and career advancement opportunities
- Longer-term socio-economic integration and inclusion



COMMUNITY

- Drop in Community Cafés
- Community Garden
- Community Dinners
- Fundraisers
- Volunteer Led Programs
- BNH Food Hubs
- Income Tax Clinic
- Christmas & Camping Bureaus
- Adult Literacy Program
- English Conversation
- Dude's Club
- Digital Café



To see a full list of our programs and schedule visit:
www.burnabynh.ca

SENIORS

- TAPS Day Program
- Caregiver Support
- Senior Peer Support
- Friendly Visiting
- Dementia Programs: Dementia Friendly Café and Seniors Memory Club
- Seniors Transportation
- Form Filling
- Social Programs: Lunch, Education Workshops, Sewing, (Chair) yoga
- Food Programs: Grocery Shopping and Delivery, Frozen Meals, Meals on Wheels, Food Hampers



This guide is generously supported by:



We acknowledge that we operate on the ancestral, traditional and unceded territories of the Coast Salish Peoples.

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HARMONY FOR ALL

Getting instruments into the hands of our community

INSTRUMENT LENDING PROGRAM

The Harmony for All instrument lending program makes it possible for you to borrow an instrument for free!

Choose from many different instruments including acoustic and electric guitars and basses, drum kits, saxophones, clarinets, flutes, trumpets, trombones, violins and accordions.

MUSIC PROGRAM SCHOLARSHIPS

The scholarship program supports Burnaby residents experiencing financial barriers to participation in music lessons of all ages.

Successful applicants will be able to take seasonal lessons at Bonsor, Edmonds and the Shadbolt Centre for the Arts.



Visit the Harmony for All website to access the online application forms.

Burnaby.ca/HarmonyForAll

shadbolt for the arts
centre



Counselling & Support Services

Counselling BC

<https://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, teenagers, and families. Subsidies may be available to persons with low income.

Burnaby Family Life Institute

604.659.2217

www.burnabyfamilylife.org/counselling

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. Offered for children 3-19 years who witness abuse.

Burnaby Neighbourhood House

604.291.2258

<https://burnabynh.ca/get-involved-seniors>

Offers support services for seniors, their family and friend caregivers, including support groups for caregivers, and one-on-one peer support by trained volunteers for seniors experiencing frustration or difficulties because of life changes. Dementia Friendly programs include a monthly café for people with memory loss or dementia, their family and friends, and a seniors memory club held most Saturday mornings for playing games, exercising, socializing, singing, and sharing stories. Call or visit website for updates. *This is not a counselling service.

Cameray Child & Family Services

604.436.9449

www.cameray.ca/counselling-programs/

Provides free child and family counselling, parent support and education, victim support, emergency sexual assault services, groups, and advocacy for families in Burnaby and New Westminster. Programs include ACTS Program, Child and Youth Victim Support Service, Child, Youth, and Family Counselling, Early Years Parenting Support Services, and Emergency Sexual Assault Services. In-person and virtual services available.

Century House Peer Support

604.519.1064

www.centuryhouseassociation.com/service-group/peer-support-program

Provides free peer counselling programs for New Westminster aging adults and seniors, helping with life transitions, bereavement, loss, loneliness, isolation, health, and aging concerns. Volunteers always welcome.

Covenant House Vancouver

604.685.7474

www.covenanthousebc.org

Offers support services for vulnerable, at-risk young people including housing, alcohol and drug counselling, mental health counselling, and life skills training.

Crisis Program

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

Community Support Services (CSS)

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

Foundations Program

Offers a harm-reduction program for youth not requiring medical detox. Intake via Vancouver Coastal Health Centralized Intake and Assessment Team.

Rights of Passage Program (ROP)

Offers a transitional housing program for youth 16-24 years including access to life skills, mentorship, mental health and social work supports.

Mental Health and Addictions Supports

Offers referrals to in-house Registered Clinical Counsellors (RCC) for youth to 16-24 years. Therapy may involve one-on-one counselling, Cognitive Behavioural Therapy (CBT), Dialectical Behaviour Therapy (DBT), Art Therapy, referral to a psychiatrist, referral to a treatment centre, or a combination of services.

Family Services of Greater Vancouver

604.525.9144

<https://fsgv.ca>

Offers a variety of free or affordable support services and counselling programs to families, individuals, and youth.

Fraserside Community Services Society

604.522.3722 x101

www.fraserside.bc.ca/mental-health

Perspectives Substance Use Counselling Services

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

The PEACE Program

604.522.3722 x118

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

Lookout Housing & Health Society

604.255.0340

<https://lookoutsociety.ca>

info@lookoutsociety.ca

Offers supportive housing and services for people experiencing homelessness based on individual needs and current living situations. Must be in/have history with New Westminster.

Cliff Block Residence

604.523.9126 x103

Rhoda Kaillis Housing Centre

604.544.5145

Russell Residence and Housing Centre

604.529.9126

Purpose Society —Family Services

604.526.2522

www.purposesociety.org/family-programs

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



BURNABY

MEALS ON WHEELS

www.burnabymeals.ca

604-299-5754



VOLUNTEER DRIVERS NEEDED

Drivers with access to own vehicles needed to deliver meals to community members.

Gas reimbursements available!



Family Therapy

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

Family Development Work

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

Short-Term Therapy

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

Supervised Access

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

Atira Women's Resource Society

<https://atira.bc.ca/what-we-do/programs> info@atira.bc.ca
Provides housing, counselling, legal advocacy, and support programs to women experiencing violence, abuse, substance use problems, homelessness, chronic health or mental health issues.

604.681.4437

Battered Women's Support Services

www.bwss.org/support 24-hr Crisis Line: 604.687.1867
Provides counselling, support, and advocacy for racialized, queer, and all women who have experienced abuse and or trauma. Family, child protection, & immigration legal advocates available.

1.855.687.1868

Burnaby Safe House

<https://safeshelter.ca/resources> Confidential: 778.886.7001
Offers second-stage accommodation in a safe, confidential location for abused women, and vulnerable pregnant women.

Confidential: 778.886.7001

Dixon Transition Society

<https://dixonsociety.ca>
Provides temporary shelter, housing, and support for women and their children directly fleeing abuse.

604.298.3454

Dixon Transition House

24-Hr Intake Line: 604.298.3454
10-bed transition house for women and children fleeing domestic violence.

24-Hr Intake Line: 604.298.3454

2nd Stage and 3rd Stage Housing

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

604.298.6046

Family Counselling

For residents of Burnaby who are raising children.

604.433.7380

Stopping the Violence Counselling

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

604.298.2549

Elizabeth Fry Society

<https://efry.com> info@efry.com
Provides shelter, counselling, addiction treatment programs, dental clinic, employment and education support for women and children.

604.520.1166

Maida Duncan Women's Drop-In Centre

402 E. Columbia St, New Westminster maida.duncandropin@efry.com
Drop-in centre offering marginalized women and children a place for light snacks, a shower, laundry, computers, free clothing, and household items, as well as social activities.

604.523.6749

Monarch Place Transition House

www.monarchplace.org/about-us wingsmp@monarchplace.org
Provides emergency shelter and support programs for women and their children fleeing domestic abuse.

604.521.1888

Chrysalis Place Second Stage Program

Second stage residential program.

WINGS Outreach Program

Relocation and multicultural support program.

Calisto Place Third Stage Program

Long term subsidized housing program.

Post Abortion Community Services

<https://pacscanada.org>
Provides non-judgmental post abortion grief recovery through counselling, support groups, and retreats.

604.525.0999

Rape Victims Support Network

<https://assaultcare.ca>
Provides peer counselling, advocacy, referrals, and practical help to victims of sexual assault.

604.545.0834

BC Men's Resource Centre

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 visit; by appointment only.

604.878.9033

MOSAIC Men in Change

<https://mosaicbc.org/our-programs/men-supporting-healthy-relationships>
Provides counselling and psychoeducation for immigrant, refugee, and visible minority men who have used or are at risk of using violence in intimate relationships.

236.688.7750

Burnaby Hospice Society

<https://burnabyhospice.org>
Provides services to individuals and families in Burnaby going through the end-of-life journey. Supports palliative or hospice care patients and their families and caregivers. Also offers free bereavement counselling and art therapy.

604.520.5087

Memorial Society of BC

<https://memorialsocietybc.org>
Provides objective information and education on funeral pre-planning, including simple, dignified, low-cost funerals. Also offers support and direction for grieving families. Membership is required.

604.733.7705

1.888.816.5902



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or virtual consultation


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bigheartshomecare.ca

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2019, 2020, 2021,
2023 & 2024

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

Lumara Grief & Bereavement Care Society 604.553.4663
 www.lumarasociety.org info@lumarasociety.org
 Provides bereavement programs and counselling services to children, youth, and families. Offers educational programs and workshops on grief and loss for volunteers and professionals.

Victim Services

VictimLINK BC 24-hr: 1.800.563.0808
 www.victimlinkbc.ca VictimLinkBC@bc211.ca
 Provides multilingual assistance for victims of crime and immediate crisis support to victims of family or sexual violence. Victim Service Workers help with referral to victim and community services, transition houses, counselling, justice system/legislation programs, and safety planning. Call, text, or email 24/7.

Child & Youth Victim Support Service 604.436.9449 x242
 www.cameray.ca
 Provides free support to victims, their families, and witnesses of crimes who are under 19, including court accommodation and preparation. In-person and virtual services are available.

Family Services of Greater Vancouver —Victim Services & Trauma Counselling 604.525.9144
 https://fsgv.ca/programs/traumacounselling
 Offers professional, compassionate trauma counselling programs to women, gender diverse people, families, children, and youth.

Justice Education Society of BC (JES) 604.660.9870
 www.victiminfo.ca
 Provides an online resource for victims and witnesses of crime. Includes services for victims, legal and financial help, information about reporting crimes, and court process.

MADD Metro Vancouver 1.800.665.6233 x266
 https://maddchapters.ca/vancouver maddvancouver@gmail.com
 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.

Police Victim Services Units
 Offers information, emotional support, and practical assistance to persons or families affected by a crime or trauma.

Burnaby RCMP 604.646.9700
 https://burnaby.rcmp-grc.gc.ca

New Westminster Police 604.529.2525
 www.nwpolice.org VAU@nwpolice.org

Chinese Community Policing Centre 604.688.5030
 www.chinesecpc.com info@chinesecpc.com
 Provides support and assistance to Chinese speaking victims of crime. Programs include victim services, translation and interpretation, and community outreach programs.

Embrace Clinic– Forensic Nursing Service 604.807.5406
 embraceclinic@fraserhealth.ca
 9634 King George Blvd, Surrey
 Provides specialized non-urgent, trauma-informed, outpatient medical care and modified forensic assessments for mature minors and adults of any gender who have experienced recent violence (partner violence, sexual assault or exploitation). Interpreters are available. Call, text or email the clinic directly for an appointment. Offers some sexual health services to anyone in need such as STI/HIV screening and treatment, pregnancy testing with unbiased options, IUD insertions, contraceptive implant insertions, and monthly pap clinics. Open Mon-Fri, 9am-4pm.

Forensic Nursing Service 604.953.4723
Specialized Violence Intervention and Prevention Surrey Memorial Emergency Dept.
 13750-96 Ave, Surrey
 Provides free 24-hr, 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. All genders, age 2+.

Sexual Assault Service 604.875.2881
Vancouver General Hospital Emergency Dept.
 920 W. 10th Ave, Vancouver (near Oak St)
 899 West 12th Avenue Vancouver, BC V5Z 1M9
 Provides free 24-hr, confidential care for anyone 13+ who has been sexually assaulted within the past 7 days. Specially trained female doctors and nurses provide emotional support, health care, and option to collect forensic samples for police. Follow-up counselling is available. Interpreters are available. This service is also offered at UBC Emergency Department, 2211 Westbrook Mall, 8am-10pm, 7 days/week.

BC Society for Male Survivors of Sexual Abuse 604.682.6482
 www.bc-malesurvivors.com victimservices@bc-malesurvivors.com
 Offers individual and group therapy for male-identifying persons who have been sexually abused or victims of domestic violence. Individual support is also available for family members and significant others of male survivors. Discounted fees may apply.

MOSAIC– Multicultural Victim Services 236.512.7129
 https://mosaicbc.org/our-programs/multicultural-victim-services
 victim.support@mosaicbc.org
 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.



Burnaby Hospice Society
 Compassionate Care for individuals & families during the end-of-life journey.

We offer free bereavement services to the community, including:

- Grief Counselling
- Support Groups
- Workshops



📞 604.520.5087
✉ info@burnabyhospice.org
🌐 burnabyhospice.org

Stopping the Violence Counselling 236.512.6170
<https://mosaicbc.org/our-programs/counselling-support-for-victims-of-violence>
women.support@mosaicbc.org
 Provides free and confidential counselling support to adult women experiencing or at risk of experiencing abuse or violence. This program includes group or one-to-one counselling support, resources, and referrals.

Education

BC Ministry of Education and Child Care
www.gov.bc.ca/bced

Burnaby School District 604.296.6900
<https://burnabyschools.ca>

New Westminster School District 604.517.6240
<https://newwestschools.ca>

Federation of Independent School Associations 604.684.6023
<https://fisabc.ca>

Independent Schools Association of BC 604.913.6038
www.isabc.ca

Homeschooling Resources

BC Ministry of Education – Homeschooling Resources
www.bced.gov.bc.ca/home_school
 Provides parents with homeschooling resources.

Burnaby Online 604.296.6940
<https://online.burnabyschools.ca>
 Burnaby Online courses follow the BC Ministry of Education Curriculum providing engaging, dynamic, and flexible learning opportunities to all students K-12 level, as well as adult learners.

Home Learners program at New Westminister Schools 604.517.5980
<https://homelearnersprogram.ca/>
 Supports children in kindergarten through grade 8. A teacher-led distributed learning program that provides options for families who prefer to have their children educated in the home.

New Westminister Online Learning 604.517.6191
<https://newwestonlinelearning.ca/>
 Offering online learning options for students (including adults) who are working on courses at the grade 9 – 12 level.

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

Continuing Education & Extended Learning

Burnaby Community & Continuing Education 604.296.6901
www.burnabyccce.ca
 Offers career programs, general interest programs, English, math and science upgrading, and English language instruction (LINC and Foundations programs).

Douglas College - Proficiency in Academic College English 604.527.5478
<https://www.douglascollege.ca/program/cnella>
 The Academic College English Program is designed to improve speaking, listening and writing skills in preparation for college and university level classes. It is free for Canadian citizen, permanent resident or refugee.

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

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

POWER Alternate Secondary School 604.517.6141
www.newwestschools.ca/our-schools/power/
 Offers New Westminister students 16-18years a high school graduation Dogwood Diploma and incorporates academic, career exploration and work experience opportunities, along with individualized support and instruction as well as recreational and artistic experiences.

Purpose Secondary School 604.526.2522
www.purposesecondary.org 778.727.3410
 Offers an independent high school program for students from Grades 8-12.



Courses for SENIORS 50+



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The College offers a variety of daytime classes
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Community Centred College for the Retired

www.cccrburnaby.org ccc@telus.net 604-517-8732
 6650 Southoaks Crescent, Burnaby (Kingsway/Sperling)

Working for You

Please contact us if you require help with any of your federal or provincial needs.



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BURNABY NORTH
4270 HASTINGS STREET
BURNABY, BC, V5C 2J6
604-775-0778
JANET.ROUTLEDGE.MLA@LEG.BC.CA

Royal City Alternate Program 604.517.6141
www.newwestschools.ca/our-schools/rcap/
 Offers course work up to Grade 10 completion to students 13 – 16 years of age. Provides transition to regular or alternate high school programs and a positive learning experience for those facing social and emotional challenges in school.

SIGMA Program 604.517.6220
www.newwestschools.ca/our-schools/sigma
 Offers flexible programming in an academic setting, smaller class sizes and wide variety of courses in preparation for grade 12 graduation. Out of district students are accepted.

UBC Extended Learning 604.822.1444
<https://extendedlearning.ubc.ca/programs/academic-explorations>
 Offers a variety of learning opportunities including:

UBC Academic Explorations, engaging and informative non-credit courses for learners of all ages offered online in the fall and winter, and in-person in the summer at the UBC Campus.

EAL Resources

Burnaby Language Centre 604.298.8201
<https://mosaicbc.org/services/language/linc>
LINCBurnaby@mosaicbc.org

MOSAIC provides free daytime and evening English classes for immigrants and refugees taught by highly experienced instructors. Childminding services provided on-site. New location on website.

Burnaby Community & Continuing Education 604.296.6901
www.burnabycce.ca

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

Burnaby Neighbourhood House South: 604.431.0400
https://burnabynh.ca/get-involved_adult North: 604.295.5444
 Provides English online conversation classes for beginners. All are welcome to attend.

English Conversation Circles at the New Westminster Public Library 604.527.4666

<https://www.nwpl.ca/events/test-english-conversation-circles-sat/>
 In partnership with the Immigrant Services Society of BC, two English Conversation Circles per week at the Main Branch at 716 6th Street. Open to all, these informal get-togethers offer those pursuing English as a second language the opportunity to meet others and development socially-oriented conversation skills, free of charge and regardless of ability.

S.U.C.C.E.S.S. LINC Program and Conversation Circle 604.430.1899
<https://isiponline.ca/services/english-learning>
 Provides free daytime and evening English Classes and Conversation Circles to Newcomers. Classes include in-person and blended (a combination of in-person and online teaching).

ISSofBC —LINC 778.372.6531
<https://issbc.org/program-types/learn-english> linc.nwest@issbc.org
 Provides LINC (Language Instruction for Newcomers to Canada) including literacy, and workplace English for all CLB levels.

New Westminster Continuing Education —Pearson ALC 604.517.6286

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

Pacific Immigrant Resources Society Community English Classes for Women 604.527.5478

<https://www.douglascollege.ca/program/cnella>
 The Academic College English Program is designed to improve speaking, listening and writing skills in preparation for college and university level classes. It is free for Canadian citizen, permanent resident or refugee.

Purpose Society 778.727.0786

— English Made Easy Program 604.526.2522

www.purposesociety.org mail@purposesociety.org
 Offers free beginner's English class for New Westminster families and caregivers with children 0-6 years.

— Literacy New West 604.368.0776

Collaborates with community organizations to enhance literacy initiatives in New Westminster.

Literacy

Burnaby Neighbourhood House South: 604.431.0400
https://burnabynh.ca/get-involved_adult North: 604.294.5444

Burnaby Community Adult Literacy Program (CALP)

Offers a free program for English-speaking adults who face challenges with reading and writing are matched with trained tutors who support them in acquiring basic literacy and numeracy skills. Call for more information.

Digital Literacy Program

Volunteers support adults to learn to use smartphones, computers & tablets. Sessions available at three sites.

Decoda Literacy Solutions 604.681.4199
www.decoda.ca info@decoda.ca

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

Online Literacy Library

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



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parcliving.ca/mulberry

Douglas College - I-CARE 604.527.5409
www.douglascollege.ca/ICARE icare@douglascollege.ca
Free literacy tutoring for English-speaking adults; call to book an assessment.

Literacy Now Burnaby 604.562.3447
www.literacynowburnaby.ca literacynow@burnabynh.ca
Works to raise awareness of literacy challenges and increase access to literacy and learning programs in Burnaby and New Westminster. Check site for mapped listings.

Burnaby Public Library 604.436.5400
www.bpl.bc.ca
Offers a range of programs that support literacy for kids of all ages, including story time and summer reading club. Talk with a children's librarian to get tips and resources to support your child's reading and learning journey. Adult services include an adult literacy book collection which includes stories, books on life skills, reading, writing, math, and some information on teaching literacy.

New Westminster Public Library 604.527.4660
www.nwpl.ca askus@nwpl.ca
Offers a wide range of programs and events for children learning to read.

CAVE Youth Employment Program 604.438.3045
www.douglascollege.ca/cave cave@douglascollege.ca
Offers a free training option for youth 16-29years to build their workplace skills and confidence, identify job goals, and find paid work. Must be unemployed or under employed, and not a full-time student.

Career Paths for Skilled Immigrants 604.360.3574
www.welcomebc.ca/careerpaths careerpaths@issbc.org
Assists experienced newcomers in resuming their careers by providing personalized career support and coaching, funding for skills upgrading and re-credentialing occupation-specific language education, connection to employers, and help gaining Canadian work experience. See website for list of service providers.

ISSofBC—Job Quest and B-Hired 604.522.5902
https://issbc.org/service-types/find-work
Provides assessment of skills and experience, and referrals to appropriate government-funded programs. Information on language training, financial assistance, work and volunteer experience. One-on-one group sessions for career counselling and building job search skills as to overcome employment challenges. Also fosters the entrepreneurial spirit of newcomers through assessment, basic business planning, and mentoring to eligible clients.

Ministry of Social Development —Income Assistance Offices 1.866.866.0800
www2.gov.bc.ca/gov/content/family-social-supports/income-assistance
#002-4603 Kingsway, Burnaby
202-1015 Columbia St, New Westminster
Provides information about applying for income or disability assistance. Access services online through "My Self Serve", or by phone or in person at your local office.

MOSAIC Employment Services 604.438.8214
https://mosaicbc.org/our-services/employment-services
Career Paths is designed to provide advanced level support (career planning and financial) to skilled newcomers, help them find a job that best suits their pre-arrival qualifications, and gain Canadian work experience.

Progressive Intercultural Community Services (PICS) 604.324.7733
https://freetrainings.ca
Provides government funded, free education, and HR management and trades training programs for PR, citizens, and protected refugees. Call/ see website for program requirements.

S.U.C.C.E.S.S BC
Chance to Choose Employment Program 604.438.7222
https://successbc.ca/service-categories/employment
604-5050 Kingsway, Burnaby
Delivers employability skills to youth 15-30years through training and work experience to assist participants to overcome barriers and transition to employment. Call for program delivery details.

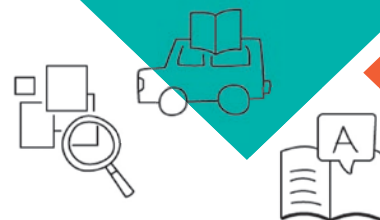
Employment & Financial Assistance

WorkBC Employment Services 1.877.952.6914
www.workbc.ca/discover-employment-services
Offers a full range of services, programs, and supports to people looking for work, apprenticeship or training programs, or receiving income assistance or employment insurance. Specialized services available for persons with disabilities, Indigenous persons, immigrants, older workers, youth, survivors of abuse or violence, and people facing barriers. See website for WorkBC locations.

Job Bank
www.jobbank.gc.ca/home
Online source by Government of Canada for job search. Offers free occupational, career, and labour market information such as job opportunities, career exploration including educational requirements, duties, wage rates and salaries, and current job market trends and outlooks. Employers advertise for free.

ACCESS Employment Services 604.251.7955
www.accessfutures.com
Delivers a range of educational career services and training opportunities to Indigenous people in Greater Vancouver. This includes trades training & apprenticeship programs, essential skills, construction training for at-risk youth, career advising, resume writing, funding for training, and job search support.

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



Career Mentoring

604.430.1899

<https://successbc.ca/isip/>

Gain career information, support, and guidance related to your target occupation/sector in BC from a local professional.

Internationally Trained Dentists (ITDs) Support Program

778.819.0728 ext.1009

<https://successbc.ca/internationally-trained-dentists/> itd@success.bc.ca
Offers assistance with study groups and exam preparation. This program is designed for ITDs preparing for the three licensing examinations required by the National Dental Examining Board of Canada to practice in Canada. These exams include Assessment of Fundamental Knowledge, Assessment of Clinical Judgment, and Assessment of Clinical Skills.**Youth Employment Connect – Training for Jobs**

604.468.6007

<https://successbc.ca/yec>

youthemploymentconnect@success.bc.ca

Helps youth explore and advance their careers in the Office Administration and Customer Service sectors of BC. This integrated program offers three weeks of vocational and job search skills training along with coaching and financial supports.

How to Apply for Welfare & Welfare Benefits<https://legalaid.bc.ca/publications/subject/17>

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

Government Benefits & Tax Services**Government Programs**

Federal and provincial governments provide various programs and benefits for individuals and families. Websites provide the latest information about programs and related application instructions.

Service BCwww2.gov.bc.ca

604.660.2421

TDD: 711

VRS: 1.800.663.7867

Service Canadawww.servicecanada.gc.ca

1.800.622.6232

TTY: 1.800.926.9105

Community Volunteer Income Tax Clinics

1.800.959.8281

www.canada.ca/taxes-help

Visit website or call for location and times of these free clinics.

Burnaby Neighbourhood House. Community Volunteer Income Tax Program

South: 604.431.0400

North: 604.294.5444

Brentwood: 604.299.5778

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

Tax Information Phone Service (TIPS)

1.800.267.6999

www.canada.ca/en.html (Search > Tax Information Phone Service)

Provides tax information from an automated service.

Credit Counselling Society

604.527.8999

<https://nomoredebts.org>

info@nomoredebts.org

Offers free credit counselling, bankruptcy help and debt consolidation options. Counsellors available by phone, online, and in person.

Families & Youth**Information & Childcare Resources****Burnaby Community Services**

604.299.5778

www.BbyServices.ca

Offers the following publications of interest to families:

Community Resource Guide

Lists a wide range of programs and services in Burnaby and New Westminister. Free copies can be picked up at local libraries, recreation and community centres, government, and non-profit agencies or our office. Check website for downloadable copies or call for more information or download electronic copies from website.

Ready, Set, Learn

Mapped listing of programs and services for families with pre-school and school-aged children 0-12years. Currently available online only.

Burnaby Early Childhood Development Tablewww.kidsinburnaby.ca

kidsinburnaby@gmail.com

f: Burnaby ECD Community Table

IG: burnabyecdtable

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

City of New Westminister Parks and Recreation

604.521.3711

<https://www.newwestcity.ca/parks-and-recreation>

Parks, facilities and recreation programs in the City of New Westminister. active@newwestcity.ca

Information on Financial Assistance<https://www.newwestcity.ca/parks-and-recreation/access-and-inclusion>**Fraser Health - New Westminister Public Health Unit**

604.777.6740

Our public health units offer a range of services to promote health and wellness in the community.

Friend 2 Friend Social Learning Society<https://www.friend2friendsociety.org/>

f2fsociallearning@gmail.com

Friend 2 Friend Social Learning Society is dedicated to turning loneliness into learning through the creation and delivery of programs that foster inclusion and celebrate diversity for children aged 4 to 10.

Kids New Westwww.kidsnewwest.ca

knwtable@gmail.com

Connects families in New Westminister with other families, community service providers, information, resources and events.

**Remain longer independent!****Flexible person-centred & affordable home support services****Cognitive & social engagement • Emotional, physical & mental support****Help with tasks/activities of everyday living • Specialized home health services****Mobility support & transportation • Homemaking including cooking****Locally privately founded & operated by a retired RN****Call for a free consultation!****604.551.8867****www.seniorschoiceforcare.ca**

Kidcare Canada 604.314.4794
 www.kidcarecanada.org atpinfo@cw.bc.ca
 Provides trustworthy videos empowering new parents/caregivers in the journey of raising children. Videos model how to build loving bonds with babies and demonstrate positive parenting skills.

Kinsight (formerly Simon Fraser Society) 604.525.9494
 https://kinsight.org/ info@kinsight.org

New Westminster Children's Centre 604.521.8078
 nwcc@kinsight.org

New Westminster Community Inclusion 604.515.9000
 info@kinsight.org
 Kinsight works alongside families of children, youth and adults with developmental delays and disabilities to set and achieve goals that will increase opportunities for growth, development and greater independence.

Information Children 778.782.3548
 www.informationchildren.com info@informationchildren.com
 Provides information, education, workshops (including COS), and support for parents and caregivers. Helpline, email support, and one-on-one coaching available. Mon-Fri, 9am-5pm.

S.U.C.C.E.S.S. - The Community Leadership Initiative (CLI) program 236.880.8428
 https://successbc.ca/cli/ CLI@success.bc.ca
 Empower youth to design and lead their own civic engagement projects that promote inclusivity and reconciliation. It aims to support participants as they gain a better understanding of themselves and the needs of their communities through interactive workshops and field trips.

The Purpose Society New Westminster Youth Hub 604.526.2522
 https://purposesociety.org/events/categories/youth-programs/youth-hubs/new-west-youth-hub/
 eric.osmond@purposesociety.org
 A vibrant and inclusive community space dedicated to empowering young individuals aged 12-24. The hub is designed to provide a supportive environment where youth can access a range of essential resources, opportunities, and services that promote personal growth, skill development, and overall well-being.

Vancouver & Lower Mainland Multicultural Family Support Society (VLMFSS) 236.865.1194
 https://vlmfss.ca/
 Assistance to immigrants, refugees, visible minorities, and women without immigration status and children facing family violence within the Metro Vancouver area. Service offered in various language.

Western Society for Children 604.515.0810
 info@wsfc.ca
 Aims to create an inclusive barrier-free community for families and children with disabilities.

Westminster Children's After School Society 604.540.1688
 https://www.wcass.com/ admin@wcass.com
 Offers safe, quality, affordable childcare to all children aged 5-12.

YMCA Child Care Resource & Referral 604.294.1109
 www.gv.ymca.ca/ccrr ygv.ccrr@bc.ymca.ca
 3rd Floor, 4460 Beresford St, Burnaby
 Provides parents with childcare referrals, information, and assistance in applying for the Affordable Child Care Benefit. Supports childcare providers with information, resources, and training opportunities. Provincially funded, and free program.

Pregnancy Resources

Pregnancy Options Phone Service 1.888.875.3163
 www.bcwomens.ca
 Provides free, unbiased, and confidential short-term phone counselling, information about abortion, adoption, and referral support for unintended pregnancies.

Pregnancy Outreach Program 604.659.2225
 www.burnabyfamilylife.org popoutreach@burnabyfamilylife.org
 Offers free weekly support groups for high-risk pregnant women that include discussion, education, support, and lunch. Childcare is provided. Provides farmers market coupons during growing season and free prenatal vitamins. Post-natal services also provided up to 6 months.

SMILE 604.298.6245
 www.stleo.ca/our-services/young-parents/ smile@st.leo.ca
 Provides free pregnancy testing, support, and education, prenatal classes for parents 24 years and under. In collaboration with Pomegranate Community Midwives, pre and post-natal care are offered. Services by appointment only; call or check website for updates.

Early Childhood Programs & Support

Burnaby Infant Development Program 778.888.3864
 https://idp.gobaci.com idp@gobaci.com
 Provides family-centred services and playgroups to support families who are raising infants 0-3 years old with or at risk of developmental delay or disabilities.

Burnaby Family Place 604.299.5112
 410 Clare Ave, Burnaby kellygardbfp93@gmail.com
 Offers drop-in playtime for parents/caregivers and their children 6 years and under, Mon-Thurs, 9:30am-1pm.

East Burnaby Family Place 604.512.1100
 9887 Cameron St, Burnaby ebf@shaw.ca
 Offers parents and children aged 0-5 free drop-in program with large and small motor skill toys, outdoor play space, circle time, community outreach workers, clothing exchange, ECE program coordinator and daily crafts. "Like" us on Facebook for more info and events. Tues & Fri, 10am-1pm.

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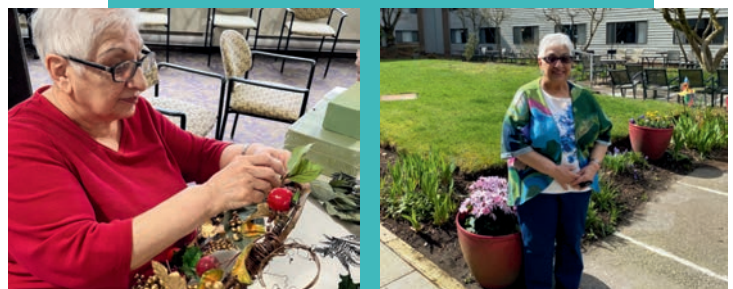


BURNABYNH.CA

Discover Affordable Retirement Living at Burnaby's AgeCare Harmony Court Estate

Yashmin was ready to move in to a retirement living community, but struggled to find one that fit within her budget. Then she found AgeCare Harmony Court Estate. Not only was it affordably priced, but the warm and friendly atmosphere drew her in immediately. "As soon as I walked in, I felt the positive energy in this place," said Yashmin. **"The residents are welcoming, and the staff make an effort to get to know you. AgeCare Harmony Court Estate is a wonderful place to live."**

While the friendly residents and attentive staff attracted Yashmin to AgeCare Harmony Court Estate, the varied activities, delicious food, and countless social opportunities have kept her engaged. **"You don't have to leave home for anything,"** she explains. "I've had the chance to try art, music, yoga, chair exercises, crafts, and more. **I've felt happier than ever since moving to AgeCare Harmony Court Estate."**



Your new home is waiting - call **604-788-8164** or visit **agecare.ca** today for more information and to book your personalized tour.

New Westminster Family Place 604.520.3666
 www.newwestfamilies.ca info@newwestfamilies.ca
 112-960 Quayside Drive, New Westminster
 A parent participation family resource program for children 0-6 years to learn, play, and socialize in uptown and downtown locations. Offers parenting education, a toy lending library housed in the New Westminster Public Library catalogue, and family support programs. Programming is offered in person.

Baby & Me Second Stage 604.659.2200
 Edmonds Resource Centre, #205-7355 CANADA WAY
 Fridays 9:30-11:30am
 Free weekly educational support groups for high-risk moms with babies 6-18 months. Discussion, nutritious snacks, support, and childcare are provided.

La Leche League Canada 778.889.9396
 www.lllc.ca
 65 E 6th Avenue, New Westminster
 Provides breast-feeding support and referral services.

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

Council of Parent Participation Preschools of BC 604.435.4430
 4340 Carson St, Burnaby
 CPPPBC supports parent participation preschools – their children, parents, teachers and executives – by providing a medium of exchange and mutual assistance.

Burnaby Schools StrongStart Centres
 www.burnabyschools.ca/strongstart
 Provides free early learning programs and activities for children 0-5years and their parents/caregivers who will benefit from resources, outreach, and networking opportunities. Snacks provided.
 Drop-in Mon-Fri, 9am-11:30pm.

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 Westminster Schools
 www.newwestschools.ca/programs-services/early-learning/strongstart/
 strongstart@sd40.bc.ca
 Registration required; see website for details.

Connaught Heights Mon-Fri, 9:00am-11:30am

Queensborough Middle School Mon-Fri, 8:45am-11:15am

Skwo:wech Elementary School Mon-Fri, 9:15am-11:45am

Queensborough Just B4 Program

https://newwestschools.ca/programs-services/early-learning/just-b4-preschool/
 Introducing a play-based preschool program in New Westminster designed to support future young learners in their year leading into kindergarten. Check website for more information.

Parenting Programs & Support

Belonging Network 604.320.7330
 info@belongingnetwork.com
 Provides information, resources, and support for all kinds of permanency families including prospective and current adoptive families, and for youth in government care.

British Columbia Family Maintenance Agency 1.866.557.2427
 https://www.bcfma.ca/
 The BC Family Maintenance Agency (BCFMA) helps families and children with an order or agreement get the support (child support and spousal support) they are entitled to.

Burnaby Family Life Institute 604.659.2200
 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 Brentwood: 604.299.5778
 https://burnabynh.ca/get-involved_family South: 604.431.0400
 Provides family drop-in and parent support programs for parents/caregivers with children 0-5years, preschool, and school-age childcare in multiple locations, community kitchens and income tax services for families and individuals with limited income, and information and referral services.

Cameray Child & Family Services 604.436.9449
 —Early Years Parenting Support Program
 www.cameray.ca
 Provides free daily interactive and educational parenting groups, one-on-one caregiver support sessions for families in Burnaby and New Westminster with at least one child under 5years. Services are available both in-person and virtually.

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Family Services of Greater Vancouver 604.525.9144
<https://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 Westminster. Referrals are made through the Ministry of Children and Family Development.

Foster Parenting Fraser Region 604.520.2900
www2.gov.bc.ca (Search > Foster Caregiving)
 Provides information about fostering, support services, and resources for foster parents currently in the network.

Ministry of Children & Family Development 1.800.663.9122
—Centralized Screening Team
 Receives initial requests for services and child protection reports.

Intake and Family Services Bby: 604.660.5900
 (Under 12years)

Youth Intake and Family Services Team
 (13years+) Bby: 604.660.5900

New Westminster Intake and Family Services 604.660.9495

MOSAIC —Family Centre 604.636.0120
<https://mosaicbc.org/our-programs/support-services-for-refugee-families>
 Provides early childhood development (ECD) programs where government-assisted refugee children aged 0-6 years join activities while their parents practice English, join discussion groups, and learn about parenting skills, health, and nutrition.

New Westminster Children’s Centre 604.521.8078
<https://kinsight.org> nwcc@kinsight.org
 Provides services for families whose children and youth have a delay in their development. Services include Infant Development Program, Supported Child Development, Early intervention therapies, and Key Worker services. Open referral system.

Parent Support Services Society of BC 604.669.1616
www.parentsupportbc.ca office@parentsupportbc.ca
 Support the well-being of all families and children by empowering those in a parenting role through community connections, research, education, resources, and advocacy.

Parents Together & Parents in the Know 604.315.0665
www.bgcabc.ca/counselling-support-services/parent-group-support
 Professionally facilitated education and support programs for caregivers who are experiencing challenges while parenting a teen. Offers education and group support for caregivers of youth aged 12-24 years. Strategies are taught to improve relationships, develop positive communication skills, and practice self-care.

Purpose Society 778.727.0786
—Parenting Support Groups/Circles 604.526.2522
www.purposesociety.org
 Offers the following free groups to parents, caregivers, and their children. Self-referrals accepted. Call for more information.

Family Circle

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

Nobody’s Perfect Parenting Program

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

Single Parent Program

Provides support and resources for single parents with children ages birth – 6years.

Parent-Child Mother Goose

Provides an 8-week program for parents and babies and toddlers, focusing on nurturing through rhymes, songs, and stories. Runs 1-2 times/year.

Parenting Children with Challenging Behaviours

Provides a 6-week parenting program for families with children 5-12years. Runs 1-2 times/year.

Pitter Patter

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

PLANS (Physical Literacy, Arts, Nature & Science)

Provides an outdoor experience, which develops and supports children’s physical literacy. For families with children ages 2-5years.

Building Community and Connections

6-week program learning and sharing about anti-racism through arts, craft and culture.

Family Circle Book Club

6-week program to read and discuss an article or book with other parents and caregivers.

St. Leonard’s Youth & Family Services 604.524.1511
www.stleo.ca
 Offers counselling, assessment, mediation, life skills training, and support groups for parents and teens.

Justice Education Society of BC (JES)

<https://bc.familieschange.ca>
 Provides information about divorce and separation for families. Includes guides for kids, teens, and parents, and an interactive website just for children. Offers parents with child support resources, and online parenting after separation courses.



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1-888-988-9913
care@herohomecare.ca
herohomecare.ca

New Westminster Family Justice Centre 604.660.8636
<http://www.gov.bc.ca/familyjustice>
 Provides information and assistance to families who are experiencing separation/divorce, in need of developing a parenting plan or calculation of child and spousal support. Interpreters can be arranged upon request. All services, including mediation and assistance with court process are free and confidential.

Families with Low Income

Affordable Child Care Benefit 1.888.338.6622
<https://www2.gov.bc.ca/> > Search Affordable Childcare
 Provides monthly payment to help eligible families with the cost of childcare.

Athletics for Kids 604.221.7529
www.a4k.ca info@a4k.ca
 Provides financial support towards basic amateur sport registration fees for youth aged 5-18 enrolled in school. Athletics4Kids covers up to \$450 per 12-month period or 80% of the registration fees. Eligible applicants must meet one of the following requirements: Net family income must be under \$42,000/yr, OR child is in foster care, OR parent receives social assistance. Check their website for more information regarding registration and any FAQs.

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.

FAIR Play Program
www.burnaby.ca/recreationcredit
 Provides support to qualifying Burnaby residents in financial need. Credit can be used to register for most Parks, Recreation or Cultural programs. Annual BeActive pass included. Applications are available online or at any community or recreation centre. Call for more information.

BGC South Coast BC – North Burnaby Club 604.299.7040
www.bgcbc.ca northburnabyclub@bgcbc.ca
 518 S Howard Avenue, Burnaby
 BGC (Boys and Girls Club) provides a safe, supportive place where children and youth can experience new opportunities, overcome barriers, build positive relationships, and develop confidence and life skills. Offers counselling and employment services and for youth and families, programs for families with new babies, toddlers, pre-schoolers, and parents of teens, summer camps for children and youth.

Burnaby MoreSports Society 778.918.2921
<https://burnabymoresports.ca>
 Offers free after-school sports programs for children, grades 2-5. Check website for location and program details.

Burnaby Parks, Recreation & Cultural Services 604.320.2227
—FAIR Play Program
www.burnaby.ca/recreationcredit
 Provides support to qualifying Burnaby residents in financial need. Credit can be used to register for most Parks, Recreation or Cultural programs. Annual BeActive pass included. Applications are available online or at any community/recreation centre. Call for more information.

Canadian Tire Jumpstart 1.844.937.7529
<https://jumpstart.canadiantire.ca>
 Helps financially disadvantaged kids 4-18years get involved in organized sport and active recreation activities.

Canada Scores 778.871.6316
www.canadascores.org
 Offers an innovative afterschool program for vulnerable youth that integrates soccer, poetry, and community involvement.

Fraserside Community Services 604.522.3722 x101
 Provides low-income families with access or referrals to financial aid through Kidsport BC grants and Quest Not-For-Profit Grocery Markets.

Salvation Army 604.521.2421
 New Westminster families with low income can register to receive food and gifts for their children 14years and under during the Christmas season.

Kidsport Burnaby 604.294.7111
www.kidsportcanada.ca/british-columbia/burnaby
kidsportburnaby@sportbc.com
 Provides financial support to qualifying Burnaby families for sport registration fees for kids 18years and under.

SmartSAVER —Canada Learning Bond 1.855.737.7252
www.smartsaver.org info@smartsaver.org
 Families with low income can open a no-fee, zero required contribution Registered Education Savings Plan and receive free government money for their children’s higher education.

BC Hydro —Savings and Rebate Programs 1.800.224.9376
www.bchydro.com/powersmart/residential.html
 Provides qualifying households with a variety of savings and rebate programs. Check website or call for more information on eligibility.

Harmony For All
www.burnaby.ca/recreation-and-arts/programs-and-activities/arts-and-heritage/harmony-for-all
harmonyforall@burnaby.ca
 A community-based initiative for Burnaby residents, provides free musical instrument lending, no cost musical education outreach programs and scholarship opportunities for City music lessons.



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www.northburnabydentureclinic.com

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Youth

Information & Support Lines

YouthInBC.com 24-hr Distress Line: 604.872.3311
<https://youthinbc.com>

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

Helpline for Children 310.1234

Kids Help Phone 24-hr: 1.800.668.6868
www.kidshelpphone.ca Txt: "Connect" to 686868
 Provides free, anonymous, confidential information, counselling, referral services, and resources for young people needing help.

Aged Out

<https://agedout.com>
 Provides accessible tools and resources for youth in and from government care. Includes information about education, health, housing, ID needs, money, and personal life.

Creekside Withdrawal Management 604.587.3755
 Offers an in-patient medical withdrawal program for youth 14-18years. Short and longer stay detox services depending on needs including stabilization and safety, assessment, and referral to residential services.

Foundry 24-hr: 1.800.784.2433
www.foundrybc.ca info@foundrybc.ca
 Website is designed to help people 12-24years assess their feelings and quickly connect to mental health resources and support. Offers education, self-care tools, website links, and connections to professional resources.

Inter-Regional At-Risk Youth Link 604.587.8100
<https://pcrs.ca/our-programs/inter-regional-at-risk-youth-link-irayl>
 ccyh@pcrs.ca
 Provides outreach support, conversation, snacks, supplies, and resources to youth up to 19years across the four Skytrain lines throughout the Lower Mainland. Mon-Fri, 11:30am-11pm.

Legal Rights for Youth in BC Call or text: 1.855.875.8867
www.legalrightsforayouth.ca
 Website provides youth with information about age-based rights and responsibilities, work, driving, renting, medical rights, family break-up, abuse, sexual assault, and more.

Services for Youth
www.canada.ca/en/services/youth.html
 Government of Canada's website for youth with information about careers, education, money, and health.

Sex Sense Line 604.731.7803

www.optionsforsexualhealth.org/sex-sense
 Provides free, confidential information and resources on sex, sexuality, and sexual health, including safer sex, STIs, birth control and emergency contraception, periods, and pregnancy options. Email form is available on website; phone lines open 9am-9pm.

Smart Sex Resource

<https://smartsexresource.com>
 Sexual health information and resources provided by the BC Centre for Disease Control.

Youth Against Violence Line 24-hr: 1.800.680.4264
 Text: 604.836.6381

www.youthagainstviolenceline.com info@youthagainstviolence.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.

Youth Programs

Aunt Leah's Place 604.525.1204
www.auntleahs.org auntleahs@auntleahs.org
 Offers housing, job training, life skills coaching, and quality of life opportunities for youth in foster care and young moms to help them transition to independent living. Drop-in grocery pickup and hot meals on Wed 3-5pm for foster care youth and young moms.

Burnaby Neighbourhood House 604.431.0400
<https://burnabynh.ca/get-involved-volunteer>
https://burnabynh.ca/get-involved_youth
 Provides various opportunities for youth to gain pre-employment skills, certifications, hours for career preparations, and volunteer community engagement experiences for youth 13-18years. Email leadership@burnabynh.ca for more information.

Big Brothers Big Sisters

<https://bigbrothersbigsisters.ca>

Big Brothers of Greater Vancouver 604.876.2447
www.bigbrothersvancouver.com

Big Sisters of BC Lower Mainland 604.873.4525
www.bigsisters.bc.ca

CAVE Youth Employment Program 604.777.6099
www.douglascollege.ca/cave cave@douglascollege.ca
 Offers a free training option for youth 16-29 years to build their work-place skills and confidence, identify job goals, and find paid work. Must be unemployed or under employed, and not a full-time student.

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Covenant House Crisis Program 604.685.7474
www.covenanthousebc.org/continuum-of-care/crisis-program
 1302 Seymour St, Vancouver
 Offers safe housing, food, clothing, and counselling to youth 16-24years. 60 beds available on a first-come first-served, self-referral basis.

Dan's Legacy 604.250.2170
www.danslegacy.com
 Provides free trauma-informed and culturally sensitive counselling to youth ages 15-25. Also offers life-skills intervention programs to youth affected by mental health and addictions issues.

Job Skills Training Program: "Intro to Cook"

Three-month program free of charge for young adults ages 19-29 with barriers to post-secondary educational or trades training. Students are taught by professional chefs in a commercial kitchen and are eligible for paid practicum opportunities upon completion of the program.

ISSofBC —MY (Multicultural Youth) Circle 604.684.2561
<https://issbc.org/our-programs-and-services/my-multicultural-youth-circle>
settlement@issbc.org
 The Multicultural Youth Circle provides training, peer support, and leadership skills to immigrant and refugee youth 14-24years who are facing issues with integration, social isolation, communication barriers, racism, trauma, family conflict, or lack of support.

MOSAIC —Moving Ahead FreeRunning for Immigrant & Refugee Youth 604.636.4712
<https://mosaicbc.org/our-programs/newcomer-youth-programs>
 Empowers youth through their settlement and integration journey and supports their goals for a successful future in Canada by providing Case Management, Orientation and Information Sessions, Friendship Circles, sports, and recreational activities. Provides guidance for education and employment, including leadership training and practicum.

QMUNITY Youth Services 604.684.5307
www.qmunity.ca/youth
 1170 Bute St, Vancouver
 Our Youth drop-ins are a community-oriented space where youth can hang out and seek support. Our drop-ins are a great place to meet similar people and to just be yourself. During drop-in times, there are always youth workers, volunteers, and other youth who are excited to get to know you.

Bras, Binders, and Breast Forms Program 604.684.5307
www.qmunity.ca/bbb_bbb@qmunity.ca
 Provides free new and used gender-affirming chest wear (bras, binders and breast forms) to trans and gender-variant youth who are unable to attain these garments otherwise.

Pacific Youth & Family Services Society – Peak House 604.253.2187
 Intake: 604.253.6319
www.peakhouse.ca admin@peakhouse.ca
 Offers a voluntary, ten-week, residential treatment program for youth experiencing drug or alcohol problems.

SUCCESS —Chance to Choose Employment Program 604.684.1628
<https://successbc.ca/service-categories/employment>
 604-5050 Kingsway, Burnaby
 Delivers employability skills to youth 15-30years through training and work experience to assist participants to overcome barriers and transition to employment. Call for program delivery details.

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.

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

Creekside Youth Centre 604.415.7607
 2720 Beaverbrook Cres, Burnaby

Youth Lounge @ Edmonds 604.297.4841
 7433 Edmonds St, Burnaby

South Central Youth Centre 604.297.4497
 6749 Nelson Ave, Burnaby

Summit Youth Centre 604.268.1369
 200 Willingdon Ave, Burnaby

Burnaby Youth Hub 604.569.0951
<https://burnabyyouthhub.org>
 4750 Imperial St, Burnaby

Hub School 604.569.3435

Sexual Health - Metrotown Clinic 604.731.4252
 Offers a youth clinic, high school, counsellors, youth programs, resources and free community meeting space.

New Westminster Youth Centre 604.515.3801
www.newwestyouth.ca
 620-Eighth St, New Westminster (Back of Century House)
 Drop-in centre for youth 13-18years. Call for more information.

Youth Source 604.329.1875
<https://purposesociety.org>
 40 Begbie St, New Westminster
 Provides a welcoming atmosphere for youth under 22years to hang out, do laundry, shower, access emergency food & discover free, confidential information on sexuality/health. Includes a free Youth Clinic with Fraser Health. Open Tues & Thurs, 2:30-6pm.

Youth Health Clinics

Burnaby Youth Clinic 604.293.1764
 4734 Imperial St, Burnaby
 Mon, Tues, Thurs, 1-5pm. Provides sexual health care services and information for youth under 22years.

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East Van Youth Clinic 778.871.7132
1669 E. Broadway, Vancouver
Open Mon-Wed, 3-6pm and Fri, 2-5pm, for drop-in services and appointments. Serves youth up to 24years.

New Westminster Youth Clinic 604.329.1875
www.purposesociety.org
38 Begbie St, New Westminster
Open Tues & Thurs, 2:30-6pm. Youth 21years and under.

Surrey Youth Clinic 604.585.5999
9634 King George Blvd, Surrey (Shirley Dean Pavillion)
Mon, 12-6:45pm; Tues, 10:30am-5:45pm; Wed/Thurs, 10am-4:45pm; Fri, 10am-3:45pm. Serves youth to 21years.

Food

Food Bank & Community Meals

Greater Vancouver Food Bank 604.876.3601
https://foodbank.bc.ca reception@foodbank.bc.ca
Offers a 2-3 day food supplement at various locations as well as baby food, formula, and diapers for qualifying infants. Registration is open to residents of Burnaby, New Westminster, Vancouver, and the North Shore. Also offers workshops, training, and various food programs. Call or visit the website for more information.
8345 Winston St, Burnaby, Open Fri, 12-7pm; Sat, 10am-3pm.
613 Queens Ave, New Westminster, Open Wed, 9:30am-1:30pm.

Burnaby Neighbourhood House South: 604.431.0400
North: 604.294.5444
https://burnabynh.ca/get-involved_community
foodhubcoord@burnabynh.ca
Coordinates nine community food hubs in Burnaby. Call or email for more information.

Don't Go Hungry 604.836.8400
www.dontgohungry.ca
Provides grocery hampers every Saturday at four locations for Burnaby and New Westminster residents who need food support.
1320 Seventh Ave, New Westminster, 12:30-1pm.
920 Ewen Ave, New Westminster, 12:45-1:15pm.
7457 Edmonds St, Burnaby, 12:30-2pm.
322 Hospice St, New Westminster, 1:00-1:30

Muslim Food Bank Services 1.866.248.3868
https://muslimfoodbank.com coordinator@muslimfoodbank.com
Provides food to individuals and families in need, including those with special dietary needs such as halal, kosher, vegetarian, and vegan. Serves the Muslim community, and persons from all faith groups and cultural communities. Registration is required, but first time recipients may access a one-time emergency food hamper.

Holy Trinity Cathedral 604.521.2511
514 Carnarvon St, New Westminster
Provides a free take-away bagged brunch every Sat, 11am-12pm.

Ryan's Rainbow Emergency Food Outreach 604.761.4357
www.rrefo.com ryansrainbowoutreach@gmail.com
1600 Cliff Ave, Burnaby
Provides nutritious food and essential supplies to individuals and families in need in Burnaby. Baby supplies are available if needed and food hampers are distributed every Thurs, 11am-3pm.

Quest Food Exchange 604.553.0636
www.questoutreach.org burnabymarket@questoutreach.org
7753 6th St, Burnaby
Provides dignified access to a variety of affordable and healthy foods to people facing food security challenges. Referrals can be obtained from a local charity, non-profit, school, church, healthcare practitioner or a certified professional. Those with food bank ID or confirmation of ministry assistance don't require a referral. Open Mon-Fri, 9am-6pm; Sat, 9am-4pm; Sun, 11am-4pm.

Salvation Army – Metrotown 604.437.1521
6125 Nelson Ave, Burnaby
Offers food assistance by appointment; call to arrange.

Salvation Army – New Westminster 604.521.2421
325 6th St, New Westminster
Offers food assistance for New Westminster and Tri-Cities residents on Mon, 11:30-12:30pm, and Burnaby residents on Fri, 11:30-12:30pm. Registration required; call to make an appointment prior to service. Bread, milk, and sweets are available to all residents Wed, 12-1pm.

Salvation Army Bread Cart: 604.521.2421
325 6th Street, New Westminster
Tuesday's and Thursdays 10:00am – 12:00pm

Purpose Society Hamper Program 604.526.2522
40 Begbie St. (Monday to Friday).
Bi-weekly food hamper program.

St. Vincent de Paul
740 Carnarvon St. at The Russel Shelter Via Alexander Street Dine-in or take-out. Fridays 5:00 – 6:00pm & Saturday's 12:00 to 1:00pm

Gurdwara
347 Wood St. Dine in hot meal, 7-days a week from 11:00am – 12:00pm and 5:00pm to 7:30pm

St. Barnabas Anglican Church 604.526.6646
1010 5th Ave, New Westminster
http://stbarnabasparish.ca stbarna@telus.net
New Westminster residents may access grab and go grocery hampers Wed, 1-2:30pm; first-come first serve.

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Union Gospel Mission 604.525.8989
<https://ugm.ca/get-help>
 658 Clarkson St, New Westminster
 Provides a free out the door breakfast Mon-Fri, 8-9am, and lunch, 11:30am-12:30pm.

Food Delivery Programs

Burnaby Meals on Wheels 604.299.5754
<https://burnabymeals.ca/>
 Provides nutritious local and affordable food to people who for physical, mental health, social or economic reasons are unable to meet their dietary needs. Delivers hot Western, Vegetarian and Chinese meals, frozen Western main courses and bag lunches, Mon, Wed, & Fri.

New Westminster Meals on Wheels 604.520.6621
www.seniorsservicessociety.ca/snow.htm
 Please call the office for more details.

Japanese-Style Meals on Wheels 604.687.2172
<https://www.tonarigumi.ca/support-services>
 Delivers Japanese-style bento lunch boxes on Tuesdays to homebound seniors in Burnaby.

Better Meals 604.299.1877
www.bettermeals.ca 1.888.838.1888
 Offers a wide selection of affordable, nutritious, and ready-to-eat full course meals and à la carte food items. Offers regular diabetic and low sodium as well as finely minced meals, including gluten-free options.

Casalinga Food Service 604.435.1994
www.casalinga.ca
 Offers delivery of fresh and frozen ready-made meals, including choices from vegan, gluten-free, and regular menus.

Dairyland Home Service 1.877.341.8700
www.morethanmilk.ca
 Offers regularly scheduled delivery services of about 500 products including dairy products, produce, eggs, fresh baked goods, juices, soups, pastas and cereals, and household products.

Community Gardens

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

Burnaby & Region Allotment Garden
<https://baraga.ca> directors@baraga.ca
 Garden site: 7528 Meadow Ave, Burnaby

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

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

NEBCA Community Organic Garden
www.nbcagarden.org
 Garden Site: Stoney Creek School, 2740 Beaverbrook Cres, Burnaby

Port Royal Community Garden
<https://portroyalgardens.wordpress.com> karenjustice@shaw.ca
 Garden site: 86 Star Cres at foot of Ewen Ave, New Westminster

Stride Community School Garden
stridegarden@gmail.com
 Garden Site: Stride Community School, 7070 14th Ave, Burnaby

Farmers Markets

Artisan Farmers' Markets
www.artisanmarkets.ca

Burnaby Artisan Farmers' Market
burnaby@artisanmarkets.ca
 Burnaby City Hall (north lot) 4949 Canada Way
 at Deer Lake Pkwy, Sat, 9am-2pm, May-Oct.

New Westminster Farmers Market 778.928.7236
www.newwestfarmers.ca
 Tipperary Park – 4th St and Royal Ave, New Westminster
 Thurs, 3-7pm, Mar 31-Nov 3

BC Farmers' Nutrition Coupon Program 604.734.9797
www.bcfarmersmarket.org/coupon-program
 Provides farmers' market coupons to families, pregnant women, and seniors with lower income.

Health & Wellness

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

BC Cancer Screening Programs
www.bccancer.bc.ca/screening
 Provides information and booking for breast, colon, and cervical cancer screening.

Breast Cancer Screening 1.800.663.9203
Cervical Cancer Screening 1.877.702.6566
Colon Cancer Screening 1.877.702.6566
Lung Cancer Screening 1.877.717.5864

COMMUNITY INVOLVMENT STARTS HERE

VOLUNTEER NOW

www.volunteerburnaby.ca

info@volunteerburnaby.ca  [volunteerburnaby](https://www.instagram.com/volunteerburnaby)



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WILLS & ESTATES

Estate Planning

We can help you prepare wills and other estate planning documents. If you have a will, you can confirm your intentions about how your estate is distributed and choose an Executor to manage your affairs.

Estate Planning Documents

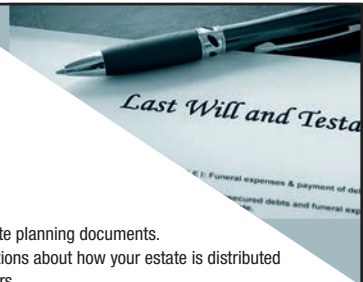
In addition to your Will, you may consider other tools such as:

- A Power of Attorney – to appoint someone to manage your financial affairs.
- A Representation Agreement – to appoint someone to make personal and health care decisions.

Estate Administration

Dealing with a loss is often overwhelming. We help our clients by providing a range of estate administration services, including:

- Meeting with you to review the deceased's will and advising you on the laws relating to the estate;
- Discussing Executor liability and creditor's claims;
- Preparing the court documents to apply for a grant of probate and other non-contentious court applications;
- Attending to property transfers; and
- Assisting with estate accounting and distribution.



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REAL ESTATE

Purchases & Sales

Buying and selling a home is one of the biggest decisions you can make.

Our real estate team can assist to ensure a smooth transaction including:

- Review and draft contracts
- Perform due diligence and review charges that may affect title

Mortgages & Private Lending

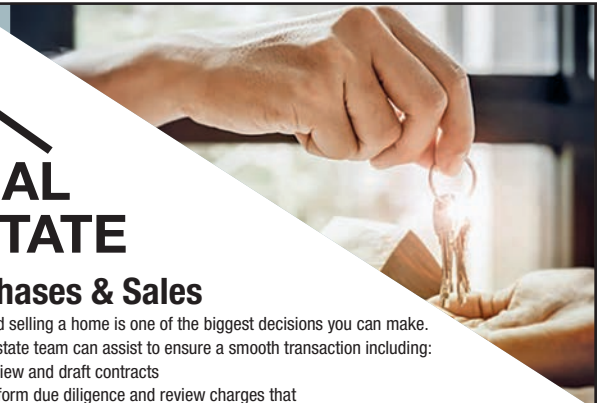
Our team is experienced in refinancing properties through institutional banks, mortgage investment corporations and private lenders.

- Second and third mortgages
- Mortgages over multiple properties
- Commercial mortgages

Family Transfers

We work with our estate planning department and your accountant to assist with your financial and asset planning needs.

- Transfer of properties within families
- Transfers to trust or corporations
- Transfers to beneficiaries
- Estate purchase and sales




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Our corporate solicitors are proficient in many diverse areas and have considerable experience of acting for a wide range of clients in many industries. We apply our corporate and commercial law knowledge to provide our clients with practical resolutions to their business law issues. We are proud to provide high-quality legal advice and support for our client's corporate transactional matters such as:

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- Declaration of all types of dividends;
- Purchase and sale of businesses;
- Transfer, exchange and redemption of shares; and
- Restructuring, amalgamation, restoration and dissolution of companies.



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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.

BC Emergency Health Services 604.660.6897
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 Healthy Kids Program 1.866.866.0800
www.gov.bc.ca (Search > Healthy Kids)
 Helps families with low income with the cost of basic dental care, prescription eyewear, and hearing assistance for their children, including dependent children up to 18 years whose families receive MSP premium assistance through the Ministry of Health.

Food Skills for Families
www.bccdc.ca/our-services/programs/food-skills-for-families
foodskillsBC@bccdc.ca
 Connects people in the kitchen, teaches hands-on cooking skills, healthy eating, and wise grocery shopping choices. Program is also adapted for use with Indigenous communities, new immigrants, South Asian communities, active seniors, and families with low income.

Fraser Health Authority
www.fraserhealth.ca

Fraser Health Crisis Line 24-hr: 604.951.8855

Public Health General Info Bby: 604.918.7605
 New Westminster: 604.777.6740

Home Health Service Line New Intake: 1.855.412.2121
 Bby: 604.918.7447
 New Westminster: 604.777.6700

Health Insurance BC 604.683.7151
www2.gov.bc.ca/gov/content/health/about-bc-s-health-care-system/partners/health-insurance-bc
 Provides information on Pharmacare, Fair Pharmacare, and the Medical Services Plan.

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

Immunize BC
www.immunizebc.ca
 Provides evidence-based immunization information and tools for BC residents.

Health Connect Registry 24-hr: 811
www.healthlinkbc.ca/health-connect-registry
 Provides a centralized registry for BC residents without doctors to connect to physicians and nurse practitioners as they come available in their community. Translation services are available in over 130 languages. Please call 8-1-1 and state the language you require support in.

Medimap BC
<https://medimap.ca>
 Offers patients an online healthcare navigation tool for identifying availability at local medical walk-in and paramedical clinics, with current wait times. Access from a wide variety of specialty healthcare services including medical walk-in clinics, mental health specialists, optometrists, physiotherapists, chiropractors and other allied health professionals.

Umbrella Multicultural Health Coop 604.553.0633
www.umbrellacoop.ca info@umbrellacoop.ca
 Delivering culturally-appropriate healthcare to immigrants and refugees in the Lower Mainland

Hospitals

Burnaby Hospital 604.434.4211
 3935 Kincaid St, Burnaby

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

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

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

Dental Health Resources

Your Dental Health 604.736.7202
<https://yourdentalhealth.ca> info@yourdentalhealth.ca
 Public education program by the BC Dental Association provides general dental health information and contacts for dentists accepting new patients.

CDI College —Certified Dental Assisting Program 604.437.8585
 5th Floor, 5201 Kingsway, Burnaby
 Students offer free dental services (polishing, desensitizing, sealants, x-rays, and fluoride treatments) to the public. Call in advance to book an appointment.

Halo Dental Clinic 604.544.8875
www.halodental.ca
 Patients offer free dental services (polishing, desensitizing, sealants, x-rays, and fluoride treatments) to the public. Call in advance to book an appointment. Offers convenient hours, free parking, and student discounts. Wheelchair accessible.

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Mid-Main Health Centre - Dental Clinic 604.873.3602
www.midmain.net midmain.info@gmail.com
2265 Main St, Vancouver
Provides services at discounted rates for individuals with no dental coverage.

UBC Dental Clinic 604.822.2112
www.dentistry.ubc.ca/treatment
2151 Westbrook Mall
Students provide a range of dental services for adult and geriatric patients at reduced rates. Offered Mon-Fri from 8:15am- 5:00pm. Fill out the patient contact form on their website to request a screening appointment.

Vancouver Aboriginal Health Society Dental Clinic 604.254.9900
https://vahs.life/dental-clinic dentalclinic@vahs.life
455 E. Hastings St, Vancouver
Not-for-profit emergency and basic dental clinic welcomes Aboriginal and non-Aboriginal people, with no income or people with dental insurance. Donations based on internal suggested fee guide. VAHS reserves the right to accept/ screen patients. Call for more information.

VCC Dental Hygiene Clinic 604.443.8499
www.vcc.ca/services/eat-shop--more/dental-clinic
Students provide low-cost dental cleaning services to the general public, under the guidance of experienced instructors. Call for current program details on services, discounted fees, and times of operation. Limited services available.

Substance Use Support

Alcohol & Drug Information & Referral 604.660.9382
https://bc.211.ca info@bc211.ca
Provides 24-hr information and referral to counselling, detox, residential treatment centres, and self-help groups.

Stop Overdose BC
www.stopoverdose.gov.bc.ca
Learn to recognize the risks and signs of overdose and how to respond to save lives. Information on how and when to use naloxone, tips on talking openly with loved ones, and finding supervised consumption/overdose prevention services.

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

BC Lung Association —QuitNow 1.877.455.2233
https://quitnow.ca
Provides free, confidential information and support for people wanting to quit smoking or vaping.

Gambling Support BC 1.888.795.6111
www.gamblingsupportbc.ca
Provides 24-hr information, a mobile service, referral to community resources, counselling services, prevention resources, and self-help resources, in multiple languages.

Burnaby Substance Use Services 604.777.6870
Provides free confidential counselling for those who are concerned about their own or another's substance use. Services are available via drop-in or booked appointments, virtually or in person.

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

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

DEW Program (Day, Evening, Weekend) 604.585.5610
Group-based out-patient program, for those in early recovery/ not requiring in-patient services.

Youth Detox Program
Short and longer stay detox services depending on needs, for youth 14-18years.

Last Door Recovery Society 1.855.971.0486
www.lastdoor.org
Provides bed-based addiction treatment for adult men and youth who are experiencing problematic substance misuse, gambling or media addictions. Post treatment transitional living and support services for families are also available.

Adult Recovery Centre (19+) 604.525.9771
Youth Program Centre (Male-identified, 14-18years) 604.520.3587

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

Phoenix Drug & Alcohol Recovery & Education Society 604.583.7166
https://phoenixsociety.com
Offers residential addiction services, transitional housing, education programs, and employment assistance.

Quibble Creek Sobering & Assessment Centre 24-hr: 604.580.4965
Provides a safe and supportive environment for individuals under the influence of alcohol and/or drugs to sober up from intoxication. Centre also provides safe consumption services for IV users.



**CHARLFORD
HOUSE**
SOCIETY FOR WOMEN



Provide hope to women recovering
from drug and alcohol addiction.
Rebuild lives and families.

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Support Groups

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

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

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

Cocaine Anonymous **604.662.8500**
www.ca-bc.org

Gamblers Anonymous **1.855.222.5542**
www.gabc.ca

Nar-Anon 604.878.8844
www.nar-anon.org

Support groups for family and friends of compulsive drug use.

Narcotics Anonymous **604.873.1018**
www.bcrna.ca <https://naranonbc.com>
Offering virtual and in-person support meetings. Call for more information.

Overeaters Anonymous 24-hr: **604.878.4575**
www.oaseatosky.com oaseatosky@gmail.com
Support group of individuals in recovery from compulsive eating, compulsive food behaviours, bulimia or anorexia.

Parents Forever **604.524.4230**
www.parentsforever.ca fkenny@uniserve.com
Support group for parents and families of loved ones struggling with substance abuse.

Mental Health Resources

Crisis Line 24-hr Distress Line: **604.872.3311**
<https://crisiscentre.bc.ca>

Suicide Line **1.800.784.2433**

310 Mental Health Support Line **310.6789**

Seniors Distress Line **604.872.1234**

Fraser Health Mental Health Centres Burnaby: **604.453.1900**
New Westminster: **604.777.6800**

Anxiety Canada **604.620.0744**
www.anxietycanada.com

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

Mindshift CBT

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

Borderline Personalist Disorder Society of BC
www.bpdcbc.ca info@bpdcbc.ca
Registered charity that runs peer support groups in Vancouver, New Westminster, Nanaimo, and Victoria to provide information about BPD.

BounceBack **604.874.7881**
Toll-Free: **1.866.639.0522**
<https://bouncebackbc.ca> bounceback@cmha.bc.ca

Free skill-building self-help program obtained by a doctor's, nurse practitioners, psychiatrist referral, or through self-referral online at bouncebackbc.ca. Serves youth 13+ and adults experiencing low mood, mild to moderate stress, depression, or anxiety. Workbooks and coaching available in French, Punjabi, Mandarin, and Cantonese.

Canadian Mental Health Association **604.872.4902**

—Vancouver-Fraser Branch

www.cmhavf.bc.ca

Provides education and community-based research, programs, and services to those impacted by mental illness. For more information on workshops, resources, and events, please check website.

Child & Youth Mental Health Program

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

701-1901 Rosser Avenue, Burnaby **778.572.2370**

201-7645 Kingsway, Burnaby **604.660.9544**

201-1065 Columbia St, New Westminster **604.660.9495**

Infant & Early Childhood Mental Health Program **778.572.2370**

701-1901 Rosser Avenue, Burnaby

Ministry of Children and Family Development provides mental health services for infants and children 0-5years.

Early Psychosis Intervention (Fraser North) **604.777.8386**

www.earlypsychosis.ca

Promotes early detection of psychosis, education, and direction for getting help. Services assist those aged 13-30years.

FamilySmart-Together Centre

1.855.887.8004

<https://familysmart.ca>

info@familysmart.ca

Offers parent peer support, resources, and information about child and youth mental health services.

Fraser Side Community Services Society

604.522.3722

www.fraserside.bc.ca

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

Foundry

24 hr: **1.800.784.2433**

<https://foundrybc.ca>

info@foundrybc.ca

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

Kelty Mental Health Resource Centre

604.875.2084

<https://keltymentalhealth.ca>

keltycentre@cw.bc.ca

Provides information, support, and resources on mental health, medications, and substance use issues for children and youth under 24years and their families, including empowered parent peer support.

Mood Disorders Association of BC

604.873.0103

<https://mdabc.net>

Provides information, education, counselling, psychiatric services, repetitive transcranial magnetic stimulation treatments (rTMS), food as medicine, and art therapy. Offers various support groups for people and their families living with a mood disorder or other mental illness.

Sexual Health Resources

Rape Crisis Line

24-hr: **604.872.8212**

— Rape Relief & Women's Shelter

TDD: **604.877.0958**

<https://rapereliefshelter.bc.ca>

— Salal Sexual Violence Support Centre

24-hr: **604.255.6344**

<https://www.salalvsc.ca>

Options for Sexual Health Care

604.731.4252

<https://www.optionsforsexualhealth.org/care>
4734 Imperial St, Burnaby, Wed, 5:30-8:30pm.
3550 East Hastings St, Vancouver, Mon, Tues, Thurs, 7-9pm.
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. By appointment only; call or book online.

Sex Sense Line

604.731.7803

www.optionsforsexualhealth.org/sex-sense
Provides free, confidential information and resources on sex, sexuality, and sexual health, including safer sex, STIs, birth control and emergency contraception, periods, and pregnancy options.

Smart Sex Resource

<https://smartsexresource.com>
Sexual health information and resources provided by the BC Centre for Disease Control.

Health Organizations**Alzheimer Society of BC —Fraser Region**

604.681.6530

<https://alzheimer.ca/bc/en> info@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 for patients and caregivers, including 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 Answers line:**

604.714.5550

1.800.321.1433

<https://arthritis.ca> info@arthritis.ca
Provides information, programs, events, and informational material on arthritis.

Autism BC

604.434.0880

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

BC Brain Injury Association

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

BC Epilepsy Society

604.875.6704

<https://bcepilepsy.com>
Offers free education, resources, advocacy, and support services to persons and their families living with epilepsy. No barrier clinics are available throughout BC; services also available by phone, email or online.

BC Lung Association

604.731.5864

<https://bclung.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/vaping cessation services and information about indoor and outdoor air quality.

BC Schizophrenia Society

604.270.7841

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

Canadian Cancer Society

Info Line: 1.888.939.3333

<https://cancer.ca/en>
Offers support to cancer patients and their families. Provides information, public education, financial aid, advocacy, prevention initiatives, and support groups.

Canadian Liver Foundation —BC/Yukon Chapter

604.707.6430

www.liver.ca clf@liver.ca
Provides information and support programs for people living with liver disease.

Cerebral Palsy Association of BC

604.408.9484

www.bccerebralpalsy.com info@bccerebralpalsy.com
Provides information and assistance to persons living with Cerebral Palsy and other disabilities. Programs and services offered across BC.

CNIB Foundation

1.800.563.2642

www.cnib.ca
Offers innovative programs designed to empower people of all ages who are impacted by blindness through knowledge, building skills and confidence.

Diabetes Canada

1.800.226.8464

www.diabetes.ca
Provides diabetes related information, summer camps for kids, advocacy, and referral services.

Down Syndrome Resource Foundation

604.444.3773

www.dsrf.org info@dsrf.org
Offers innovative programs and interventions for children and adults with Down syndrome and other developmental disabilities. Programs include speech and language development, behavioural support, mental wellness, reading and communications, and occupational therapy. Group adult programs are offered focusing on literacy, math, and social communication. Information and support available for families and professionals.

GI Society

604.873.4876

<https://badgut.org>
Provides trusted information, resources, and research on a wide range of gastrointestinal diseases and disorders.

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

posAbilities.ca

Heart and Stroke Foundation of Canada - BC & Yukon 604.342.8070
1.888.473.4636
www.heartandstroke.ca
Provides heart disease and stroke related information, and educates public about healthy lifestyles.

IMPACT Parkinson's 604.525.2631
https://impactparkinsons.com info@impactparkinsons.com
Offers "Let's Talk LOUD", a virtual group program providing voice therapy for people with Parkinson's.

Kidney Foundation of Canada —BC & Yukon Branch 604.736.9775
https://kidney.ca/bc
Provides information, referral, and education about kidney and related diseases.

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

MS Canada —BC & Yukon Division 604.689.3144
https://mssociety.ca msnavigators@mscanada.ca
Provides information, referral, wellness and support services to persons living with MS. Customized service available.

Muscular Dystrophy Canada 1.800.567.2873 x2108
https://muscle.ca
Provides information and assistance to persons living with muscular dystrophy or neuromuscular disorders.

Osteoporosis Canada 1.800.463.6842
www.osteoporosis.ca
Provides medical information to patients, professionals, and the public. Services include free publications, educational programs, and referrals to local resources.

Pain BC Society 1.844.430.0818
https://painbc.ca
Provides support, education, and resources for those living with chronic pain conditions.

Parkinson Society British Columbia 604.662.3240
www.parkinson.bc.ca info@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 support@prostate.bc.ca
Virtual meetings available; check website for meeting schedule and more information.

Stroke Recovery Association of BC 604.688.3603
https://strokerecoverybc.ca
Provides information and programs including virtual services to assist stroke recovery. Resource publications and newsletters are available in several languages.

Wavefront Centre for Communication Accessibility 604.736.7391
TTY: 604.736.2527
www.wavefrontcentre.ca info@wavefrontcentre.ca
Provides a full range of programs and services, including audiology, interpreting, counselling, employment resources and counselling, seniors outreach program, and communication devices.

Medical Equipment & Supplies

Adaptive Comfort Clothing 778.997.5491
www.adaptivecomfortclothing.com
102B-1124 Lonsdale Ave, North Vancouver
Offers clothing and footwear for seniors in care facilities or at home, and adaptive wear for persons in wheelchairs. Call in advance to book an appointment.

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.

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

BC Medequip Home Health Care 604.888.8811
www.bcmedequip.com
Provides sales, rentals, installation, repairs, 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 available.

Canadian Red Cross Society 604.709.6600
www.redcross.ca/lowermainland
Offers an extensive network of programs and services that actively reach out and serve local communities throughout the regions.

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

Fraser Health Lifeline 604.953.4960
www.fraserhealth.ca (Search > Lifeline)
Offers a personal 24-hr emergency response service that assists individuals to remain independent and safe in their homes. For information email: lifeline@fraserhealth.ca

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

National Seating and Mobility 604.265.6898
www.nsm-seating.ca
Offers a large inventory of home health products and rehabilitative equipment.

Regency Medical Supplies 604.434.1383
www.regencymed.com
Offers a large inventory of home health products and rehabilitative equipment. Shop online services available.

Sunquest Mobility 778.397.8083
www.sunquestmobility.com
Provides a full range of home healthcare equipment, wheelchairs, and supplies to rent or own. Offers professional fittings of sports braces/support stockings.

Telus Health – LivingWell Companion 1.888.505.8008
www.telus.com/livingwellcompanion
Provides emergency response service with optional fall detection.

Tetra Society of North America 604.688.6464
www.tetrasociety.org info@tetrasociety.org
Provides customized assistive devices to people with disabilities. Engineers and technicians work one-on-one with people who have specific needs that can't be met by commercial devices.

Technology for Living TIL: 604.326.0175
www.technologyforliving.org PROP: 1.866.326.1245

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

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

Covenant House Crisis Program 604.685.7474
www.covenanthousebc.org/continuum-of-care/crisis-program
1302 Seymour St, Vancouver
Offers safe housing, food, clothing, and counselling to youth 16-24years. 60 beds available on a first-come first-served, self-referral basis.

Fraserside Community Services Society 604.522.3722
www.fraserside.bc.ca
Provides no-cost, high-barrier Family Emergency Shelter; transitional housing for adults with mental illness; low-barrier housing for adults at risk of homelessness; and supportive housing for adults with mental health and substance use issues.

Lookout Housing & Health Society 604.255.0340
https://lookoutsociety.ca info@lookoutsociety.ca
Offers supportive housing and services for people experiencing homelessness based on individual needs and current living situations. Must be in/have history with New Westminster.

Cliff Block Residence 604.523.9126 x103

Rhoda Kaillis Housing Centre 604.544.5145

Russell Residence and Housing Centre 604.529.9126

Union Gospel Mission 604.253.3323
https://ugm.ca ugm@ugm.ca
Offers emergency shelter, meals, clothing, alcohol/drug recovery programs, and affordable housing in Downtown Eastside, Vancouver, and New Westminster. Drop-in centres open Mon-Fri, 2-4:30pm; and the first Sat of each month, 1-3pm (games). Centres also serve as cooling centres during hot weather.

Purpose Society Nightly Shelter 604.526.2522
https://purposesociety.org/ Shelter hours: 604.375.5792
Nightly Shelter at 502 Columbia St (access off Front St) 8:00 pm - 8:00 am.

Society to End Homelessness in Burnaby—Outreach Resource Centres (ORC) 604.902.3071
http://burnabyhomeless.org/homeless-outreach-program/
The ORC provides a welcoming non-judgemental atmosphere where our guests can access support with dignity. Our 2 locations operate weekly Wednesday and Thursday in South Burnaby. Our Thursday ORC is our main outreach in Edmonds with the most services offered. The Wednesday sessions are a "pop up" location offered in the Metrotown area.

Thursday: 9:00 am to 11:30 am at The Neighbourhood Church - 7135 Walker Ave, Burnaby

Wednesday: 9:00 am to 11:00 am at Jubilee Ave near Imperial St. (in front of Youth Centre)

Housing

Emergency & Supportive Housing

Shelter & Street Helpline (24/7) Dial or text: 211
https://bc.211.ca/shelter-lists
Provides information on shelters, emergency accommodations, housing search, meal and grocery services, medical assistance, mental health services, recovery/treatment programs, low-cost goods, legal, and advocacy help. Shelter list is updated 11:30am & 7:30pm.

Extreme Weather Shelters
Westminster Bible Chapel: 7540-6th St 604.255.0340
Neighbourhood Church: 7135 Walker Ave 778.384.6486
Purpose Society: 502 Columbia St, NW 604.526.2522
Open on weather dependent basis from Nov 1-Mar 31 (8pm-9am) if 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.

Burnaby Shelter 604.522.9669 x318
https://progressivehousing.net/service/emergency-shelter
2294 Douglas Rd, Burnaby, 24-hr emergency shelter, includes dinner, open to diverse abilities. Intake: 10am-10pm.

Salvation Army Shelter Services 604.526.4783
https://salvationarmy.ca > What We Do > Housing and Shelters

Stevenson House
32 Elliot St, New Westminster
14 bed, 30-day stay emergency shelter for men. Self-referral on a first-call, first-served basis. Call at 9am, not accessible to those with mobility issues, or wheelchairs.

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Mike Garisto
Pre-Need Manager



Victoria Cippiciani
Funeral Director's Assistant



Aaron Morrison
Location Manager



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www.KearneyFS.com



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considered, pressure-free decisions that are
the right choices for you and your family.

Women's Shelters & Transitional Housing

Burnaby Safe House Confidential: 778.886.7001
<https://safeshelter.ca>
 Offers second-stage accommodation in a safe, confidential location for abused women, and vulnerable pregnant women.

Cynthia's Place 604.582.2456
 Provides high-barrier emergency housing and support for 14 women, including those with children. Self-referrals accepted.

Dixon Transition Society 604.298.3454
<https://dixonsociety.ca>
 Provides temporary shelter, housing, and support for women and their children directly fleeing abuse.

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

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

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

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

Elizabeth Fry Society 604.520.1166
<https://efry.com> info@efry.com
 Provides shelter, counselling, employment, and education support for women and children.

Monarch Place Transition House 604.521.1888
www.monarchplace.org/about-us wingsmp@monarchplace.org
 Provides emergency shelter and support programs for women and their children fleeing domestic abuse.

Chrysalis Place Second Stage Program
 Second stage residential program.

WINGS Outreach Program
 Relocation and multicultural support program.

Calisto Place Third Stage Program
 Long term subsidized housing program.

Housing Information & Services

Affordable Housing Societies 604.521.0818
<https://affordablehousingsocieties.ca>
 Provides rental housing at market and subsidized rates.

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

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

Shelter Aid for Elderly Renters (SAFER)
 Provides financial aid for eligible renters 60+.

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

Condominium Homeowners Association 604.584.2462
<https://choa.bc.ca>
 Provides leadership, education, and resources for strata owners across BC.

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

Licensing & Consumer Services 604.646.7050
www.bchousing.org/licensing-consumer-services
 Provides information on home registry and licensing.

Metro Vancouver Housing Cooperation 604.432.6300
<https://metrovancover.org/services/housing>
 Offers affordable rental homes to low and moderate-income families, seniors, and persons living with physical disabilities. Limited rental assistance program for those who qualify.

New Chelsea Society 604.395.4370
www.newchelsea.ca admin@newchelsea.ca
 205-4300 North Fraser Way, Burnaby
 Provides affordable, safe, and clean housing for seniors 55+, families and persons with disabilities.

New Vista Society Housing Office 604.525.3288
<https://newvista.bc.ca> info@newvista.bc.ca
 Provides housing to families of varied incomes and subsidized housing to seniors 55+ with low income. Must apply online first through BC Housing Registry: www.bchousing.org, 604.433.2218

New Westminster Homelessness Coalition Society 604.862.9582
<https://nwhomeless.ca/>
 Organization with a mission to inform, engage and advocate to improve life for unhoused and at-risk people in New Westminster.

Progressive Housing Society 604.522.9669 x316
<https://progressivehousing.net> info@progressivehousing.net
 A homeless outreach program operates with a mobile unit bringing supplies and services to the homeless. Pop-up locations on Wednesday, 9:30-11am at Bonsor Skate Park (@Jubilee & Imperial), Thursday, 9:30-11am at Southside Church (7135 Walker Ave). Call for more information.

Seniors Services Society 604.520.6621
— Housing Services/Programs
www.seniorsservicessociety.ca info@seniorsservicessociety.ca
 Provides a broad range of one-on-one housing navigation services including information and guidance on varied seniors housing in the Lower Mainland, referral, seniors homeless outreach program, and Temporary Housing Program (assisting seniors aged 60+ in securing and maintaining affordable and appropriate housing. Services available for seniors 60+ living in the Lower Mainland (except Downtown Eastside) and are provided on a case-by-case basis: suitability determined upon intake. Call or email for more information.

Vancouver Native Housing Society 604.320.3312
<https://vnhs.ca> info@vnhs.ca
 Provides safe, secure, supportive, and affordable housing to families and individuals with priority to the Indigenous community.

BC Residential Tenancy Branch 604.660.1020
www2.gov.bc.ca/landlordtenant HSRTO@gov.bc.ca
 Provides landlords and tenants with information about their rights and responsibilities, and a dispute resolution service.

TRAC —Tenant Resource & Advisory Centre 604.255.0546
<https://tenants.bc.ca>
 Provides tenants with legal education and information about residential tenancy law through the Tenant Infoline, website, social media, workshops, and online Tenant Survival Guide. Free legal representation to qualifying tenants. Free online course "Renting-It-Right" available.

Rent Banks

604.526.2522

www.purposesociety.org (Rent Bank)
burnabyrentbank@purposesociety.org
newwestminsterrentbank@purposesociety.org
Provides support to help keep qualifying low to moderate income individuals and families housed in their communities. Low-fee, no interest, short-term loans can assist with rent arrears, next month's rent, essential utility arrears, damage or pet deposit, or first month's rent, if living in or moving to Burnaby, Maple Ridge, New Westminister, or Pitt Meadows. Check for eligibility requirements and fill out a pre-assessment form at: <https://apply.bcrentbank.ca/apply/purpose-society>.

Home Modifications & Maintenance**BC Home Renovation Tax Credit for Seniors and Persons with Disabilities**

1.877.387.3332

www2.gov.bc.ca/gov/content/housing-tenancy/building-or-renovating/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.

BC Housing 604.433.2218**BC RAHA — Rebate for Accessible Home Adaptations**

www.bchousing.org/housing-assistance/BC-RAHA

Provides financial help in the form of rebates to eligible seniors with low-income and people with disabilities to complete home adaptations for independent living.

Mobile Work Crew 604.723.3439

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

Neighbours Helping Neighbours 604.764.6601

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

Senior Citizens' Repair Service 604.438.6990

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

1st Hoarding CleanUp 1.855.468.2588

<https://1sthoardingcleanup.com>
Offers compassionate and discreet decluttering, organizing, and cleaning services for hoarders' homes.

Clean Start BC 1.855.297.8278

<https://cleanstartbc.ca>
Offers junk and sharps removal, hoarding cleanup, pest control, sanitization services, basic carpet/upholstery & extreme cleaning.

Indigenous Peoples**ACCESS Employment Services** 604.251.7955

www.accessfutures.com
Delivers a range of educational career services and training opportunities to Indigenous people in Greater Vancouver. This includes trades training & apprenticeship programs, essential skills, construction training for at-risk youth, career advising, resume writing, funding for training, and job search support.

Aboriginal Legal Aid in BC 604.408.2172

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

BC Aboriginal Child Care Society (BCACCS) 604.913.9128

www.acc-society.bc.ca reception@acc-society.bc.ca
Offers workshops, training, and education opportunities. Advocates for early years, shares resources and research to ensure all Indigenous children in BC have access to spiritually enriching, culturally relevant, and high-quality early learning and childcare. Hosts two Aboriginal Head Start preschool programs in Vancouver (Singing Frog and Eagle's Nest).

Fraser Region Aboriginal Friendship Centre 604.595.1170

<https://frafca.org>
Helps foster the well-being of urban Indigenous people in the Fraser Salish Region by providing culturally relevant services such as social, health and wellness programs, trauma counselling, housing and family support, education, and advocacy. Call or check website/ Facebook for latest program updates.

Indian Residential School Survivors Society 604.985.4464

www.irsss.ca Crisis Line: 1.800.721.0066
Provides physical, emotional, intellectual, spiritual growth, development, and healing through culturally based values and guiding principles for survivors, families, and communities.

Indigenous Health Liaison Program 1.866.766.6960

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

Crown-Indigenous Relations and Northern Affairs Canada

www.rcaanc-cirnac.gc.ca
Provides information, games, and stories on Indigenous peoples' culture, history, and languages as well as resources for teachers.

Metis Family Services 604.584.6621

www.metisfamilyservices.ca reception@metisfamilyservices.ca
Provides supportive information and services to help nurture, protect, and promote balance within Metis families.

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

604.660.9544

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

604.873.3772

Pacific Association of First Nations Women
 2018 Wall St, Vancouver www.pafnw.ca info@pafnw.ca
 Provides indigenous, culturally safe learning and holistic supports for Indigenous women and their families.

604.872.1849

Spirit of the Children Society
 https://sotcs.ca reception@sotcs.ca
 201-768 Columbia St, New Westminster
 Dedicated to make positive changes with a vision of family health, community well-being, and cultural prosperity.

604.524.9113

Urban Native Youth Association
 https://unya.bc.ca info@unya.bc.ca
 Offers programs for Indigenous youth including education and training, advocacy, and support services that respond to their immediate and long-term needs.

604.254.7732

Vancouver Aboriginal Friendship Centre Society
 https://vafcs.org
 1607 E. Hastings St, Vancouver
 Provides programs for urban Indigenous peoples in health, wellness, welfare, social services, culture, education, and recreation.

604.251.4844

Vancouver Native Housing Society
 https://vnhs.ca info@vnhs.ca
 Provides safe, secure, supportive, and affordable housing to families and individuals, with priority for the urban Indigenous community.

604.320.3312

Legal & Advocacy

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

604.878.7400

Association of Community Organizations for Reform Now
 https://acorncanada.org/locations/bc-acorn/
 bcacorn@acorncanada.org
 Multi-issue, membership-based community union of low- and moderate-income people working together towards social and economic justice.

778.381.5446

The Tenant Resource & Advisory Centre
 https://tenants.bc.ca/
 Helpful information for frequently asked tenancy questions such issues around leases, pets, and roommates. Also have a huge list of template letters for handling anything from giving your landlord notice to move out to requesting necessary repairs to your building or suite.

1.800.665.1185

The Residential Tenancy Branch
 https://www2.gov.bc.ca/gov/content/housing-tenancy/residential-tenancies
 HSRTO@gov.bc.ca
 Branch of the provincial government responsible for regulating and arbitrating tenancy agreements in BC.

604.660.1020

New Westminster Tenants Union
 https://nwtenantsunion.org/ nwtenantsunion@gmail.com
 A volunteer collective of community organizers who help renters work together to fight for better conditions in their buildings.

First United Legal Aid
 https://firstunited.ca/how-we-help/legal-advocacy
 advocacy@firstunited.ca
 Free legal aid to low-income and vulnerable individuals.

604.251.3323

Ask JES Multilingual Legal Help Services
 https://legalhelpbc.ca
 Provides free information and resources on legal terms, processes, documents, referrals and one-on-one support in English, Mandarin, Cantonese, Punjabi, Hindi, and French.

1.855.875.8867

Brydges Line
 Connects people to lawyers if they have been arrested, detained, and under investigation.

1.866.458.5500

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

Courthouse Libraries BC
 www.courthouselibrary.ca librarian@courthouselibrary.ca

604.660.2841

Law Matters @ your public libraries

Supports public libraries in the province in purchasing legal collections to provide all BC residents with local access to basic legal information.
 *Please see page 40 for local library branches.

Dial-A-Law
 https://dialalaw.peopleslawschool.ca/
 Offers 24-hr information on a variety of topics on BC law.

604.687.4680

Justice Education Society of BC (JES)
 https://justiceeducation.ca
 Provides information about our courts and justice system, resources for victims, immigrants, aboriginals, parents, youth, and many self-help guides and resources.

604.660.9870

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www.RoyalTreatmentTherapeutics.com



Royal Oak

Lawyer Referral Service 604.687.3221
 appointments@accessprobono.ca
 Offers access to a free 15 min consultation with a lawyer; regular fees would apply thereafter.

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 for info; appointments only.

Legal Aid BC 604.408.2172
 https://legalaid.bc.ca
 Provides subsidized legal aid services for eligible clients with low income. Publications on many legal topics are available through website.

Mediate BC 604.684.1300
 www.mediatebc.com info@mediatebc.com
 Provides people with practical, accessible, and affordable services to prevent, manage, and resolve disputes.

Seniors First BC—Elder Law Clinic 604.437.1940
—Seniors Abuse & Information Line (SAIL) 1.866.437.1940
 https://seniorsfirstbc.ca info@seniorsfirstbc.ca
 Offers legal consultations to seniors on most matters of law including proceedings, adult guardianship, wills, powers of attorneys, and representation agreements. Legal Advocacy Program helps with government pensions and benefits, residential tenancy issues, and debt. Call for updates on clinics or to book a consultation. At-home consultations for Burnaby residents only.

Advocacy

BC Human Rights Clinic 604.622.1100
 https://bchrc.net
 Offers free legal assistance and education services on human rights. Mon-Fri, 8:30am-4pm.

Disability Alliance BC 604.872.1278
 https://disabilityalliancebc.org
 Operates a number of programs and projects including Advocacy Access which assists people with disabilities to access provincial and federal benefits, apply for a disability tax credit, and open a RDSP. Publishes self-help guides, manuals for community advocates and Transition magazine.

Disability Law Clinic 1.800.663.1278
 Provides free Summary Advice & Referral Service to people with disabilities about accessibility laws, discrimination, human rights, denial of long-term disability insurance, and workplace accommodation.

The Kettle Society 604.251.2801
 www.thekettle.ca advocacy@thekettle.ca
 1725 Venables Street, Vancouver
 Offers advocacy services for people with mental illness.

Legal Advocate Program 778.714.5252
 Advocacy@bbyeservices.ca
 Provides legal information and assistance to residents of Burnaby with low incomes, with mental or physical disabilities, or experiencing difficulties accessing legal services. Assistance includes but is not limited to tenancy, welfare, pensions, and debt. ID Bank services are also available for assistance obtaining government identification. For inquiries, appointments and referrals, text or email.

MOSAIC Legal Advocacy Program 236.479.7153
 https://mosaicbc.org/our-programs/legal-help-for-immigrants-and-refugees
 Provides legal information, advice, referrals, legal support, and representation to low-income immigrants and refugees. Support is provided in some areas of immigration and family law. LAP also assists with PWD Application for persons with disabilities. To inquire, please call or email lap@mosaicbc.org.

Office of the Ombudsperson 1.800.567.3247
 https://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.

Sources —Ask An Advocate
 https://askanadvocate.ca
 Provides quick access to information and resources on income assistance, disability, and tenancy.

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 senior service specialists who can help with a range of questions and issues.

PovNet 604.876.8638
 www.povnet.org f: PovNet
 A searchable website for people on welfare, advocates, and community groups involved in anti-poverty work. Does not provide direct service, but helps connect members of the public with advocates.



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 833.204.2878 TEXT

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 Burnaby, BC V5J 4K2

Kingsway

☎ 604.439.1604 PHONE
 833.204.2878 TEXT

📍 205 – 5501 Kingsway,
 Burnaby, BC V5H 2G3



The Society To End Homelessness In Burnaby 604.902.3071
 www.burnabyhomeless.org info@burnabyhomeless.org
 Support services for persons who are unsheltered or at risk of homelessness. Activities include a weekly Outreach Resource Centre providing meals on Thursdays, service provision events, leadership, information sharing, support for outreach, and extreme weather programs.

Vancouver & Lower Mainland Multicultural Family Support Services Society 604.436.1025
 www.vlmfss.ca helpline: 604.762.1025 help@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. In-person, email, and phone service.

Government Elected Officials

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

Mayors:

Mayor Mike Hurley (Burnaby) 604.294.7340
Mayor Patrick Johnstone (New Westminster) 604.527.4522

Provincial MLAs:

Katrina Chen (Burnaby -Lougheed) 604.660.5058
Raj Chouhan (Burnaby -Edmonds) 604.660.7301
Anne Kang (Burnaby -Deer Lake) 604.775.0565
Janet Routledge (Burnaby North) 604.775.0778

Jennifer Whiteside (New Westminster) 604.775.2101
Aman Singh (Richmond-Queensborough) 604.664.0700
 Federal MPs:
Terry Beech (Burnaby North-Seymour) 604.718.8870
Peter Julian (New Westminster-Burnaby) 604.775.5707
Jagmeet Singh (Burnaby South) 604.291.8863

Consumer Protection

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

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

Canadian Anti-Fraud Centre 1.888.495.8501
 www.antifraudcentre.ca
 Collects information on fraud, identity theft, cybercrime and current scams. Provides advice on how to protect yourself and report if you have been a victim of fraud.

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info@newwestdentureworks.ca | 604-553-1222 | #270-522 Seventh Street, New Westminster

LGBTQ2SAI+ Community**HIM Health Initiative for Men**

604.488.1001

<https://checkhimout.ca>

Provides physical, sexual, social, and mental health services for gay, bi, queer men, and gender diverse people in BC. This includes HIV & STI testing, counselling, sexual health resources, groups, events, and anonymous harm reduction supplies orders.

I Belong (LGBTQ2SAI+ Community)

604.762.1566

<https://mosaicbc.org/our-programs/services-for-newcomer-lgbtq-refugees>
Offers a safe and welcoming space for LGBTQIA2+ newcomers to meet new people, share experiences, and make positive changes through one-on-one social mentorship, group counselling, and a peer support group.

New West Pridewww.newwestpride.ca

To empower, celebrate, and promote inclusivity, acceptance, and respect among persons of all sexual orientations and gender identities in New Westminster and surrounding communities.

Pflag Vancouver

604.626.5667

www.pflagvancouver.com

info@pflagvancouver.com

Offers support, education, and resources on sexual orientation, gender identity/expression for LGBTQ+ individuals, their families and friends. Facilitates a phone support line and group meetings.

QMUNITY

604.684.5307

www.qmunity.ca

reception@qmunity.ca

1170 Bute St, Vancouver

QMUNITY is BC's queer, trans, and Two-Spirit resource centre, providing a safe space for 2SLGBTQIA+ folks and their allies. We improve the lives of 2SLGBTQIA+ communities and provide them with support through an array of programs and services.

Youth Services (14-25years)

youth@qmunity.ca

Older Adult Services (55+) seniors@qmunity.ca**Counselling Services****Employment Support Services****Trans ID Clinic****Peer Support Groups****Volunteer Inquiries**

volunteer@qmunity.ca

Trans Care BC

1.866.999.1514

www.phsa.ca/transcarebc

transcareteam@phsa.ca

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

Low Cost Goods**Habitat for Humanity —ReStore**www.restoreshop.ca

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

Helping Families in Need Society

604.294.3087

www.helpingfamiliesinneed.org

hfns@telus.net

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

Salvation Army Emergency Clothing

604.521.2421

325-6th St, New Westminster

Vouchers are available twice a year for persons in New Westminster or Tri-Cities experiencing homelessness, seniors 65+, or those in shelters with a referral letter. Call for more information.

WRAGS Bed Warehouse

604.214.0613

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

wragss@telus.net

Non-profit organization provides good quality used beds "as is" to those in need, as well as cleaned and sanitized used beds to those on income assistance. Call during regular business hours for more information.

Consignment & Thrift Stores**BASES Family Thrift Store**

604.540.0110

<https://basesburnaby.ca>

7825 Edmonds St, Burnaby

Open Mon-Sun, 10am-5pm. Closed on STAT holidays.

To donate, please call ahead.

Burnaby Hospice Society Thrift Store

604.520.5082

<https://burnabyhospice.org/thriftstore>

6843 Kingsway, Burnaby

Open Mon-Sat, 9:30am-6pm; Sun, 9:30am-4pm.

Grand Central Consignment

604.524.4095

719 Carnarvon St, New Westminster

Open Mon-Sat, 11am-4pm; Sun 12pm-3pm.

Found (UGM) Thrift Store

604 553-0604

641 Columbia St, New West

Tues – Friday 10am to 5:30pm & Saturday 10:30am to 5:30pm

Thrift Store.

Jubilee United Church Thrift Store

604.434.8323

7591 Gray Ave, Burnaby

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

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604.568.5563

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New to You Thrift Store
 f/ IG: RCH Thrift Store
 706 6th Ave, New Westminster
 Open Tues-Sat, 10am-5pm.
 Proceeds support Royal Columbian Hospital.

604.515.4815

Conversations for Life 778.990.4856
 www.gv.ymca.ca/immigrant-services connections@gv.ymca.ca
 Program supports newcomers (Permanent Residents, Convention Refugees, and those under CUAET only) to build confidence, English language skills, knowledge & intercultural relationships through weekly discussions over a four-week period.

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

604.521.1013

International Credential Evaluation Service (ICES) — BCIT
 www.bcit.ca/ices
 Evaluates the credentials of people who have studied in other provinces or countries and determines comparable levels in BC and Canadian terms, for immigration or employment purposes. Services by application online or by mail only.

Salvation Army Thrift Stores
 www.salvationarmy.ca/britishcolumbia/home/thrift-stores
 4099 E. Hastings St, Burnaby
 774 Columbia St, New Westminster
 Open Mon-Sat, 10am-8pm. To donate, please call ahead.

604.299.0264
 604.521.0319

ISSofBC
 https://issbc.org
 207-7355 Canada Way, Burnaby
 280-610 6th St, New Westminster
 604.395.8000
 604.522.5902
 Provides immigrants and refugees with first language settlement services, community connections, specialized programs for women, seniors, youth, career services, language classes, digital literacy support, and more.

St. Barnabas Anglican Church Thrift Store 778.917.8013
 www.stbarnabasparish.ca/thrift-store stbarna@telus.net
 1010 5th Ave, New Westminster
 Open Wed, Fri, Sat, 11am-4pm.

Treasure Chest Thrift Store 236.317.3359
 435 6th St, New Westminster
 Open Mon-Thurs, 10am-4pm; Fri-Sat, 10am-5pm; Sun, 12pm-4pm
 Proceeds support Canadian Mental Health Association VF

Moving Ahead Program (MAP)
 map@issbc.org
 Provides case management services and support to newcomers in Canada (5 years or less) who are facing multiple barriers to their integration in Canada. Also provides one-on-one support, group services, referrals, and case conferencing. For permanent residents and protected persons only.

Newcomers

BC Newcomers' Guide to Resources & Services
 www.WelcomeBC.ca
 Offered in 15 languages. Check website for updated information. Printed copies of the guide can be picked up at your local library or ordered online.

Journey Home Community Association 604.568.4892
 www.journeyhomecommunity.ca
 Provides transitional housing, settlement assistance and relational support to refugee claimant families in Greater Metro Vancouver.

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

MOSAIC Settlement Programs 604.254.9626
 https://mosaicbc.org/our-services/settlement-services
 Offers a variety of programs to support Permanent Residents, Naturalized Citizens, Work Permit Holders, international students, migrant workers, and refugees. Individual consultations, referrals, social mentoring, workshops, and group activities are available.

Burnaby Intercultural Planning Table (BIPT)
 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.

MOSAIC Refugee Programs 604.254.9626
 https://mosaicbc.org/our-services/refugee-resettlement
 https://mosaicbc.org/our-programs/support-for-refugee-claimants

Burnaby Neighbourhood House 604.431.0400
 https://burnabynh.ca/newcomers-services
 Provides newcomers with first language settlement and integration services and support. Includes programs for individuals, families, youth, and seniors in 12 languages with focus on newcomers' access to Canadian benefits, settlement resources, and opportunities for community engagement. Case management support is provided for multi-barrier cases with complex needs.

Refugee Claimants Settlement & Integration Program
 Supports the specific needs of refugee claimants of all backgrounds, ethnicities, sexual orientation, and genders, including asylum seekers, non-status, and stateless persons.

Private Sponsorship of Refugees Program
 Offers case management in collaboration with sponsorship groups working to resettle refugees, and provide initial resettlement support.

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New Westminster Schools Welcome Center 604.517.6266
<https://newwestschools.ca/programs-services/family-and-community/welcome-centre/>
 The Welcome Centre serves as a hub to all of New Westminster. You will find Central registration team for New Westminster Schools, Community Navigator connecting newcomers to resources and services, Settlement workers in schools, and Qayqayt First Nation. Welcome Centre also houses various programs and workshops with partner agencies.

Pacific Immigrant Resources Society (PIRS) 604.298.5888
<https://pirs.bc.ca>
 Offers programs for immigrant and refugee women and children.

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

Burnaby School District Welcome Centre 604.296.6936
<https://swis.burnabyschools.ca>

New Westminster Schools 604.517.6309
<https://mosaicbc.org> (Services > Children, Youth, Family Support)

SUCCESS Settlement Services 604.430.1899
<https://successbc.ca/service-categories/settlement>
 Assist immigrants, refugees, and their families to learn about life in Canada, develop English language skills, find employment, and get involved in the community.

Vancouver & Lower Mainland Multicultural Family Support Services Society 604.436.1025
www.vlmfss.ca help@vlmfss.ca
 Provides culturally and linguistically responsive services in over 20 languages to immigrants, refugees, visible minority women and families with and without immigration who are experiencing the challenges of family violence. Open Mon-Fri, 9am-5pm.

YMCA Newcomer Services 604.374.5465
www.gv.ymca.ca/newcomer-services connections@bc.ymca.ca
 Offers free programs to newcomers (PR, Convention Refugees, CUAET) including: Conversation Club, Canadian Fitness Connection, and Social and Educational Events for learning new things, exercising, making friends, and practicing English skills.

Persons with Disabilities

BACI —Burnaby Association for Community Inclusion 604.299.7851
<https://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 info@brainstreams.ca
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
<https://bc-cfa.org>
 Provides community-based services to children, youth, adults and their families with neurological, physical, and developmental disabilities.

Community Living Society 604.523.0303
www.communitylivingsociety.ca
 Provides individualized, flexible, and creative supports to people with developmental disabilities or acquired brain injuries.

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To Learn More & Register
778-549-6413 or
info@adulthoodcognitivewellnesscentre.ca

AdultCognitiveWellnessCentre.ca

Canucks Autism Network (CAN) 604.685.4049
www.canucksautism.ca
Providing programs to individuals on the autism spectrum and their families, while promoting acceptance and inclusion through community engagement and training initiatives across BC and beyond. Membership is \$25/year for individuals (access through autism funding).

Fraser Health Services for Community Living – New Westminster 604.777.6700
https://www.fraserhealth.ca/Service-Directory/
Offers support and help for adults with developmental disabilities requiring access to health services.

Kinsight 604.525.9494
https://kinsight.org/

New Westminster children's centre 604.521.8078
Provides free programs and services for families and individuals (infants to seniors) who require extra support or have developmental delays or disabilities. It offers development programs (from birth to 19 years old), various therapy services, and supports for individuals and families.

Vancouver & Lower Mainland Multicultural Family Support Society (VLMFSS) 236.865.1194
https://vlmfss.ca/
Assistance to immigrants, refugees, visible minorities, and women without immigration status and children facing family violence within the Metro Vancouver area. Service offered in various language.

BC Access Income and Disability Assistance 1.866.866.0800
Services https://www2.gov.bc.ca/gov/content/family-social-supports/income-assistance/access-services
Income and disability assistance services provided by the Province of BC.

CNIB Foundation 604.431.2121
www.cnib.ca
Offers innovative programs designed to empower people of all ages who are impacted by blindness through knowledge, building skills and confidence.

Disability Alliance BC 604.872.1278
https://disabilityalliancebc.org
Operates a number of programs and projects including Advocacy Access which assists people with disabilities to access provincial and federal benefits, apply for a disability tax credit, and open a RDSP. Publishes self-help guides, manuals for community advocates and Transition magazine.

Advocacy Access Program
Assists people with all disabilities in accessing, applying for, and appealing the denial of provincial and federal disability benefits, and medical services/supplies. By appointment only.

Disability Law Clinic 236.427.1108
Provides free Summary Advice & Referral Service to people with disabilities about accessibility laws, transportation, discrimination, human and decision-making rights, denial of long-term disability insurance, and workplace accommodation.

The Right Fit Program 604.872.1278
Matches affordable, accessible homes and independent living supports with those requiring wheelchair-accessible housing.

Disability Foundation 604.688.6464
https://disabilityfoundation.org
Provides opportunities for people with physical disabilities to feel empowered and participate in a variety of indoor/outdoor activities

BC Mobility Opportunities Society (BCMOS)
https://bcmos.org info@bcmos.org
Offers three different adapted recreational activity programs including hiking, paddling, and virtual fitness training

ConnecTra Society
https://connectra.org info@connectra.org
Connects people with physical disabilities to work, leisure, and social opportunities, events, and resources in BC.

Disabled Independent Gardeners Association (DIGA)
https://digabc.org info@digabc.org

Adapted Sailing Association of BC (ASABC)
https://asabc.org info@asabc.org

Vancouver Adapted Music Society (VAMS)
https://vams.org info@vams.org
Supports musicians with physical disabilities in Metro Vancouver to explore and achieve their musical goals.

Down Syndrome Resource Foundation 604.444.3773
www.dsrf.org info@dsrf.org
Offers innovative programs and interventions for children and adults with Down syndrome and other developmental disabilities. Programs include speech and language development, behavioural support, mental wellness, reading and communications, and occupational therapy. Group adult programs are offered focusing on literacy, math, and social communication. Information and support available for families and professionals.

Easter Seals BC 604.873.1865
www.eastersealsbcy.ca
Provides a variety of services and programs including overnight, virtual, and family camps throughout BC, and summertime city day camps. See website for camp details and information on the Easter Seals House in Vancouver.

Fraserside Community Services 604.522.3722
www.fraserside.bc.ca/community-living/ info@fraserside.bc.ca
519 7th St. 2nd floor, New Westminster,
Provides 24/7 staffed Community Living residences, Home Share Services, Supported Employment, and Community Inclusion day programming for adults with physical and developmental disabilities.

YOUR LOCAL HOME MEDICAL EXPERTS

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- Ostomy Supplies
- Mobility/Seating & Rehab
- Lift Chairs
- Lifts & Transfer Devices
- Compression Stockings
- Orthopedic & Supports
- Therapeutic Footwear
- Sports Athletic Products
- Aids to Daily Living

Laurel Behaviour Support Services

www.laurelbc.ca

Individualized behaviour support services, sexual health education, and social skills training for children, youth, and adults with autism, and/or other intellectual disabilities. Offers customized workshops for parents, caregivers, and professionals. Services are available in-person and via telehealth.

778.945.1435

laurel@posAbilities.ca

posAbilities

www.posabilities.ca

Suite 240 4664 Lougheed Highway

Supports individuals of all ages with developmental disabilities. Services include behaviour consultation; community inclusive art, theatre, social, and recreational programs; employment services; explore journey facilitation; and home or shared living supports. No fee for government-funded services.

604.299.4001

info@posAbilities.ca

Learning Disability Society

https://ldsociety.ca

Offers affordable remedial programs for child and youth learning (5-18years), adult learning, and family coaching. Programs provide individualized one-on-one instruction and tools to increase self-esteem and academic success of those with suspected or diagnosed learning differences. Also offers funding, advocacy support for parents, and services such as social skills sessions, speech clinic, summer camps, and online tutoring.

604.873.8139

info@ldsociety.ca

Progressive Housing Society

https://progressivehousing.net

Provides community-based support services and housing programs to those experiencing mental health and substance use issues, and those experiencing or at risk of homelessness.

604.522.9669

info@progressivehousing.net

**Ministry of Children & Family Development
—Services to Children with Support Needs**

101-7645 Kingsway, Burnaby

Provides support to children with special needs.

604.660.9494

Monarch House

www.monarchhouse.ca

810-2025 Willingdon Ave, Burnaby

Monarch House is a pediatric centre, that offers a full range of services founded in best practices. Free Developmental Screeners, Autism Diagnostic Assessments, and ongoing therapy. A team of professionals include Board Certified Behaviour Analysts (BCBA), Speech Language Pathologists (SLP), Occupational Therapists (OT).

604.205.9204

Neil Squire Society

www.neilsquire.ca

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

604.473.9363

info@neilsquire.ca

Pacific Autism Family Centre

www.pacificautismfamily.com

Compiles state of the art resources for information, learning, assessment, treatment, and support to address the needs of those with Autism Spectrum Disorder (ASD) and their families in BC.

604.207.1980

AIDE Canada Library

https://library.aidecanada.ca

Includes over 2000 autism-related books, e-books, audiobooks, DVDs, and games that can be shipped to any BC resident for free.

Planned Lifetime Advocacy Network (PLAN)

https://plan.ca

Provides advocacy, person-centred planning, and personal support networks to empower people with disabilities and their families to build safe, secure, supportive, and inclusive communities to live in. Collaborates with family to ensure a network of caring relationships, a sound financial plan, supported decision making, and opportunities to contribute.

604.558.2055

hello@plan.ca

SPARC BC

www.sparc.bc.ca/parking-permit

Parking Permit Program

permits@sparc.bc.ca

Provides parking permits for people with disabilities.

604.718.7744

1.888.718.7794

Accessibility and Enforcement Line

604.718.7734

Spectrum Society for Community Living

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.

604.323.1433

Spinal Cord Injury BC

https://sci-bc.ca info@sci-bc.ca

Provides peer support and information services to help people with spinal cord injuries (and related disabilities) and their families, adjust, adapt, and thrive. Includes current resources for housing, equipment, transportation, and recreation options, as well as events, meetups, and programs for peer connection across BC.

Info-Line: 1.800.689.2477

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.

SCI Info Database

https://sci-bc.ca/sci-info-database/

Online encyclopedia with more than 800 current and comprehensive resources for people with spinal cord injuries and related physical disabilities, and their families. SCI BC Marketplace https://sci-bc.ca/marketplace Online forum for buying and selling disability related equipment (wheelchairs, lift-equipped vehicles, scooters) and finding accessible housing and employment.

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- Compression Stockings
- Orthopedic & Supports
- Therapeutic Footwear
- Sports Athletic Products
- Aids to Daily Living

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1ST Tuesday of
every month

4437 Canada Way, Burnaby (at Willingdon) | 604-434-1383 | regencymed.com

Technology for Living
www.technologyforliving.org

TIL: 604.326.0175
 PROP: 1.866.326.1245

Technologies for Independent Living Program (TIL)

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

Provincial Respiratory Outreach Program (PROP)

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

Together Speech & Language Services 604.767.3335
<https://togetherspeech.com> info@TogetherSpeech.com

Offers in-home speech and language services for children, youth, and adults with Autism Spectrum Disorder and other neurological and developmental disabilities. Works with individuals and families to support them by providing therapy for articulation, language, stuttering, voice, aphasia, social skills, brain injury, AAC (augmentative and alternative communication) therapy, and more.

Variety – the Children’s Charity 604.320.0505
www.variety.bc.ca info@variety.bc.ca

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

Vision Loss Rehabilitation Canada (VLRC) British Columbia 1.844.887.8572
<https://visionlossrehab.ca>

Provides rehabilitation therapy and healthcare services for individuals with vision loss, including client navigation and customized services to help clients achieve independence goals.

Wavefront Centre for Communication Accessibility 604.736.7391
 TTY: 604.736.2527

www.wavefrontcentre.ca info@wavefrontcentre.ca
 Provides a full range of programs and services, including audiology, interpreting, counselling, employment resources and counselling, seniors outreach program, and communication devices.

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.

Bill Copeland Sports Centre	604.297.4521
Bonsor Recreation Complex/Pool	604.297.4597
Cameron Recreation Complex	604.297.4456
Christine Sinclair Community Centre	604.320.2222
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



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- Implant Supported Bridge

www.diamonddentalcentre.ca | 604.449.7689
 103-129 E. Columbia Street
 New Westminster, B.C. V3L 3V7



New Westminster Parks & Recreationwww.newwestcity.ca/parks-and-recreation

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.

Century House	604.519.1066
Moody Park Arena	604.525.5301
Youth Services	604.515.3801
Queen's Park Arena	604.777.5111
Queen's Park Sportsplex	604.777.5121
Queensborough Community Centre	604.525.7388
Aquatic and Community Centre	604-777-5100

New Westminster Century House**604.519.1066**CenturyHouse@newwestcity.ca<https://www.newwestcity.ca/parks-and-recreation/facilities/centurey-house>

A leading-edge senior's centre with its holistic service delivery.

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 Librarywww.bpl.bc.ca

Temporary Cameron Library 110-9855 Austin Ave.	604.421.5454
Tommy Douglas Library 7311 Kingsway, Burnaby	604.522.3971
McGill Library 4595 Albert St, Burnaby	604.299.8955
Bob Prittie Metrotown Library 6100 Willingdon Ave, Burnaby	604.294.7755

New Westminster Public Librarywww.nwpl.ca

Main Branch 716-6th Ave, New Westminster	604.527.4660
Queensborough Library 920 Ewen Ave, New Westminster	604.636.4450

Burnaby Public Library Accessible Services**604.436.5423**www.bpl.bc.ca

Offers free services to Burnaby residents including home delivery and access to assistive technology and accessible materials.

Available to people who have a perceptual disability, or who cannot visit the library due to their health or limited mobility.

New Westminster –Home Library Services**604.527.4650**www.nwpl.ca

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

Art Galleries, Museums & Theatres**Arts Council of New Westminster****604.525.3244**<https://acnw.ca>info@acnw.ca

Arts resource for New Westminster artists and audiences in the visual, literary, and performing arts. Presents monthly exhibitions, workshops, concerts, artisan markets, film screenings, and roundtables.

Burnaby Arts Council & Deer Lake Gallery**604.298.7322**www.burnabyartscouncil.org

6584 Deer Lake Ave, Burnaby

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

Burnaby Art Gallery**604.297.4422**www.burnaby.ca/recreation-and-arts/arts-and-culture-facilitiesgaller@burnaby.ca

6344 Deer Lake Ave, Burnaby

Presents a variety of exhibitions, programs, and events.

Burnaby Village Museum**604.297.4565**www.burnabyvillagemuseum.cabvm@burnaby.ca

6501 Deer Lake Ave, Burnaby

Immersive, ten-acre village includes exhibits and programs where visitors can learn and experience the past in an inclusive and welcoming space. Open seasonally with free admission.

Fraser River Discovery Centre**604.521.8401**<https://fraserriverdiscovery.org>info@fraserriverdiscovery.org

788 Quayside Dr, New Westminster

Interpretive centre presents the Fraser River's contribution to the life, history and future of British Columbia and its people.

Massey Theatre and Plaskett Gallery**604.517.5900**www.masseytheatre.cominfo@masseytheatre.com

735-Eighth Ave, New Westminster

Theatre hosts musical theatre, international music and dance forms, children's entertainers, orchestras, choirs, ballet and music star performances.

Michael J. Fox Theatre**604.664.8875**<https://michaelfoxtheatre.ca>info@michaelfoxtheatre.ca

7373 MacPherson Ave, Burnaby

Community-styled theatre hosts multicultural music, drama performances, and events by amateur and professional artists.

Free Hearing Tests, Ear Wax Removal, and Hearing Aid Consultations

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Hearing Solutions
A Neil Squire Program

www.neilsquirehearingsolutions.ca

New Westminster Museum & Archives 604.527.4640
www.newwestcity.ca/services/arts-and-heritage/museums-and-archives
City museum and archives are located across three sites including the Anvil Centre, Irving House, and the Samson V Museum. Visit website for up-to-date facility information and exhibits.

Nikkei National Museum & Cultural Centre 604.777.7000
https://centre.nikkeiplace.org
6688 Southoaks Cres, Burnaby
Centre celebrates Japanese Canadian culture and its contribution to the Canadian mosaic. Includes the Nikkei garden and farmers market, gift shop and Japanese bookstore.

Royal City Musical Theatre 604.522.4306
https://royalcitymusicaltheatre.com
735-Eighth Ave, New Westminster
Volunteer-led organization produces and presents musical theatre for the public and provides practical experience for emerging talent.

Shadbolt Centre for the Arts 604.297.4440
www.burnaby.ca/recreation-and-arts/arts-and-culture-facilities
6450 Deer Lake Ave, Burnaby shadboltinfo@burnaby.ca
Offers a year-round schedule of live performances, festivals, exhibitions, and special events, ranging from performing arts, literature and the visual arts.

SFU Museum of Archaeology & Ethnology 778.782.3325
www.sfu.ca/archaeology/museum.html
8888 University Dr, Burnaby
Museum collects, researches, and exhibits artifacts from around the world with a focus on BC. Open to the public; admission by donation.

Environment & Recycling

Burnaby Solid Waste and Recycling 604.294.7972
www.burnaby.ca/garbageandrecycling
solidwasteandrecycling@burnaby.ca

Burnaby Eco-Centre

burnaby.ca/ecocentre
4855 Still Creek Dr, 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. Barrels are available for purchase at the Burnaby Eco-Centre.

Large Item & Appliance Pickup

www.burnaby.ca/bulkyitem
Pickup service of furniture, mattresses, and appliances for Burnaby residents who receive weekly garbage and recycling collection from the city.

Interchange Recycling

www.interchangerecycling.ca
Provides BC a convenient, free and eco-friendly way to recycle used motor oil, antifreeze, oil filters and related containers. Check website for the network of publicly accessible recycling locations.

Kidney Foundation of Canada 604.408.2277
www.kidneycar.ca

Kidney Car Program

1.800.585.4479
Donate unwanted vehicles to the Kidney Foundation.
Receive a free tow and tax receipt. Call for pick-up.

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

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

United Boulevard Recycling and Waste Centre 604.681.5600
www.metrovancouver.org/services/solid-waste
See website or call for a full listing of accepted items, days, and times of operation.

Seniors

Seniors BC/Seniors Info Line 604.660.2421
www2.gov.bc.ca
TDD: 711
(Family & social supports > Seniors) VRS: 1.800.663.7867
Offers a single source of government services information, including health services and resources.

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

As We Age Seniors Resource Guide

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

Community Resource Guide

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

Seniors Resource Card

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

CARP 1.833.211.2277
www.carp.ca northfraser@carp.ca
CARP is a non-partisan advocacy association that works with all parties in government to advocate for older Canadians for better healthcare, financial security, and freedom from ageism.

Century House Association 604.519.1066
https://www.centuryhouseassociation.com/
CenturyHouse@newwestcity.ca
620 Eighth St, New Westminster, BC
At Century House adults 50+ can explore opportunities to enjoy activities, programs, events and social connections within a welcoming and supportive community of peers.

Seniors Services Society of BC 604.520.6621
www.seniorsservicesociety.ca/about/
To connect vulnerable adults 60+ with individual supports and housing navigation services to enhance their lives.

Food Delivery & Meal Programs

Burnaby Meals on Wheels 604.299.5754
https://burnabymeals.ca/
Provides nutritious local and affordable food to people who for physical, mental health, social or economic reasons are unable to meet their dietary needs. Delivers hot Western, vegetarian and Chinese meals, frozen Western main courses and bag lunches, Mon, Wed, & Fri.

Burnaby Neighbourhood House South: 604.431.0400
North: 604.294.5444
https://burnabynh.ca

Seniors' Shopping and Meal Program

Provides support for frail seniors who are living with health challenges and are experiencing food insecurity. We provide food hampers, low-cost prepared meals and grocery shopping, and free delivery.

New Westminster Meals on Wheels
www.seniorsservicesociety.ca/smow.htm
 Please call the office for more details.

604.520.6621

Senior Services Society
www.seniorsservicesociety.ca

604.520.6621

Japanese-Style Meals on Wheels
www.tonarigumi.ca/support-services
 Delivers Japanese-style bento lunch boxes on Tuesdays to homebound seniors in Burnaby.

604.687.2172

Grocery Shopping Program

Provides New Westminster residents 60+ with the option to order groceries by phone. Volunteers take orders and items are delivered by Save On Foods (Sapperton). Minimum order and delivery charge applies. Call for rates and details.

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

604.299.1877
 1.888.838.1888

Health & Wellness

Alzheimer Society of BC —Fraser Region

604.298.0780

<https://alzheimer.ca/bc/en>

info@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 for patients and caregivers, including early-stage support groups, "First Link" referrals and "Minds in Motion", a social and recreation program.

Casalinga Food Services
www.casalinga.ca
 Offers delivery of fresh and frozen ready-made meals, including choices from vegan, gluten free, and zero carb menus.

604.435.1994

—First Link Dementia Helpline

604.681.8651

Citizen Support Services
www.burnaby.ca/citizensupportservices

604.294.7980

Fraser Health Authority

www.fraserhealth.ca

Fraser Health Crisis Line

24-hr: 604.951.8855

Grocery Shop-By-Phone
 Provides Burnaby seniors with weekly grocery shopping and delivery service. Payment by Visa or Mastercard debit or credit only. Delivery is free of charge.

Dairyland Home Service
www.morethanmilk.ca
 Offers regularly scheduled delivery services of about 500 products including dairy products, produce, eggs, fresh baked goods, juices, soups, pastas and cereals, and household products.

1.877.341.8700

Home Health Service Line

New Intake: 1.855.412.2121

Bby: 604.918.7447

New Westminster: 604.777.6700

Public Health General Info

Bby: 604.918.7605

New Westminster: 604.777.6740



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 604.522.9989
burnaby@nursenextdoor.com



Fraser Health Lifeline 604.953.4960
www.fraserhealth.ca (Search > Lifeline)
Offers a personal 24-hr emergency response service that assists individuals to remain independent and safe at home. For more info email: lifeline@fraserhealth.ca

Healthy Eating for Seniors
www2.gov.bc.ca/seniorshealthyeating
Provides information for seniors about food, meals, nutritional health, and supplements. Includes a handbook of recipes with nutritional information, smaller portions, and cultural variations, online in multiple languages, and in audio and video formats.

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.

Older Adult Community Mental Health 604.777.6870
320-7155 Kingsway, Burnaby
Provides free, confidential counselling services to Burnaby and New Westminister seniors 65+, who are concerned about their own or someone else's alcohol and/or other drug use. Education, referrals, and outreach services provided.

Seniors Distress Line 24-hr: 604.872.1234

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. Call ahead for program details.

Bonsor 55+ Centre 604.297.4580
Cameron 55+ Centre 604.297.4456
Confederation Seniors Centre 604.294.1936
Edmonds 55+ Centre 604.297.4838
Century House 604.519.1066

Telus Health – LivingWell Companion 1.888.505.8008
www.telus.com/livingwellcompanion
Provides emergency response service with optional fall detection.

YMCA Healthy Heart Program 604.521.5801
(Cardiac Prevention, Rehabilitation & Maintenance)
healthy.heart@gv.ymca.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.
*For more options see Health & Wellness on page 33

Peer Counselling & Support

411 Seniors Centre Society 604.684.8171
https://411seniors.org info@411seniors.org
3502 Fraser Street, Vancouver
Provides seniors with information and referral services, social, recreational, and educational opportunities from a multicultural resource centre. Free income tax clinic by appointment in March/ April for low-income seniors and people on disability. Call for information on membership, drop-in activities, and events.

Burnaby Neighbourhood House 604.430.0400
https://burnabynh.ca kathyb@burnabynh.ca

Senior Peer Support
One-on-one peer support by trained volunteers for seniors experiencing frustration or difficulties because of life changes. This is not a counselling service.

Family & Friend Caregiver Supports
Offers support to those providing care for a relative, neighbour or friend.

Seniors Information and Referral/ Form Completion Assistance 604.292.3901
charlenel@burnabynh.ca
Support seniors to find information and community services. Volunteers also help seniors with form completion, including CPP, OAS, GIS, SAFER, Housing Registry, and Provincial Bus Pass.

Century House Peer Support 604.519.1064
www.centuryhouseassociation.com/service-group/peer-support-program
620 8th Street, New Westminister
Provides free peer counselling programs for New Westminister aging adults and seniors, helping with life transitions, bereavement, loss, loneliness, isolation, health, and aging concerns. Volunteers always welcome.

Citizen Support Services 604.294.7980
www.burnaby.ca/citizensupportservices
Provides Burnaby seniors (65+ years of age) with support services including: shop-by-phone, shopping buddies, volunteer visitors, social phone calls, and monthly recreational bus trips. Call or check website for latest updates.

ISSofBC – Connecting Seniors 604.395.8000
https://issbc.org/our-programs-and-services/connecting-seniors
Provides support to immigrant seniors through first language support groups, workshops on relevant topics, one-on-one digital literacy learning, and conversation circles.

MOSAIC Seniors Club Programs for Immigrant & Refugee Seniors 604.362.4318
https://mosaicbc.org/our-programs/join-the-mosaic-seniors-club
Provides free, multilingual services to newcomer seniors 55+, including settlement counselling, English conversation circles, computer classes, activity and information workshops, and rotating programs of interest such as yoga classes, Tai Chi, knitting, singing, and field trips.

MOSAIC CARES 236.485.0968
https://mosaicbc.org/our-programs/one-on-one-support-for-seniors
Provides an innovative service for older adults who require support connecting to their community or learning to address their health and well-being needs. Social Prescribing works alongside clinical treatments to address people's needs in a holistic way.

New Westminister Police Service & FSGV 604.529.2478
— Victim Assistance Unit Non-Emergency: 604.525.5411
Provides elder abuse response and coordinates follow-up services to residents of New Westminister 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. Mon-Fri, 8am-4pm.

Nidus Personal Planning Resource Centre & Registry
www.nidus.ca registry@nidus.ca
Provides legal education on personal planning and related matters, training for volunteers and groups, and operates a centralized registry for personal planning documents.

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 senior service specialists who can help with a range of questions and issues.

Seniors First BC- Seniors Abuse & Information Line (SAIL) 604.437.1940
1.866.437.1940
www.seniorsfirstbc.ca
Provides a safe place for older adults or those caring 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 their legal and victim services programs. Open Mon-Fri, 8am-8pm, Sat/Sun, 10am-5:30pm, except STAT holidays; interpreters by request, Mon-Fri, 9am-4pm.

Seniors Services Society www.seniorsservicessociety.ca Provides New Westminster residents 60+ with support services such as Meals on Wheels, Light Housekeeping, Medical Transportation, Support Calls, Form and Income Tax Completion. Call or check website for more information.	604.520.6621	Aging My Way Home Care www.agingmywayhomecare.ca	604.290.8331
Public Guardian & Trustee of BC www.trustee.bc.ca Provides services to vulnerable seniors and adults (19+years) or their families who need help managing financial or legal affairs; assesses and investigates reports of neglect and financial abuse of vulnerable adults.	604.660.4507 or 604.775.1001	All Nursing Health Services www.allnursing.ca	604.488.9323
Burnaby Hospice Society https://burnabyhospice.org 5th Fl, 4535 Kingsway, Burnaby Provides services to individuals and families in Burnaby going through the end-of-life journey. Supports palliative or hospice care patients and their families and caregivers. Also offers free bereavement counselling and art therapy.	604.520.5087	CDN Eldercare Massage www.cdneldercare.ca	604.340.3581 info@cdneldercare.ca
Memorial Society of BC https://memorialsocietybc.org Provides objective information and education on funeral pre-planning, including simple, dignified, low-cost funerals. Also offers support and direction for grieving families. Membership is required.	604.733.7705 1.888.816.5902	Big Hearts Homecare www.bigheartshomecare.ca	604.493.2045 info@bigheartshomecare.ca
BC Bereavement Helpline www.bcbh.ca Provides information, referral, and compassionate listening for persons coping with grief.	604.738.9950 contact@bcbh.ca	Caring Shepherd Home Care Services www.caringshepherd.ca	604.614.8544
Voices of Burnaby Seniors Society www.vobss.ca A non-profit society led by volunteer seniors who aim to support all Burnaby seniors in being healthy, independent, and connected community members through information access and advocacy.	604.619.0953 VobsSociety@gmail.com	CBI Health Group Home Health www.cbihealth.ca	1.800.463.2225
Home Support Services		Classic LifeCare www.classiclifecare.com	604.263.3621
Better At Home Programs https://betterathome.ca Helps seniors live independently by providing simple non-medical support services. Services may include light housekeeping and transportation to medical appointments. Subsidies may be available for independent living seniors 65+, depending on income level.		Comfort Keepers www.comfortkeepers.ca/Vancouver	604.689.8609
Burnaby Better At Home betterathome@burnaby.ca	604.297.4877	FootCare Passion —Mobile Foot Care www.footcarepassion.ca	604.780.3992
New Westminster Better At Home support@seniorsservicessociety.ca The following private businesses offer home support services to seniors who don't qualify for Fraser Health Home Care, Better At Home programs or require additional services for a fee.	604.520.6621	Golden Transitions www.goldentransitions.ca	604.240.8085 geoff@goldentransitions.ca
		Hero Home Care www.herohomecare.ca	1.888.988.9913 care@herohomecare.ca
		Home Instead Senior Care www.homeinstead.com/3037	604.432.1139
		Integrative Rehabilitation www.bcintegrativerehab.com	604.419.0998 integrativerehab@gmail.com
		John's Helping Hands www.johnshelpinghands.ca	604.329.1006 john@johnshelpinghands.ca
		Just Like Family Home Care Services www.justlikefamily.ca	778.858.2748 burnabynewwest@justlikefamily.ca
		Karp Home Care www.karphomecare.com	604.420.7800
		Nurse Next Door Home Care Services www.nursenextdoor.com	604.553.3330 burnaby@nursenextdoor.com
		Peachtacular Home Health Care Limited www.peachtacularhhc.com	778.859.2695 info@peachtacularhhc.com
		Personalized Dementia Solutions Inc. www.dementiasolutions.ca	778.789.1496 info@dementiasolutions.ca



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Physio2U 778.846.7695
www.physio2u.ca info@physio2u.ca

Good Riddance Professional Organizing & Move Management 604.421.5952
www.goodriddance.ca heather@goodriddance.ca

Retire-at-Home 604.998.1628
www.retireathomeNS.com

Qualicare Home Care 778.730.0225
www.qualicare.com bc@qualicare.com

Safe Care Home Support 604.945.5005
www.safecarehomesupport.ca info@safecarehomesupport.ca

SE Health 604.739.4300
https://vancouver.sehc.com

Shylo Nursing & Home Healthcare 604.985.6881
www.shylohomehealthcare.ca office@shylohomehealthcare.ca

Strive Living Society 604.936.9944
https://striveliving.ca info@striveliving.ca

Housing Information

Seniors Services Society — Housing Services 604.520.6621
www.seniorsservicessociety.ca info@seniorsservicessociety.ca
Provides a broad range of one-on-one housing navigation services including information and guidance on varied seniors housing in the Lower Mainland, referral, seniors homeless outreach program, and Temporary Housing Program (assisting seniors aged 60+ in securing and maintaining affordable and appropriate housing. Services available for seniors 60+ living in the Lower Mainland (except Downtown Eastside) and are provided on a case-by-case basis: suitability determined upon intake. Call or email for more information.

BC Home Renovation Tax Credit for Seniors and Persons with Disabilities 1.877.387.3332
www2.gov.bc.ca/gov/content/taxes/income-taxes/personal/credits
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.

BC Housing 604.433.2218

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

BC RAHA — Rebate for Accessible Home Adaptations
www.bchousing.org/housing-assistance/BC-RAHA
Provides financial help in the form of rebates to eligible seniors with low- income and people with disabilities to complete home adaptations for independent living.

Home Owner Grants 1.888.355.2700
www2.gov.bc.ca/gov/content/taxes/property-taxes
British Columbia's property assistance program helps homeowners reduce the taxes they pay.

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

New Vista Society Housing Office 604.525.3288
https://newvista.bc.ca info@newvista.bc.ca
Provides housing to families of varied incomes and subsidized housing to seniors 55+ with low income. Must apply online first through BC Housing Registry: www.bchousing.org, 604.433.2218.
*Please see Housing for more options, page 19

Home & Yard Maintenance

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

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

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

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

Clean Start BC 1.855.297.8278
https://cleanstartbc.ca
Offers junk and sharps removal, hoarding cleanup, pest control, sanitization services, basic, carpet/upholstery & extreme cleaning.

Pension & Benefits Information

Service Canada 1.800.622.6232
www.servicecanada.gc.ca TTY: 1.800.926.9105
Provides information about Canada Pension Plan (CPP)/CPP-D (Disability), Employers Insurance (EI), Old Age Security (OAS), Spouse Allowance, Survivor Allowance, Veterans Benefits, and any other general inquiries about government services and programs. Open Mon-Fri, 8:30am-4pm, local time.

Service BC 604.660.2421
www.servicebc.gov.bc.ca/seniors TDD: 711
VRS: 1.800.663.7867
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 for persons 50+. Learn for fun and teach for pleasure with many skill building opportunities. Call or check website for latest updates.

COSCO Seniors Health & Wellness Institute 604.261.6887
www.seniorshelpingseniors.ca workshops@seniorshelpingseniors.ca
Offers free virtual workshops to seniors' groups in healthy living, safety, and legal issues.

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

UBC Extended Learning 604.822.1444
www.extendedlearning.ubc.ca
 Offers a variety of learning opportunities including: UBC Academic Explorations, engaging and informative non-credit courses for learners of all ages offered online in the fall and winter, and in-person in the summer at the UBC Campus.

TechSMART Learning
<https://techsmartseniors.org/>
 Provides instruction to older adults about the latest tools and technology to help them lead active lives.

Social & Recreation

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

Burnaby Seniors Centres:
www.burnaby.ca/recreation-and-arts/ (Search>Seniors Programs)

- Bonsor 55+ Centre** 604.297.4580
6533 Nelson Ave, Burnaby
- Cameron 55+ Centre** 604.297.4456
9523 Cameron St, Burnaby
- Confederation Seniors Centre** 604.294.1936
4585 Albert St, Burnaby.
- Edmonds 55+ Centre** 604.297.4838
7433 Edmonds St, Burnaby

New Westminster Senior Centres:

Century House 604.519.1066
www.centuryhouseassociation.com
 620 Eighth St, New Westminster

Queensborough Community Centre 604.525.7388
 920 Ewen Ave, New Westminster

Burnaby Neighbourhood House South: 604.431.0400
<https://burnabynh.ca/get-involved-seniors> North: 604.294.5444

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

TAPS Day Program leak@burnabynh.ca
 Offers a low-cost day program with recreation, socialization for Burnaby seniors 55+ who have health or mobility-related barriers. Thurs 10:30am-2pm. Lunch is available.

Friendly Phone Calls alexish@burnabynh.ca
 Offers weekly phone calls from volunteers to help isolated seniors stay connected.

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

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902 Quayside Drive, New Westminister | 604-522-5242
info@queensparkdental.ca | queensparkdental.ca

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Seniors Memory Club

faryar@bbyseiors.ca

Join our dementia- friendly, multicultural, and intergenerational event. This is an opportunity for playing games, exercising, socializing, singing, sharing stories, and celebrating our togetherness. Most Saturday mornings from 10am-11:30pm

Citizen Support Services

604.294.7980

www.burnaby.ca/citizensupportservices

Call or check website for the latest program updates.

Gadabouts Program

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

Wheelers Program

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

Seniors Lunch Program

Volunteer drivers provide Burnaby seniors with rides to a venue for lunch and social time every Thurs, 11am-1:30pm.

Friendly Visitors

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

Phone Buddy

Provides companionship with weekly phone calls.

Shopping Buddies

Provides one-on-one volunteer assistance at local malls for personal shopping and social interaction. Lougheed Mall or Metrotown Mall on Thursdays. Transportation by HandyDART.

Seniors Services Society

604.520.6621

www.seniorsservicessociety.ca

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

Transportation

Information

BC Ferries

1.888.223.3779

www.bcferrries.com

Compass Card

1.888.207.4055

www.compasscard.ca

Ebus

1.877.769.3287

www.ebus.ca

helpdesk@sd91.bc.ca

Offers convenient, affordable, and responsible bus service to select destinations within BC and Alberta.

Gas Buddy

www.gasbuddy.com

Calculate trip costs and compare local gas prices with their website and downloadable app.

Road Condition Reports

1.800.550.4997

www.drivebc.ca

TransLink Customer Information

604.953.3333

www.translink.ca

Provides bus, skytrain, and seabus schedules and information.

Q to Q Ferry

604.521.3711

https://www.newwestcity.ca/qtoqferry

A ferry service in New Westminster traveling between the Mainland and Queensborough.

Vancouver International Airport

604.207.7077

www.yvr.ca

Programs

Burnaby Seniors Transportation

604.292.3901

www.bbyservices.ca/programs-seniors.php

SeniorsTransport@bbyservices.ca

Provides Burnaby seniors with transportation to their medical and dental appointments. Call for details.

New Westminster Seniors Medical Transportation

604.520.6621

www.seniorsservicessociety.ca

Provides New Westminster residents 60+ with transportation to their medical and dental appointments. Subsidies may be available for residents with low income. Call for more information.

Driving Miss Daisy Seniors Services

604.767.4030

www.drivingmissdaisynorthshore.ca

Translink Programs for Accessible Transit

604.953.3680

www.translink.ca (Search > Accessing Public Transit)

HandyDART

Provides customized service for people with disabilities. Advanced booking required; call 604.575.6600.

Taxisaver/Handycard

Provides discounts for persons with permanent disabilities.

SPARC BC

604.718.7744

www.sparc.bc.ca/parking-permit

1.888.718.7794

Parking Permit Program

permits@sparc.bc.ca

Provides parking permits for people with disabilities.

Accessibility and Enforcement Line

604.718.7734

Bus Pass Program

1.866.866.0800

www2.gov.bc.ca/gov/content/transportation (Search >Bus Pass Program)

BC government offers a discounted annual bus pass for eligible seniors with low income or those with disabilities.

Evo

604.268.5594

www.evo.ca

BC car sharing service provides spacious, easy to drive, and eco-conscious vehicles. Car drop-off bases at BCIT and Metrotown.

Modo

604.685.1393

www.modo.coop

Coordinates a co-operative car-sharing network. Cars must be dropped off at the pick-up location.

Volunteer Opportunities

Burnaby Community Services

604.299.5778

Burnaby Meals on Wheels

604.299.5754

www.bbyservices.ca

https://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.

Burnaby Neighbourhood House
<https://burnabynh.ca>
 Offers opportunities for community members to volunteer in a wide range of programs, build skills, give back to your community, and gain Canadian work experience. Call for information.

South: 604.431.0400
 North: 604.294.5444

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

1.800.610.8134

help@charityvillage.com

City of New West Volunteer Opportunities
https://www.newwestcity.ca/city_hall/employment/volunteer
 Various opportunities.

604.527.4605

hr@newwestcity.ca

Go Volunteer
www.govolunteer.ca
 Online databases that connects community volunteers to local non-profit organizations and vice-versa.

604.875.9144

info@thevantagepoint.ca

Lower Mainland Purpose Society Volunteer Opportunities
<https://purposesociety.org/about/volunteers/>
 volunteers@purposesociety.org

604.526.2522

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

604.520.6621

Royal Canadian Hospital Volunteer Opportunities 604.520.237
RCH.Volunteerresources@fraserhealth.ca

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

Volunteer Grandparents 604.736.8271
www.volunteergrandparents.ca info@volunteergrandparents.ca
 Connects generations through three key mentoring programs:

Family Match Program

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

School Grandparent Program

Screened seniors offer children support with literacy skills in the elementary school setting.

Letters to Seniors Program

Youth and seniors are matched as pen pals.

Ambassador Program

Seniors promote programs at fun community events throughout the year.

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OceanViewFuneral.com
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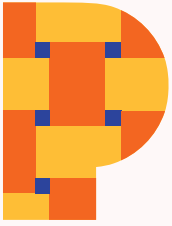
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