

BURNABY
COMMUNITY
SERVICES

COMMUNITY RESOURCE GUIDE 2022



Burnaby & New Westminster

Burnaby Community Services
EMPOWERING PEOPLE CHANGING LIVES

T 604-299-5778 E info@BbyServices.ca W www.BbyServices.ca
2055 Rosser Ave Burnaby, BC V5C 0H1 /BbyServices @BbyServices



What do **YOU** want to do?

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- Dental Office Administration
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- Game Design / Web Design
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- Voice Over Announcing
- Online Courses
- Arborist Tree Identification
- Hardscape Installation
- Landscape Horticulture Apprenticeship
- Permaculture Design
- Pesticide Application
- Residential Landscape Technician
- Plant Identification
- Building Service Worker
- Building Caretaker

Try something new

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

Explore your options.



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WELCOME TO THE 2022 COMMUNITY RESOURCE GUIDE

As we prepare this year's edition of the Community Resource Guide, we continue to find ourselves navigating through uncharted and challenging times with the Covid-19 pandemic. We have experienced changes to the way we communicate, the way we socialize, our workplaces, and increased pressure on already stretched family resources. This guide provides updated listings of selected programs and services offered in our communities. If you, your family, or someone you care about needs support, reach out.

Change Begins With Us

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

Distribution

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

Disclaimer

While every effort was made to ensure the accuracy of our information at the time of publication, please note the importance of checking websites and calling for the latest updates on programs and services, as details are frequently changing, especially during Covid-19. We always welcome comments and suggestions for future editions.

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

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



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

Burnaby Community Services
EMPOWERING PEOPLE CHANGING LIVES

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Food Bank & Community Meals

Greater Vancouver Food Bank **604.876.3601**

www.foodbank.bc.ca
Offers a 2-3 day food supplement at various locations as well as baby food, formula, and diapers for qualifying infants. Registration is open to residents of Burnaby, New West, Vancouver, and the North Shore. Also offers workshops, training, and various food programs. Call or visit the website for more information.
8345 Winston Street, Burnaby
Open Tues, 3-7pm; Wed-Sat, 10am-2pm.
613 Queens Ave, New West
Open Thurs, 9:30am-12:30pm.

Burnaby Neighbourhood House **North: 604.294.5444**

www.burnabynh.ca **South: 604.431.0400**
northfoodhub@burnabynh.ca southfoodhub@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 West residents who need food support.
1320 Seventh Ave, New West, 12:30-1pm.
920 Ewen Ave, New West, 1:30-2pm.
403 Columbia St E, New West, 1:30-2pm.
7457 Edmonds St, Burnaby, 12:30-1pm.

Holy Trinity Cathedral **604.521.2511**

514 Carnarvon St, New West
Provides a free brunch every Sat, 11am-12pm.

Muslim Food Bank Services **1.866.248.3868**

www.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.

Ryan's Rainbow **604.761.4357**

Emergency Food Outreach
1600 Cliff Ave, Burnaby
Offers weekly food hampers to families in need. Baby supplies are available, if needed. All persons expressing need will be helped, no questions asked. Open Thurs, 10:30am-4pm.

Quest Food Exchange **604.553.0636**

www.questoutreach.org
7753-6th St, Burnaby
Provides dignified access to a variety of affordable and healthy foods to people facing food security challenges. Referrals can be obtained from a local charity, non-profit organization, school, church, healthcare practitioner or a certified professional. Those with food bank ID, or have ministry assistance confirmation don't require a referral. Open Mon-Fri, 9am-5:45pm; Sat, 9am-3:45pm; Sun, 10am-3pm.

Salvation Army – Metrotown **604.437.1521**

6125 Nelson Ave, Burnaby
Food bank open Mon, 10am-12pm. Soup kitchen Mon, 5:30pm, at 7135 Walker Avenue.

Salvation Army – New Westminster **604.521.2421**

325-6th St, New West
Offers food assistance for New West and Tri-Cities residents on Mon, 1-2pm, and Burnaby residents on Fri, 12pm. Call to make an appointment for registration prior to service. No registration is required for first time recipients. Free Saturday Brunch Program at 10am, no registration required. Bread, milk, and sweets are available to all residents Wed, 12pm. Food hampers are given out every 30 days for residents.

St. Barnabas Anglican Church **604.526.6646**

1010-5th Ave, New West
Provides free lunch Thurs, 11am-12pm. New West residents may access grab and go grocery hampers Fri, 10-11:30am.

Society to End Homelessness in **604.200.0712**

Burnaby – Outreach Resource Centre
Bonsor Skate Park (@ Jubilee & Imperial), Wed, 9:30-11am.
Offers a hot meal, food bank bag, harm reduction, and an opportunity to meet Progressive Housing and Spirit of the Children outreach workers.
Southside Church, 7135 Walker Ave, Thurs, 9-11:30am.
Offers hot meals, clothing, toiletries, foot care, medical care by a Nurse Practitioner, harm reduction, vaccine registration, tax clinic, advocacy services, and opportunities to meet outreach workers. Wifi available onsite. Haircuts are offered the last Thursday of each month.

Union Gospel Mission **604.525.8989**

658 Clarkson St, New West
Provides a free out the door breakfast Mon-Fri, 8:30-9:30am, and lunch, 11am-12pm.

Delivering Food for a Healthy and Independent Life



BURNABY

MEALS ON WHEELS

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

604-299-5754

www.burnabymeals.ca

Food Delivery Programs

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

New Westminster Meals on Wheels 604.520.6621
www.seniorsservicesociety.ca/snow.htm
Delivers fresh, nutritious, and affordable meals to New West residents 60+.

Japanese-Style Meals on Wheels 604.687.2172
www.tonarigumi.ca/services/service-list
Delivers Japanese-style lunch boxes on Tuesdays to homebound seniors in Burnaby.

Better Meals 604.299.1877
www.bettermeals.ca 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.

Casalinga Food Service 604.435.1994
www.casalinga.ca
Offers delivery of complete 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, 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
www.baraga.ca directors@baraga.ca
Garden site: 7528 Meadow Ave, Burnaby

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

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

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

Port Royal Community Garden 604.525.7388
c/o Queensborough Community Centre
Garden site: 86 Star Cres at foot of Ewen Ave, New West

Stride Community School Garden
stridegarden@gmail.com
Garden Site: 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, 10am-2pm, May-Oct.

New West Farmers Market 778.928.7236
www.newwestfarmers.ca
Tipperary Park – 4th St and Royal Ave, New West
Thurs, 3-7pm, Apr 1-Nov 4

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

BC 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

Burnaby Seniors Outreach

- **Caregiver Support** groups, educational workshops, and an annual Caregiver Expo.
- **Senior Support Volunteers** provide free, confidential support for seniors in our community.
- **Dementia Friendly Café and Choir for Seniors and Caregivers** are social gatherings for people with dementia, along with their families and friends.

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



bsoss.org

Supporting seniors since 1987

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.

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

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

Food Skills for Families foodskillsBC@bccdc.ca
www.bccdc.ca/our-services/programs/food-skills-for-families
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.

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

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

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

Fraser Health Authority
www.fraserhealth.ca

Fraser Health Crisis Line 24-hr: 604.951.8855
Public Health General Info Bby: 604.918.7605
New West: 604.777.6740

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

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

Walk-in Clinics

(Appointments may be required. Call ahead.)

Edmonds Urgent & Primary Care Centre 604.519.3787
www.fraserhealth.ca/urgentcare
201-7315 Edmonds Street, Burnaby

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

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

Dawson Medical Clinic 604.564.8555
www.dawsonmedicalclinic.ca
4238 Dawson St, Burnaby

Heights Medical Centre 604.298.4491
3990 Hastings St, Burnaby

Highgate Medical Centre 604.777.9101
103-7188 Kingsway, Burnaby

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

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

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

Royal Columbia Medical Clinic 604.522.7363
www.royalcolumbiamedicalclinic.ca
107-301 E. Columbia St, New West

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

Hospitals

Burnaby Hospital 604.434.4211
3935 Kincaid St, Burnaby

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

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

604.875.2345

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

Dental Health Resources

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

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

Halo Dental Clinic 604.544.8875
www.halodental.ca
Patients on ministry and income assistance are welcomed. Offers convenient hours, free parking, and student discounts. Wheelchair accessible.

Mid-Main Health Centre —Dental Clinic 604.873.3602
www.midmain.net
3998 Main St, Vancouver
Provides services at discounted rates for individuals with no dental coverage.

UBC Dental Clinic 604.822.2112
www.dentistry.ubc.ca/treatment
Students provide a range of dental services for adult and geriatric patients at reduced rates.

Vancouver Aboriginal Health Society Dental Clinic
www.vaahs.life 604.254.9900
455 E. Hastings St, Vancouver dentalclinic@vaahs.life
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
Call for current program details on services, discounted fees, and times of operation. Limited services available.

UBC Dental Hygiene Program 604.822.2112
www.dentistry.ubc.ca/dental-hygiene-degree-program
Offered Mon-Fri at UBC Clinic. Call for a screening appointment.

Substance Use Support

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

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 find supervised consumption/overdose prevention services.

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

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

Burnaby Substance Use Services 604.777.6870
Provides free confidential counselling for those who are concerned about their own or another's alcohol and drug use. Outreach services for older adults available.

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

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

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

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



On the front lines, recovering women from drug and alcohol addiction and providing hope for more than 50 years.

DONATE TODAY

Become a monthly donor to have a lasting impact on women in recovery.

CharlfordHouse.ca | Addicts do recover

Last Door Recovery Centre 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.

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

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

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

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

Quibble Creek Sobering & Assessment Centre 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. Open 24/7.

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 users.

Narcotics Anonymous 604.873.1018
www.bcrna.ca
Offering virtual support meetings. Call for more information.

Overeaters Anonymous 24-hr: 604.878.4575
www.oaseatosky.com oaseatosky@gmail.com
Support group of men and women in recovery from compulsive eating, bulimia or anorexia.

Parents Forever 604.524.4230
www.parentsforever.ca 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
www.crisiscentre.bc.ca

Suicide Line 1.800.784.2433

310 Mental Health Support Distress Line 310.6789

Seniors Distress Line 604.872.1234

Fraser Health Mental Health Centres Bby: 604.453.1900
New West: 604.777.6800

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

Mindshift CBT

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

BounceBack 604.874.7881
Free skill-building program obtained by a doctor's, nurse practitioner's, psychiatrist referral, or through self-referral online at bouncebackbc.ca. Serves youth 15+ and adults experiencing mild to moderate stress, depression, or anxiety. Translations available in French, Punjabi, Mandarin, and Cantonese.

Canadian Mental Health Association 604.872.4902
—Vancouver-Fraser Branch
www.vancouver-fraser.cmha.bc.ca
Provides education and community-based research, programs, and services to those impacted by mental illness. Also offers COVID related support. For more information on workshops, resources, and events, please check website.

Last Door Recovery Centre

323 8TH STREET, NEW WESTMINSTER

LAST DOOR
BREAKING THE CHAINS OF ADDICTION

Last Door Addiction Treatment Centre for Youth, Adults & Families

We can help

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

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

Child & Youth Mental Health Program

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

102-4430 Halifax St, Burnaby **778.572.2370**
202-7645 Kingsway, Burnaby **604.660.9544**
201-1065 Columbia St, New West **604.660.9495**

Early Psychosis Intervention **604.777.8386**

www.earlypsychosis.ca

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

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

102-4430 Halifax St, Burnaby
Ministry of Children and Family Development provides mental health services for infants and children up to 6yrs.

FamilySmart **604.878.3400**

www.familysmart.ca info@familysmart.ca

Offers 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

www.foundrybc.ca info@foundrybc.ca

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

Kelty Mental Health Resource Centre **604.875.2084**

www.keltymentalhealth.ca keltycentre@cw.bc.ca

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

Mood Disorders Association of BC **604.873.0103**

www.mdabc.net

Provides information, education, counselling, psychiatric services, 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**

www.rapereliefshelter.bc.ca

—WAVAW Rape Crisis Centre **604.255.6344**

www.wavaw.ca

Options for Sexual Health Clinics **604.731.4252**

www.optionsforsexualhealth.org (Clinics)

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

4734 Imperial St, Burnaby, Wed, 5:30-8:30pm.

3550 E. Hastings St, Vancouver, Mon, Tues, Thurs, 7-9pm.

Sex Sense Line **604.731.7803**

www.optionsforsexualhealth.org/sex-sense/

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

Smart Sex Resource **604.707.5600**

www.smartsexresource.com

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

Health Organizations

Alzheimer Society of BC—Fraser Region **604.298.0780**

www.alzheimer.ca/en/bc

Provides information, education, and support to family, friends, and individuals affected by Alzheimer's disease and other dementias. First Link dementia support services 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 **1.800.321.1433**

—BC & Yukon Division

www.arthritis.ca

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

Autism BC **604.434.0880**

www.autismbc.ca

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

BC Brain Injury Association **604.434.0880**

www.brainstreams.ca

info@brainstreams.ca

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

BC Epilepsy Society **604.875.6704**

www.bcepilepsy.com

Offers 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**

www.bc.lung.ca

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

BC Schizophrenia Society **604.270.7841**

www.bc.schizophrenia.org

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

Canadian Cancer Society **Info Line: 1.888.939.3333**

www.cancer.ca

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



Working For You!

Be Kind, Be Calm, and Be Safe!

Contact Us If You Need Any Help



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location coming soon!
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- Canadian Liver Foundation – BC/Yukon Chapter** 604.707.6430
www.liver.ca
Provides information and support programs for people living with liver disease.
- Cerebral Palsy Association of BC** 604.408.9484
www.bccerebralpalsy.com info@bccerebralpalsy.ca
Provides information and assistance to persons living with Cerebral Palsy and other disabilities. Programs and services offered across BC.
- CNIB Foundation** 604.431.2121
www.cnib.ca
Offers innovative programs designed to empower people of all ages who are impacted by blindness through knowledge, skills, and confidence in order to remove barriers in pursuit of the life they choose.
- Diabetes Canada** 1.800.226.8464
www.diabetes.ca
Provides diabetes related information, summer camps, advocacy, and referral services.
- Down Syndrome Resource Foundation** 604.444.3773
www.DSRF.org
Offers innovative programs and interventions for children and adults with Down syndrome and other developmental disabilities. Programs include speech and language development, 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
www.badgut.org
Provides trusted information, resources, and research on a wide range of gastrointestinal diseases and disorders.
- Heart and Stroke Foundation of Canada** 604.342.8070
www.heartandstroke.ca
Provides heart disease and stroke related information. Also educates public about healthy lifestyles.
- IMPACT Parkinson's** 604.525.2631
www.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
www.kidney.ca/bc
Provides information, referral, and education about kidney and related diseases.
- MEFM Society of BC** 604.878.7707
(Myalgic Encephalomyelitis, Chronic Fatigue Syndrome & Fibromyalgia)
www.mefm.bc.ca
Provides information, referrals to support groups, and educational material to patients and their families.
- Multiple Sclerosis Society of Canada – BC & Yukon Division** 604.689.3144
www.mssociety.ca
Provides information, referral, legal, and support services to persons living with MS.
- Muscular Dystrophy Canada** 1.800.567.2873
www.muscle.ca
Provides information and assistance to persons living with muscular dystrophy or neuromuscular disorders.
- Osteoporosis Canada** 604.685.2582
www.osteoporosis.ca 1.800.463.6842
Provides medical information to patients, professionals, and the public. Services include free publications, educational programs, and referrals to local resources.
- Parkinson Society British Columbia** 604.662.3240
www.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
Virtual meetings available; check website for meeting schedule and more information.
- Stroke Recovery Association of BC** 604.688.3603
www.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
www.wavefrontcentre.ca TTY: 604.736.2527
Provides a full range of programs and services, including audiology, interpreting, counselling, employment counselling, seniors outreach program, and communication devices. Also offers informative classes, job finding clubs, and a resource centre for job seekers.
- Pain BC Society** 1.844.880.0818
www.painbc.ca
Provides support, education, and resources for those living with chronic pain conditions.



The senior's community at Residences At Belvedere is ready to welcome you home! With world-class dining, beautiful views, and comfortable suites, it is the place to enjoy your retirement years and have fun again! We look forward to meeting you. Make it your choice to live again because *life's about having a good point of view!*



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To book your tour today, please call:
604.939.1930
Only 5 minutes from Lougheed Town Center at 750 Delestre Avenue, Coquitlam.

www.belvedere.com

Medical Equipment & Supplies

Adaptive Comfort Clothing 604.366.4494

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.

Addressing Needs 1.800.817.4365

www.addressingneeds.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.

BCITS Technology for Living TIL: 604.326.0175

www.bcits.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.

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

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.

CAYA – Communication Assistance for 604.326.3500

Youth & Adults
www.cayabc.net
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

National Seating and Mobility 604.293.0002

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 1.844.432.3405

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.

Counselling & Support Services

Counselling BC www.counsellingbc.com

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

Burnaby Counselling Group 604.430.1303

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

Burnaby Family Life Institute 604.659.2217

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



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www.burnabyfamilylife.org

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

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

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

Community Support Services (CSS)
 Offers street outreach, housing support workers and drop-in access to free food, clothing, laundry and showers.

Rights of Passage Program (ROP)
 Offers long-term housing program where youth under 25yrs while receiving additional support.

Mental Health and Addictions Supports
 Offers referrals to in-house Registered Clinical Counsellors (RCC) for youth to 24yrs. 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.

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

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

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

Short-Term Therapy
 Provides individual, couples or family therapy for up to 6 months.

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

Vital Connections Counselling 604.519.1064 x2
 www.fsgv.ca/programs/counselling/
 Provides subsidized counselling support for adult 50+.

Lookout Housing & Health Society 604.255.0340
 www.lookoutsociety.ca info@lookoutsociety.ca
 Offers supportive housing and services for homeless men and women or those in need based on their current living situation. Must be in/have history with New West.

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

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

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

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

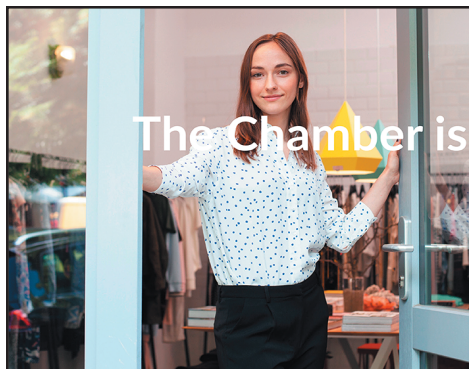
The PEACE Program 604.522.3722 x118
 Provides group or individual counselling to children and youth who witness violence to their parent or caregiver.

Burnaby Seniors Outreach 604.291.2258
 www.bsoss.org supervisor@bbyseniors.ca
 Offers support services for seniors, their family and friend caregivers, including support groups for caregivers, and one-on-one peer support for seniors experiencing anxiety, depression, 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 "The New Dementians" Choir. Call or visit website for updates.

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

Atira Women's Resource Society 604.331.1470
 www.atira.bc.ca info@atira.bc.ca
 Provides housing, counselling, legal advocacy, and support programs to women experiencing abuse, violence, drugs and/or alcohol, homelessness, chronic health or mental health issues.

Battered Women's Support Services 604.687.1868
 www.bwss.org 24-hr Crisis Line: 604.687.1867
 Provides counselling, support, and advocacy for women who have experienced abuse or trauma. Housing, legal, and employment advocates are available.



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 Western Association of Chamber Executives

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

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

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

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

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

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

Maida Duncan Women's Drop-In Centre 604.523.6749
402 E. Columbia St, New West 1.888.879.4583
Drop-in centre offering marginalized women and children a place for light snacks, showers, laundry, computers, free clothing, and household items, as well as social activities.

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

Chrysalis Place Second Stage Program
Second stage residential program.

WINGS Outreach Program
Relocation and multicultural support program.

Calisto Place Third Stage Program
Long term subsidized housing program.

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

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

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

MOSAIC Men in Change 236.521.7031
www.mosaicbc.org/services/counselling/men-in-change/
Provides counselling and psychoeducation for immigrant, refugee, and visible minority men who have used or are at risk of using violence in intimate relationships.

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

Memorial Society of BC 604.733.7705
www.memorialsocietybc.org 1.888.816.5902
Provides objective information and education on funeral pre-planning, including simple, dignified, and low cost funerals. Also offers support and direction for grieving families. Membership is required.

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 and 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.

Child & Youth Victim Support Service 604.436.9449 x237
www.cameray.ca
Provides free support to victims, their families, and witnesses of crimes who are under 19, including court accommodation and preparation. In-person and virtual services are available.



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604.520.5087
info@burnabyhospice.org

burnabyhospice.org

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

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

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

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
http://burnaby.rcmp-grc.gc.ca
burnaby_victim_services@rcmp-grc.gc.ca
New Westminster Police 604.529.2525
www.nwpolice.org VAU@nwpolice.org

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 24-hr free, confidential care for persons who may have experienced any form of intentional violence including sexual assault or inter-personal violence within the past 7 days. Specially trained inter-professional team provides emotional support, health care, and the option to collect forensic evidence. Interpreters are available. Access this service through any Fraser Health emergency centre. All genders, age 2+.

Seniors First BC—Victim Services Program 604.437.1940
www.seniorsfirstbc.ca
Assists victims of crime or abuse who are 50+ and provides emotional support to anyone who has witnessed abuse of an older adult. Assistance is provided over the phone and callers may remain anonymous. Referrals to police, doctors, and other professionals can be made, if requested.

Specialized Sexual Assault Service 604.875.2881
Vancouver General Hospital Emergency Dept.
920 W. 10th Ave, Vancouver (near Oak St)
Provides free 24-hr, confidential care for anyone 13+ who has been sexually assaulted within the past 7 days. Specially trained female doctors and nurses provide emotional support, health care, and option to collect forensic samples for police. Follow-up counselling is available. Interpreters are available. This service also offered at UBC Urgent Care Centre, 2211 Wesbrook 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 males who have been sexually abused or victims of domestic violence. Individual support also available for family members and significant others of male survivors. Discounted fees for qualifying individuals.

MOSAIC—Multicultural Victim Services 236.512.6170
www.mosaicbc.org/mvs Vietnamese: 236.512.7129
Provides community-based, specialized services for multicultural victims of all types of crime, including criminal justice information and support, safety planning, information and referral, and emotional/practical support to assist victims in recovery.

Stopping the Violence and Multicultural Outreach Services 236.512.6170
www.mosaicbc.org/stv
Provides individual/group counselling for women who are at risk or have experienced abuse, including threats or any kind of violence. Advocacy, prevention, resources, and community liaison is provided to assist with victim empowerment and positive change.

Housing

Emergency & Supportive Housing

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



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Extreme Weather Shelter 778.378.1700
Westminster Bible Chapel – 7540-6th St, Burnaby
Opens on weather dependent basis from Nov 1-Mar 31 (7pm-7am) when weather is severe enough to present a substantial threat to life or health of homeless persons. Openings are posted at local community centres, libraries, and service agencies.

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

Covenant House Crisis Program 604.685.7474
www.covenanthousebc.org/continuum-of-care/crisis-program/
1302 Seymour St & 326 Pender St, Vancouver.
Offers safe housing, food, clothing, and counselling to youth 16-24yrs. 28 beds for female-identified and 35 beds for male-identified youth are available on a first-come, first-served basis.

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

Lookout Housing & Health Society 604.255.0340
www.lookoutsociety.ca info@lookoutsociety.ca
Offers supportive housing and services for homeless men and women or those in need based on their current living situation. Must be in/have history with New West.

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

Salvation Army Shelter Services 604.526.4783
www.salvationarmy.ca
Stevenson House, 32 Elliot St, New West
14 bed emergency shelter for men. Self-referral on a first-call, first-served basis. Call at 9am.

Union Gospel Mission 604.253.3323
www.ugm.ca contact@ugm.ca
Offers emergency shelter, meals, clothing alcohol/drug recovery programs, and affordable housing in Downtown Eastside, Vancouver, and New West. Drop-in centres open Mon-Fri, 2-4:30pm; Sat-Sun, 1-3pm. Centres also serve as cooling centres during hot weather.

Women's Shelters & Transitional Housing

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

Cynthia's Place 604.582.2456
Provides high-barrier emergency housing and support for women with or without children. Self-referrals accepted.

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

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

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

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

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

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

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

Chrysalis Place Second Stage Program
Second stage residential program.

WINGS Outreach Program
Relocation and multicultural support program.

Calisto Place Third Stage Program
Long term subsidized housing program.

Housing Information & Services

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

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

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.

Visit volunteerburnaby.ca to find volunteer opportunities near you!



Look out for upcoming events!

Exploring Equity, Diversity & Inclusion in the Non-Profit Sector - September 29th, 2021
Volunteer Management Hybrid Conference - October 19th, 2021

Stay updated by following our social media and visiting our website, www.volunteerburnaby.ca



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Affordable Housing Societies www.affordablehousing Societies.ca Provides rentals at market and subsidized rates.	604.521.0818	Residential Tenancy Branch www.gov.bc.ca/landlordtenant Provides landlords and tenants with information about their rights and responsibilities, and a dispute resolution services.	604.660.1020 HSRTO@gov.bc.ca
Condominium Homeowners Association www.choa.bc.ca Provides leadership, education, and resources for strata owners across BC.	604.584.2462	Seniors Services Society www.seniorsservicessociety.ca housing@seniorsservicessociety.ca rentbank@seniorsservicessociety.ca Provides seniors housing navigation across BC, information and referral, seniors homeless outreach program, Temporary Housing Program (cost geared to income), Seniors Rent Bank, for one-time interest free loans, and Seniors Housing Navigator Training Program. Services available for seniors 60+ living in the Lower Mainland (except Downtown Eastside).	604.520.6621
Co-operative Housing Federation of BC www.chf.bc.ca Provides leadership, education, and resources for co-op living. Offers a range of programs and services.	604.879.5111	Vancouver Native Housing Society www.vnhs.ca Provides safe, secure, supportive, and affordable housing to families and individuals with priority to the Indigenous community.	604.320.3312
Licensing & Consumer Services (formerly BC Homeowner Protection Office) www.bchousing.org/licensing-consumer-services Provides information on home registry and licensing.	604.646.7050	Home Modifications & Maintenance	
Metro Vancouver Housing Cooperation www.metrovancouver.org (Services > Housing) Offers housing for low and moderate income families, seniors, and persons living with physical disabilities. Limited rental assistance program for those who qualify.	604.432.6300	BC Housing HAFI – Home Adaptations for Independence www.bchousing.org/housing-assistance/HAFI Provides financial assistance for home modifications to help eligible seniors with low income and people with disabilities to continue to live in their own home.	604.433.2218
New Chelsea Society www.newchelsea.ca Provides affordable, safe, and clean housing for seniors 55+, families and persons with disabilities.	604.395.4370 admin@newchelsea.ca	BC Home Renovation Tax Credit for Seniors and Persons with Disabilities www.gov.bc.ca Assists eligible seniors 65+ and persons with disabilities with the cost of certain permanent renovations to improve accessibility, function or mobility at home.	1.877.387.3332 ITBTaxQuestions@gov.bc.ca
New Vista Society Housing Office www.newvista.bc.ca Provides housing to families of varied incomes and subsidized housing to seniors 55+ with low income. Must apply through BC Housing first at 604.433.2218.	604.525.3288	Mobile Work Crew www.fraser side.bc.ca/community-living/mobile-work-crew Supervised workers with physical or mental health challenges offer commercial/residential landscaping, property maintenance, recycling, and rubbish removal.	604.723.3439
Progressive Housing Society www.progressivehousing.net A homeless outreach program operates with a mobile unit bringing supplies and services to the homeless. Pop-up locations on Wed, 9:30-11am at Bonsor Skate Park (@Jubilee & Imperial), Thurs, 9:30-11am at Southside Church (7135 Walker Ave). Call for more information.	604.522.9669 x318	Neighbours Helping Neighbours www.larchevancouver.org/community-programs/ Supervised team of persons with developmental disabilities assist seniors and others with basic gardening, lawn maintenance, light home maintenance and repairs, recycling, and debris clean up or removal.	604.764.6601
Rent Banks 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 or New West. Check for full eligibility requirements online. To apply, first complete a pre-assessment form at: www.bcrentbank.ca/apply/	604.526.2522	Senior Citizens' Repair Service Provides low cost, minor house repairs and maintenance for seniors 55+ and persons with low income living with disabilities in their own home.	604.438.6990
TRAC – Tenant Resource & Advisory Centre www.tenants.bc.ca Provides tenants with legal education and information about residential tenancy law through the Tenant Infoline, website, social media, and workshops, and online Tenant Survival Guide. Free legal representation to qualifying tenants. Free online course "Renting-It-Right" available.	604.255.0546	1st Hoarding CleanUp www.1stHoardingCleanUp.com Offers compassionate and discreet decluttering, organizing, and cleaning services for hoarders' homes.	1.855.468.2588
		Clean Start BC www.cleanstartbc.ca Offers hoarding clean up, junk removal, pest control, and COVID sanitization and disinfection services.	1.855.297.8278

Advocacy

BC Human Rights Clinic 604.622.1100
<https://bchrc.net>
Offers advocacy and education services on human rights.
Mon-Fri, 5:30am-5:30pm.

Disability Alliance BC 604.872.1278
www.disabilityalliancebc.org
Operates a number of programs and projects including Advocacy Access which assists people with disabilities to access benefits. Publishes self-help guides, manuals for community advocates, and Transition magazine.

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

Legal Advocate Program 778.714.5252
jesse@bbyservices.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.

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

MOSAIC Legal Advocacy Program 604.254.9626
www.mosaicbc.org/lap
Provides information, summary advice, referrals, and legal representation to immigrants and refugees with low income.

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

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

Office of the Seniors Advocate 1.877.952.3181
www.seniorsadvocatebc.ca
Provides a “go-to” resource for seniors’ information and referral. Phone lines are answered by knowledgeable staff who can help with a range of questions. Open Mon-Fri, 8:30am-4:30pm.

PovNet 604.876.8638
www.povnet.org
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.

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

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

Legal

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

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

Dial-A-Law 604.687.4680
<https://dialalaw.peopleslawschool.ca/>
Offers 24-hr information on a variety of topics on BC law.

Courthouse Libraries BC 604.660.2841
www.courthouselibrary.ca librarian@courthouselibrary.ca

Law Matters @ your public libraries
Supports public libraries in the province in purchasing legal collections to provide all BC residents with local access to basic legal information.
*Please see page 42 for local library branches.



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Justice Education Society of BC 604.660.9870
www.justiceeducation.ca
 Provides information about our courts and justice system, resources for victims, immigrants, aboriginals, parents, youth, and many self-help guides and resources.

Lawyer Referral Service 604.687.3221
appointments@accessprobono.ca
 Offers access to a free 30 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. Phone and virtual service during COVID. Call or visit website for information; appointments only.

Legal Services Society 604.408.2172
www.lss.bc.ca
 Provides subsidized legal aid services for eligible clients with low income. Publications on many legal topics are available through website.

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.

MyLawBC
www.mylawbc.com
 Interactive website helps users find a solution to common legal problems, including issues on family law, abuse, family violence, foreclosure, wills, and personal planning.

Seniors First BC—Elder Law Clinic 604.336.5653
—Seniors Abuse & Information Line (SAIL) 604.437.1940
www.seniorsfirstbc.ca info@seniorsfirstbc.ca
 Offers legal consultations to seniors on most matters of law including proceedings, adult guardianship, wills, powers of attorneys, and representation agreements. Legal Advocacy Program provides assistance with government pensions and benefits, residential tenancy issues, and debt. Call for updates on clinics or to schedule a 30 min consultation. At-home consultations for Burnaby residents only.

Education

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

Burnaby School District 604.296.6900
www.burnabyschools.ca

New Westminister School District 604.517.6240
www.newwestschools.ca

Federation of Independent School Associations
www.fisabc.ca 604.684.6023

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 information about homeschooling.

Burnaby Online 604.296.6940
<https://online.burnabyschools.ca/>
 Provides an independent, distributed learning program that is an alternative to classroom learning.

Homeschool Canada 778.809.3710
www.homeschoolcanada.ca
 Online guide to homeschooling in Canada. Provides learning resources for Canadian families and educators.

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

Post-Secondary Institutions

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

Douglas College 604.527.5400
www.douglascollege.ca

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

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

High School Completion/ Continuing Education

Burnaby Community & Continuing Education 604.292.6904
www.burnabyccce.ca
 Offers career programs, general interest programs, English, math and science upgrading, and English language instruction (LINC and Foundations programs).

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

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

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

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

Purpose Secondary School 604.526.2522www.purposessecondary.org

Offers an independent high school program for students from Grades 8-12.

Royal City Alternate Program 604.517.6141www.newwestschools.ca/our-schools/rcap/

Offers an academic program for New West students 13-16yrs, with coursework for grade 10 completion and on-going support for transition to regular or alternative high school program.

SIGMA Secondary 604.517.6220www.newwestschools.ca/our-schools/sigma

Offers New West school district students a flexible high school completion program for academically capable students 16-18yrs.

ESL Resources**Brentwood Learning Centre** 604.298.8201www.mosaicbc.org/services/language/linc/

Provides free daytime and evening English classes for immigrants and refugees. Classes are taught by highly experienced instructors. Childminding services provided.

Burnaby Community & Continuing Education 604.296.6901www.burnabyccce.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: 604.431.0400www.burnabybh.ca/programs/adults

North: 604.295.5444

Provides ESL training and English online conversation classes for beginners. All are welcome to attend.

ISSofBC –LINC 604.522.5902www.issbc.orgeysa.alvarez@issbc.org

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

New Westminster Continuing Education 604.517.6286**–Pearson ALC**www.newwestadultlearning.ca/home/

Provides evening English Language Learning. Free tuition for all BC residents.

Purpose Society 778.727.0786**–English Made Easy Program** 604.526.2522www.purposesociety.orgmail@purposesociety.org

Offers free beginner's English class for New West families and caregivers with children 0-6yrs.

Literacy**Burnaby Neighbourhood House**www.burnabybh.ca

South: 604.431.0400

North: 604.294.5444

Burnaby Community Adult Literacy Program (CALP)

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

Digital Literacy Program

Volunteers support and educate on digital literacy. In-person and online classes available. Call for more information.

Decoda Literacy Solutionswww.decoda.ca

604.681.4199

info@decoda.ca

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

Online Literacy Librarywww.decoda.ca/library/

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

Douglas College –I-CAREwww.douglascollege.ca/ICARE

Helps English-speaking adults improve basic reading and writing skills. Free one-on-one tutoring offered. Call us to find out more.

Literacy Now Burnabywww.literacynowburnaby.ca

604.562.3447

literacynow@burnabybh.ca

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

Burnaby Public Librarywww.bpl.bc.ca

604.436.5400

Provides literacy tips and resources for families helping their children prepare to read. Offers Babytimes for very young children, parents, caregivers, and a summer reading club for teens and older children. Free story times and other programs are also available. Adult services include an adult literacy book collection which includes stories, books on life skills, reading, writing, math, and some information on teaching literacy.

New West Public Librarywww.nwpl.ca

604.527.4660

askus@nwpl.ca

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

**Burnaby Association
for Community Inclusion****Supporting the inclusion of people of all ages and abilities**

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

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

Employment & Financial Assistance

WorkBC Employment Services 1.877.952.6914
www.workbc.ca (Employment Services)
Offers a full range of services, programs, and supports to people looking for work, apprenticeship or training programs, or receiving income assistance or employment insurance. Specialized services are available for Aboriginals, immigrants, persons with disabilities, older workers, youth, survivors of abuse or violence, and people with multiple barriers. Check site for WorkBC locations.

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

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

Burnaby Neighbourhood House 604.431.0400
www.burnabynh.ca
Offers paid skills development to improve employment opportunities for youth. Five week class-based skills enhancement sessions and 10 week work placements.

CAVE Youth Employment Program 604.438.3045
www.douglascollege.ca/cave cave@douglascollege.ca
Offers a free training option for youth 17-29yrs to build their workplace skills and confidence, identify job goals, and find paid work. Must be unemployed or under employed, and not a full-time student.

ISSofBC – Job Quest and Business Quest Bby: 604.395.8000
New West: 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 – Employment & Income Assistance Offices 1.866.866.0800
www.gov.bc.ca (Search > Income Assistance)
#002-4603 Kingsway, Burnaby
202-1015 Columbia St, New West
Provides information about applying for employment and income assistance benefits (BCEA). Clients are encouraged to use the online self-serve assessment and application.
Call local offices for emergency funds.

How to Apply for Welfare & Welfare Benefits
www.legalaid.bc.ca/publications
Publications explain the process for applying for welfare and the benefits available once qualified. Order online.

MOSAIC Employment Services 604.438.8214
www.mosaicbc.org/employment-programs
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
www.freetrainings.ca
Provides government funded, free education, and trades training programs for PR, citizens, and protected refugees. Call or check website for program requirements.

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

Government Benefits & Tax Services

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

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

Service BC 604.660.2421
www.gov.bc.ca TDD: 604.775.0303
Service Canada 1.800.622.6232
www.canada.ca TTY: 1.800.926.9105

Credit Counselling Society 604.527.8999
www.nomoredebts.org info@nomoredebts.org
Non-profit organization helps individuals and families resolve debt and money problems. Counsellors available by phone, online, and in person once health guidelines allow.

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

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

Low Cost Goods

Habitat for Humanity – ReStore
https://habitatgv.shop
Offers a variety of new and used building materials, appliances, and furniture at reduced cost. All proceeds support local affordable housing projects and housing projects around the world.

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

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

Salvation Army Emergency Clothing **604.521.2421**
325-6th St, New West
Vouchers are available twice a year for persons in New West or Tri-Cities experiencing homelessness. Referrals preferred; must be registered and make an appointment. Call for more information.

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

Consignment & Thrift Stores

BASES Family Thrift Store **604.540.0110**
basesburnaby.ca
7825 Edmonds St, Burnaby
Open Mon-Sun, 10am-5pm. Closed on STAT holidays.
To donate, please call ahead.

Burnaby Hospice Society Thrift Store **604.520.5082**
www.burnabyhospice.org/thrift-store
6843 Kingsway, Burnaby Open Mon-Sat, 9:30am-5pm.

Grand Central Consignment **604.524.4095**
www.grandcentralconsignment.com
grandcentralconsignment@shaw.ca
719 Carnarvon St, New West
Open Mon-Sat, 11am-6pm; Sun 12pm-5pm.

Jubilee United Church Thrift Store **604.434.8323**
7591 Gray Ave, Burnaby
Open Thurs, 10am-2pm. (Open Sept-June).
To donate, please call ahead.

New to You Thrift Store **604.515.4815**
f: New to You
706 6th Ave, New West
Open Tues-Sat, 10am-3:30pm.
Store supports Royal Columbian Hospital.

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

Salvation Army Thrift Stores
www.salvationarmy.ca/britishcolumbia/home/thrift-stores
Open Mon-Sat, 10am-8pm. To donate, please call ahead.
4099 E. Hastings St, Burnaby **604.299.0264**
774 Columbia St, New West **604.521.0319**

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

Treasure Chest Thrift Store **236.317.3359**
435-6th St, New West
Open Mon-Thurs, 10am-5pm; Fri-Sat, 10am-6pm; Sun, 12pm-4pm

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. Access office by appointment only.

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

Transportation

Information

BC Ferries **1.888.223.3779**
www.bcferries.com

Compass Card **1.888.207.4055**
www.compasscard.ca

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

DAILY LUNCH SPECIALS MONDAY TO FRIDAY

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7366 Market Crossing, Burnaby • 604.435.1600

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www.agratandoori.ca

Gas Buddy

www.gasbuddy.com

Website and downloadable app compares local gas prices.

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.

Vancouver International Airport

604.207.7077

www.yvr.ca

Programs

Burnaby Seniors Transportation

604.292.3901

www.BbyServices.ca/seniorstransportation

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

New West Seniors Medical Transportation

604.520.6621

www.seniorsservicessociety.ca

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

Bus Pass Program

1.866.866.0800

www.buspass.gov.bc.ca

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

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.

Translink Programs for Accessible Transit

604.953.3680

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

HandyDART

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

Advanced booking required; Call 604.575.6600 (opt #1).

Taxisaver/Handycard

Provides discounts for persons with permanent disabilities.

Families

Information & Childcare Resources

Burnaby Community Services

604.299.5778

www.BbyServices.ca

Provides the following publications of interest to families:

Community Resource Guide

Listings include a wide range of selected programs and services in Burnaby and New Westminster. Free copies can be picked up at local libraries, recreation and community centres, government, and non-profit agencies or our office. Call or check website for more information.

Ready, Set, Learn

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

Currently available online only.

Burnaby Early Childhood Development Table

f: BurnabyECDCommunityTable

www.kidsinburnaby.ca

IG: burnabyecdttable

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

Kids In New West

www.kidsnewwest.ca

knwtable@gmail.com

Provides information and resources for New West families.

Information Children

778.782.3548

www.informationchildren.com

info@informationchildren.com

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

YMCA Child Care Resource & Referral

604.294.1109

www.gv.ymca.ca/bnwccrr

ccrr@gv.ymca.ca

3rd Fl, 4460 Beresford St, Burnaby

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

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.

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info@burnabynh.ca

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@SBurnabyNH

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4908 Hastings St.
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northinfo@burnabynh.ca
@NorthBNH

www.burnabynh.ca

CONNECT

ENGAGE

BELONG

Building welcoming & inclusive communities

Food Bank • Family Outreach Support •
English Conversation • Childcare & Preschool • Seniors
Support Services (incl. COVID19 grocery shopping) •
Youth Leadership & Employment Services • Tech Literacy •
Volunteer Opportunities (come share a skill or idea)

...and more!

Are you a new immigrant or refugee?

Our Settlement Case Managers are here to answer your questions and support your adjustment to life in Canada.

Connect with us today!
settlementprogram@burnabynh.ca

(廣東話, 普通话, دری, العربية, فارسی, français, پښتو, español, Tagalog, tiếng việt)

NEW!

Burnaby Neighbourhood House is a community driven and community funded agency located on the unceded territories of the Tsleil-Waututh (salilwataʔ), Kwikwetlem (kʷikwəʔləm), Squamish (Sḱwəxwú7mesh Úxwumíxw) and Musqueam (xʷməθkʷəyám) nations with a unique focus on neighbours supporting neighbours.

Donate or volunteer today!

Your legacy could be her childhood



"Taking care of my loved ones in my Will has always been important but I also knew I needed to include the incredibly brave children helped by Variety. It makes me happy knowing that in my small way, I'm leaving the world a better place."

– Janet Lancey



Helping BC's kids with special needs for 55 years

variety.bc.ca

Learn how you can leave a legacy gift to Variety

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

Regency

MEDICAL SUPPLIES

ORDER ONLINE AT WWW.REGENCYMED.COM

- Physician/Nursing Supplies
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- Lifts & Transfer Devices
- Compression Stockings
- Orthopedic & Supports
- Therapeutic Footwear
- Sports Athletic Products
- Aids to Daily Living

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on first
Tuesday every
month

 50 Free Parking Spaces



SALES • RENTALS • INSTALLATION • REPAIRS

4437 Canada Way, Burnaby, BC

604-434-1383 • Fax: 604-435-8150

Hours of Operation:

Mon.-Wed. & Fri. 8:30am to 5:30pm • Thurs. 8:30am to 7:00pm • Sat. 9:00am to 4:00pm

Burnaby Safe House

www.safeshelter.ca

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

Confidential Line: 778.886.7001

Pregnancy Outreach Program

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.

604.659.2225

SMILE

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

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

604.298.6245

Early Childhood Programs & Support**La Leche League Canada**

www.lllc.ca

Provides breast-feeding support and referral services.

1.800.665.4324

ISSofBC —HIPPY+

(Home Instruction for Parents of Preschool Youngsters)

https://issbc.org/our-services/hippy

Offers home-based and virtual weekly literacy training for isolated newcomer parents of children 3-5yrs in preparation for pre-school. SMART is play based learning for children 18-36 months.

604.683.1684

Pacific Post Partum Support Society

www.postpartum.org

Offers free phone and text support to parents and their support system with children up to 3yrs 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.

604.255.7999

admin@postpartum.org

Burnaby Infant Development Program

http://idp.gobaci.com

Provides family-centred services to support families who are raising infants 0-3 years old with or at risk of developmental delay or disabilities.

604.299.7851

778.888.3864

Burnaby Family Place

410 Clare Ave, Burnaby

Offers parent and child program and parent education, Mon-Thurs, 9am-2pm. Call for COVID protocols.

604.299.5112

kellygardbfp93@gmail.com

East Burnaby Family Place

9887 Cameron St, Burnaby

Offers parent and child drop-in program, and an outdoor play space for the children to use large motor skill toys. Tues & Fri, 10am-1pm.

604.512.1100

ebfp@shaw.ca

Baby & Me Second Stage

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

604.659.2205

Kidcare Canada

www.kidcarecanada.org

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

atpinfo@cw.bc.ca

New Westminster Family Place

www.newwestfamilies.ca

101-93 6th St, New West

Offers parent participation family resource program for children 0-5yrs to learn, play, and socialize. Offers parenting education, toy lending library, and family support programs. Most programs offered in-person, but online programs also available.

604.520.3666

info@nwfamily.bc.ca

Council of Parent Participation Preschools of BC

www.cpppreschools.bc.ca

604.435.4430

StrongStart Centres

www.burnabyschools.ca/strongstart

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

Burnaby Schools:

Drop-in Mon-Fri, 9am-12pm.

Cascade Heights

Chaffey-Burke

Edmonds

Forest Grove

Kitchener

Lochdale

Maywood

Morley

Second Street

Stoney Creek

Stride Avenue

Twelfth Avenue

604.296.9007

604.296.9008

604.296.9012

604.296.9026

604.296.9017

604.296.9019

604.296.9022

604.296.9024

604.296.9029

604.296.9031

604.296.9032

604.296.9035

**Good and full lives, for everyone.****Connect with us.**240-4664 Lougheed Hwy., Burnaby, BC, V5C 5T5
Tel (604) 299-4001 Fax (604) 299-0329 Email: info@posAbilities.ca**Supports for children, youth and adults:**Behaviour Consultation
Community Inclusion
Employment
Home Living

posAbilities.ca



New West Schools:

www.newwestschools.ca/programs-services/early-learning/strongstart/

Connaught Heights 604.517.6010

Mon-Fri, 9:45am-12:15pm, registration required

Queensborough Middle School 604.517.6040

Mon-Fri, 10am-12:30pm, registration required

Richard McBride 604.517.6090

Mon-Fri, 9am-11:30pm, registration required

Parenting Programs & Support

Adoptive Families Association of BC 604.320.7330

www.bcadoption.com info@bcadoption.com

Provides information, resources, and support for prospective, current adoption and permanency families, and youth from government care.

Burnaby Family Life Institute 604.659.2205

www.burnabyfamilylife.org

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

Burnaby Neighbourhood House South: 604.431.0400

www.burnabynh.ca North: 604.294.5444

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

Cameray Child & Family Services 604.436.9449

—Parent 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 West with at least one child under 5yrs. Services are available both in-person and virtually.

Family Services for Greater Vancouver 604.525.9144

www.fsgv.ca

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

Parent/Teen Mediation Services

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

Foster Parenting Fraser Region 604.520.2900

www.fraserregionfostering.com

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

Ministry of Children & Family Development 604.660.4927

—Centralized Screening Team 1.800.663.9122

Receives initial requests for services and child protection reports.

Intake and Family Services Bby: 604.660.9494

(Under 12yrs)

Youth Intake and Family Services Team Bby: 604.660.5900

(13yrs+)

New Westminster Intake and Family Services 604.660.9495

MOSAIC —Family Centre

604.636.0120

www.mosaicbc.org/familycentre

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

New Westminster Children's Centre 604.521.8078

Provides services for families whose children and youth 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

Supports families and all those in a parenting role. Protects the safety and wellbeing of children and promotes the health of all families by partnering with those in a parenting role and their communities to build support, advocacy, education, research, and resources.

Parents Together 604.879.6554

www.bgcbc.ca

(What We Do > Counselling Support Services)

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

Purpose Society 778.727.0786

—Parenting Support Groups/Circles 604.526.2522

www.purposesociety.org

Offers the following free groups to parents, caregivers, and their children. Self-referrals accepted. Call for more information.

Family Circle

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

FLY (Fun Learning and You)

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

Nobody's Perfect Parenting Program

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

Parenting Children with Challenging Behaviours

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

Pitter Patter

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

SPLASH (Sensory Physical Literacy Arts Nature & Science) & **PLANS** (Physical Literacy, Arts, Nature & Science)

Both programs provide an outdoor experience, which develops and supports children's physical literacy. For families with children ages 2-5yrs.

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.

British Columbia Family Maintenance Enforcement Program 604.678.5670

www.fmep.gov.bc.ca

Monitors and enforces maintenance orders and agreements.

Justice Education Society of BC

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

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

New Westminster Family Justice Centre

604.660.8636

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

Families with Low Income

Burnaby Parks, Recreation & Cultural Services—Recreation Credit Program

604.320.2227

www.burnaby.ca/recreationcredit

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

Burnaby Community Services

604.299.5778

www.BbyServices.ca

Camping Bureau

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

Christmas Bureau

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

Recreation Credit Program

www.burnaby.ca/recreationcredit

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

Community Volunteer Income Tax Program

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

Form Completion Program

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

Affordable Child Care Benefit

1.888.338.6622

(Childcare BC)

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

Athletics for Kids

604.221.7529

www.a4k.ca

info@a4k.ca

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

Burnaby MoreSports Society

778.918.2921

www.burnabymoresports.ca

Offers free after-school sports programs for children, grades 2-5. Check website for location and program details.

Canadian Tire Jumpstart

1.844.937.7529

<https://jumpstart.canadiantire.ca>

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

Canada Scores

778.871.6316

www.canadascores.org

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

Fraserside Community Services

604.522.3722 x101

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

Kidsport Burnaby

604.294.7111

www.kidsportcanada.ca/british-columbia/burnaby

burnaby@kidsportcanada.ca

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

Salvation Army — Christmas Bureau

604.521.2421

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

SmartSAVER — Free Money for RESPs

1.855.737.7252

www.smartsaver.org

info@smartsaver.org

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

posAbilities

Laurel

Behaviour Support Services

778-945-1435

laurel@posAbilities.ca

laurelbc.ca

Making Changes That Matter

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

Contact us to learn more.



BC Hydro

—Savings and Rebate Programs

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.

1.800.224.9376

Sex Sense Line

www.optionsforsexualhealth.org/sex-sense/

Provides free, confidential information and referral for sexual health issues including sexuality, birth control, STIs, emergency contraception, and pregnancy options. Email form is available on website; phone lines open 9am-9pm.

604.731.7803

Youth

Information & Support Lines

YouthInBC.com

24-hr Distress Line: **604.872.3311**

<https://youthinbc.com>

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

Helpline for Children

310.1234

604.660.4927

Kids Help Phone

24-hr: **1.800.668.6868**

www.kidshelpphone.ca

Txt: "Connect" to **686868**

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

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 Youth Detox Program

604.587.3755

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

D-Talks (Youth Detox Line)

1.877.872.4349

After hours: **604.872.4349**

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

Foundry

www.foundrybc.ca

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

Inter-Regional At-Risk Youth Link

604.587.8100

<http://pcrs.ca/services/> (IRAYL)

604.999.8180

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

Legal Rights for Youth in BC

1.855.875.8867

www.legalrightsfor youth.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.

Smart Sex Resource

www.smartsexresource.com

Information and resources provided by the STI Clinic at BC Centre for Disease Control.

604.707.5600

Youth Against Violence Line

24-hr: **1.800.680.4264**

www.youthagainstvviolenceline.com

604.836.6381

info@youthagainstvviolenceline.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

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

Burnaby Neighbourhood House

604.431.0400

www.burnaby nh.ca

Provides various levels of youth leadership, pre-employment skills, certifications, hours for career prep, and volunteer community engagement experiences for youth 13-18yrs. Call for more information.

CAVE Youth Employment Program

604.438.3045

www.douglascollege.ca/cave

cave@douglascollege.ca

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

Covenant House Crisis Program

604.685.7474

www.covenanthousebc.org/continuum-of-care/crisis-program/

1302 Seymour St and 326 Pender St, Vancouver

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

ISSofBC —MY (Multicultural Youth) Circle

604.522.5902

www.issbc.org

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

MOSAIC —Moving Ahead FreeRunning for Immigrant & Refugee Youth

604.636.4712

www.mosaicbc.org/youth

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.

MOSAIC – Multicultural Youth & Safe Relationships 604.254.9626
www.mosaic.org/services/projects/mysr/
 Promotes safe and healthy relationships, open and honest communication, and family closeness through workshop series that include 10 sessions for youth and 5 sessions for caregivers. Multicultural Youth & Safe Relationships workshops are open to youth of all genders, ages 11-14, and their caregivers.

QMUNITY Youth Services 604.684.5307 x108
www.qmunity.ca/get-support/youth
 1170 Bute St, Vancouver
 Provides a safe place for LGBTQ2SAI+ and questioning youth to get support and hang out and socialize. Small meetings and drop-ins are welcomed during COVID.

SUCCESS – Chance to Choose Employment Program 604.438.7222
<https://successbc.ca/service-categories/employment/>
 604-5050 Kingsway, Burnaby
 Delivers employability skills to youth 15-30yrs 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. Call for more info during COVID.

Burnaby Parks & Recreation Youth Centres:

www.burnaby.ca/youth

Creekside Youth Centre	604.294.7607
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
www.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 West Youth Centre 604.515.3801
www.newwestyouth.ca
 620-8th St, New West (@ Century House)
 Drop-in centre for youth 13-18yrs. Call for more information.

Youth Source 604.329.1875
www.purposesociety.org
 40 Begbie St, New West
 Provides warm, welcoming atmosphere for youth under 22yrs to find free, confidential information and education regarding sexuality and health. Includes the New West Youth Clinic in partnership with Fraser Health. Open on Tues, 3-6 pm; Thurs, 4-7 pm.

Youth Health Clinics

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

East Van Youth Clinic 604.675.3986
www.vch.ca 778.871.7132
 1669 E. Broadway, Vancouver
 Open Mon-Fri, 9am-5pm, for phone calls, and 2-5pm, by appointment only. Serves youth up to 25yrs.

New Westminster Youth Clinic 604.329.1875
www.purposesociety.org
 38 Begbie St, New West
 Tues, 2-6pm; Thurs, 3-7pm. Youth 21yrs and under.

Surrey Youth Clinic 604.585.5999
 9634 King George Blvd, Surrey (Shirley Dean Pavillion)
 Mon, 12-6:45pm; Tues, 11am-5:45pm; Wed/Thurs, 10am-4:45pm; Fri, 11am-3:45pm. Serves youth 21yrs and under. By appointments only due to COVID.

Seniors

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

CARP 604.367.0012
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.



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Complete Dentures



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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.

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.

Food Delivery & Meal Programs

Burnaby Meals on Wheels 604.299.5754
www.BurnabyMeals.ca

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

Let's Do Lunch

Friendly volunteers will visit Burnaby seniors in their homes to share lunch, form friendships, and provide information on community support and social events.

Suspended due to COVID; call for updates.

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

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, grocery shopping, and free delivery.

New Westminster Meals on Wheels 604.520.6621
www.seniorsservicessociety.ca/smow.htm

Delivers fresh, nutritious, and affordable meals to NW residents 60+.

Japanese —Style Meals on Wheels 604.687.2172
www.tonarigumi.ca (Services > Service List)

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

Better Meals 604.299.1877
www.bettermeals.ca 1.888.838.1888

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

Senior Services Society 604.520.6621
www.seniorsservicessociety.ca

Grocery Shopping Program

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

Casalinga Food Services 604.435.1994
www.casalinga.ca

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

Citizen Support Services 604.294.7980
www.burnaby.ca/citizensupportservices

Grocery Shop-By-Phone

Provides Burnaby seniors with weekly grocery. Payment by credit card only.

Dairyland Home Service 1.877.341.8700
www.morethanmilk.ca

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

Health & Wellness

Alzheimer Society of BC —Fraser Region 604.298.0780
www.alzheimerbc.org

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

— First Link Dementia Helpline 1.800.936.6033

Health Protection Office 604.587.3936
— Community Care Facilities Licensing

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

Older Adult Substance Use Services 604.777.6870
320-7155 Kingsway, Burnaby

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

Fraser Health Authority

www.fraserhealth.ca

Fraser Health Crisis Line 24-hr: 604.951.8855
Geriatric Mental Health Team Bby: 604.453.1900

New West: 604.777.6800
Home Health Service Line New Intake: 1.855.412.2121

Bby: 604.918.7447
New West: 604.777.6700

Public Health General Info Bby: 604.918.7605
New West: 604.777.6740

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

Seniors Distress Line 24-hr: 604.872.1234

Healthy Eating for Seniors Handbook

www.gov.bc.ca/seniorshealthyeating

Provides information for seniors about food, meals, and supplements. Also includes tasty recipes with nutritional information, smaller portion size, and cultural adaptations.

Available online or in print in several languages. Free copies can be ordered by calling HealthLinkBC at 811.

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.

Cameron Health Focus	604.297.4453
Edmonds Health Watch	604.297.4901
Stroke Recovery Branch Confederation	778.877.0398
S.A.I.L (Seniors Active in Living)	604.294.1936
Century House	604.519.1066
Health Drop-in and Peer Counselling	

Telus Health –LivingWell Companion **1.844.432.3405**
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 6

Peer Counselling & Support

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

Senior Connections

seniors@burnabynh.ca

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

Burnaby Seniors Outreach **604.291.2258**
www.bsoss.org supervisor@bbyseniors.ca
 Offers support services for seniors and unpaid caregivers. Check website, call or email for program updates.

Senior Peer Support

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

Family & Friend Caregiver Supports

Offers support to those providing care for a relative, neighbour or friend, and includes support groups, one-on-one peer support, education series, resources, and an annual expo. During COVID, resiliency building workshops, caregiver support groups, and one-on-one peer support are provided via Zoom.

411 Seniors Centre Society **604.684.8171**
www.411seniors.bc.ca
 330-333 Terminal Ave, Vancouver
 Provides seniors with information and referral services, social, recreational, and educational activities and events from a multicultural resource centre. Free income tax service in March/April for seniors with low income and people on disability. Call for information about membership, drop-in activities and events, please make appointment prior to dropping in.



From companionship to 24-hour care, we provide more than just the clinical healthcare you need. We'll work to get you back to doing the things you love.



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604.553.3330
burnaby@nursenextdoor.com



Century House Senior Peer Counselling www.chspc.ca Provides free counselling programs for New West seniors 50+, helping with life transitions, bereavement, loss, loneliness, isolation, health, and aging concerns.	604.519.1064	Office of the Seniors Advocate www.seniorsadvocatebc.ca Provides a “go-to” resource for seniors’ information and referral. Phone lines are answered by knowledgeable staff who can help with a range of questions.	1.877.952.3181
Citizen Support Services www.burnaby.ca/citizensupportservices Provides Burnaby seniors with support services including shop-by-phone, shopping buddies, home visits, social phone calls, and monthly recreational bus trips. Call or check website for latest updates.	604.294.7980	Public Guardian & Trustee of BC www.trustee.bc.ca Provides services to vulnerable seniors and adults (19+yrs) or their families who need help managing financial or legal affairs; assesses and investigates reports of neglect and financial abuse of vulnerable adults.	604.660.4507
ISSofBC – Seniors Programs www.issbc.org/our-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.	604.395.8000	Burnaby Hospice Society www.burnabyhospice.org 5th Fl, 4535 Kingsway, Burnaby Provides services to individuals and families in Burnaby going through the end-of-life journey. Supports palliative or hospice care patients and their families and caregivers. Also offers free bereavement counselling and art therapy.	604.520.5087
MOSAIC Seniors Club Programs for Immigrant & Refugee Seniors www.mosaicbc.org/seniors-club Provides free, multilingual services to newcomer seniors 55+, including settlement counselling, English conversation circles, computer classes, activity and information workshops, and rotating programs of interest such as yoga classes, Tai Chi, knitting, singing, and field trips.	604.254.3932	Memorial Society of BC www.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
MOSAIC CARES www.mosaicbc.org/services/projects/cares 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.	604.438.8214 x115	BC Bereavement Helpline www.bcbh.ca Provides information, referral, and compassionate listening for persons coping with grief.	604.738.9950 contact@bcbh.ca
New West Police Service & FSGV –Elder Abuse Unit Provides elder abuse response and coordinates follow-up services to residents of New West or victims of crimes committed in the area. The team is also available for consultation regardless of where the individual lives or site of crime. Open Mon-Fri, 7am-4pm.	604.529.2459 Non-Emerg: 604.525.5411	Voices of Burnaby Seniors Society www.vobss.ca A non-profit society led by volunteer seniors whose goals are to support all Burnaby seniors in being healthy, independent, and connected members of our community. Informs, supports, and advocates for Burnaby seniors.	604.619.0953 VobsSociety@gmail.com
Nidus Personal Planning Resource Centre & Registry www.nidus.ca info@nidus.ca Provides help with future planning. Operates an online registry for safely storing and accessing important information and documents, in case of health crisis or other emergency (wildfire, flood, or earthquake).		Home Support Services	
Seniors First BC – Seniors Abuse & Information Line (SAIL) www.seniorsfirstbc.ca Provides a safe place for older adults or those who care or 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, except STAT holidays; interpreters by request, 9am-4pm.	604.437.1940 1.866.437.1940	Better At Home Programs www.betterathome.ca Helps seniors live independently by providing simple non-medical support services. Services may include light housekeeping and transportation to medical appointments. Subsidies may be available for independent living seniors 65+, depending on income level.	
Seniors Services Society www.seniorsservicessociety.ca Provides New West residents 60+ with support services such as Meals on Wheels, Light Housekeeping, Medical Transportation, Support Calls, Form and Income Tax Completion. Call or check website for more information.	604.520.6621	Burnaby Better At Home betterathome@burnaby.ca New Westminster Better At Home support@seniorsservicessociety.ca	604.297.4877 604.520.6621
		The following private businesses offer home support services to seniors who don’t qualify for Fraser Health Home Care, Better At Home programs or require additional services for a fee.	
		Aging My Way Home Care www.agingmywayhomecare.ca	604.290.8331
		All Nursing Health Services www.allnursing.ca	604.488.9323
		BC Eldercare Massage www.bceldercare.ca	604.340.3581
		Big Hearts Homecare www.bigheartshomecare.ca info@bigheartshomecare.ca	778.788.5578
		CBI Health Group Home Health www.cbi.ca	1.800.463.2225

Classic LifeCare
www.classiclifecare.com

Comfort Keepers
www.comfortkeepers.ca/Vancouver

FootCare Passion – Mobile Foot Care
www.footcarepassion.ca

Golden Transitions
www.goldentransitions.ca

Home Instead Senior Care
www.homeinstead.com/3037

Integrative Rehabilitation
www.bcintegrativerehab.com integrativerehab@gmail.com

John's Helping Hands
www.johnshelpinghands.ca

Just Like Family Senior Home Care Services
www.justlikefamily.ca

Karp Home Care
www.karphomecare.com

Nurse Next Door Home Care Services
www.nursenextdoor.com

Peachtacular Home Health Care
www.peachtacular.com info@peachtacular.com

Personalized Dementia Solutions Inc.
www.dementiasolutions.ca

Physio2U
www.physio2u.ca

Practically Daughters Senior Move Managers
www.goodriddance.ca

Retire-at-Home
www.retireathomeNS.com

Safe Care Home Support
www.safecarehomesupport.ca

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

Shylo Nursing & Home Healthcare
www.shylohomehealthcare.ca

Strive Community Home Care
www.striveliving.ca

604.263.3621

604.689.8609

604.780.3992

604.240.8085

604.432.1139

604.419.0998

604.329.1006

604.440.3331

604.420.7800

604.552.9989

778.859.2695

778.789.1496

778.846.7695

604.421.5952

604.998.1628

604.945.5005

604.739.4300

604.985.6881

604.936.9944

info@striveliving.ca

Housing Information

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

604.520.6621

BC Home Renovation Tax Credit for Seniors and Persons with Disabilities
1.877.387.3332

www.gov.bc.ca ITBTaxQuestions@gov.bc.ca
Assists eligible seniors 65+ and persons with disabilities with the cost of certain permanent renovations to improve accessibility, function or mobility at home.

BC Housing
604.433.2218

SAFER – Shelter Aid for Elderly Renters

www.bchousing.org/programs/SAFER
Provides financial assistance for eligible renters 60+.

HAFI – Home Adaptations for Independence

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

Home Owner Grants
1.888.355.2700

www.gov.bc.ca/propertytaxes
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

www.newvista.bc.ca
Provides housing to families of varied incomes and subsidized housing to low seniors 55+ with low income. Must apply through BC Housing first at 604.433.2218.

*Please see Housing for more options, page 16

Home & Yard Maintenance

1st Hoarding CleanUp
1.855.468.2588

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

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.

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.



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Neighbours Helping Neighbours 604.764.6601
www.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.

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

Pension & Benefits Information

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

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

Continuing Education

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.
Re-opening winter 2022; call or check website for latest updates.

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

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

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

UBC Extended Learning 604.822.1444
www.extendedlearning.ubc.ca/seniors
Offers a variety of learning opportunities including:
UBC Academic Explorations, an online and interactive lecture series, offered Fall 2021.
One Day @ UBC, One Week @ UBC and
UBC Elder Scholar offered in person in 2022.
Seniors 65+ can take most UBC credit courses for general interest, free of charge. Some conditions apply.

Social & Recreation

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

Burnaby Seniors Centres:

www.burnaby.ca/55+

Bonsor 55+ Centre	604.297.4580
6533 Nelson Ave, Burnaby	
Cameron Recreation Complex	604.297.4456
9523 Cameron St, Burnaby	
Confederation Community Centre	604.294.1936
4585 Albert St, Burnaby.	
Edmonds Community Centre	604.297.4838
7433 Edmonds St, Burnaby	

New Westminster Senior Centres:

Century House	604.519.1066
www.centuryhouseassociation.com	
620-8th St, New West	
Queensborough Community Centre	604.525.7388
920 Ewen Ave, New West	

Burnaby Seniors Outreach 604.291.2258
www.bsoss.org faryar@bbyseniors.ca
Please note during COVID, café, and choir meet remotely via Zoom.

Dementia Friendly Café

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

The "New Dementians" Choir

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

Citizen Support Services 604.294.7980
www.burnaby.ca/citizensupportservices
Call or check website for the latest program updates.

Gadabouts Program

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

Wheeler's Program

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

Seniors Lunch Program

Volunteer drivers provide Burnaby seniors with rides to Confederation Centre 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. Brentwood/Lougheed on scheduled Mondays and Metrotown on Thursdays. Transportation by HandyDART.

Seniors Services Society

www.seniorsservicesociety.ca

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

604.520.6621

Transportation Services

Burnaby Seniors Transportation

www.BbyServices.ca/seniorstransportation

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

604.292.3901

New West Seniors Medical Transportation

www.seniorsservicesociety.ca

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

604.520.6621

Bus Pass Program

www.buspass.gov.bc.ca

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

1.866.866.0800

Driving Miss Daisy Seniors Services

www.drivingmissdaisynorthshore.ca

604.767.4030

Translink Programs for Accessible Transit

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

HandyDART

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

Call 604.575.6600 (option #1)

Taxisaver/Handycard

Provides discounts for persons with permanent physical and mental disabilities.

604.953.3680

SPARC BC

www.sparc.bc.ca/parking-permit

Parking Permit Program

Provides parking permits for people with disabilities.

Accessibility and Enforcement Line

604.718.7744

1.888.718.7794

604.718.7734

Ebus

www.myebus.ca

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

1.877.769.3287

*For additional transportation information and services, please see Transportation, page 23

Persons with Disabilities

BACI – Burnaby Association for Community Inclusion

www.gobaci.com

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

604.299.7851

BC Brain Injury Association

www.brainstreams.ca

info@brainstreams.ca

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

BC Centre for Ability

www.bc-cfa.org

Provides community-based services to children, youth, adults and their families with neurological, physical, and developmental disabilities.

604.451.5511

BC Easter Seals

www.eastersealsbcy.ca/camp/

Provides many different services and programs including three Easter Seals Camps throughout BC, Easter Seals House in Vancouver, virtual day camps running throughout the year, and summertime city day camps. Check out website for more details.

604.736.3475

Community Living Society

www.communitylivingsociety.ca

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

604.523.0303

Disability Alliance BC

www.disabilityalliancebc.org

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

604.872.1278

Advocacy Access Program

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

Disability Law Clinic

Provides free legal advice to people with disabilities. Check website for details.

The Right Fit Program

Matches affordable, accessible homes and independent living supports for people who need wheelchair-accessible housing.



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BCITS Technology for Living TIL: 604.326.0175
www.bcits.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.

Down Syndrome Resource Foundation 604.444.3773
www.DSRF.org

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

Disability Foundation 604.688.6464
www.disabilityfoundation.org

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

BC Mobility Opportunities Society (BCMOS)
www.bcmos.org info@bcmos.org

Provides three different recreation activity programs which include Hiking, Paddling, and Adapted Personal Training

Connectra Society
www.connectra.org info@connectra.org

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

Disabled Independent Gardeners Association (DIGA)
www.digabc.org info@digabc.org

Adapted Sailing Association of BC (ASABC)
www.asabc.org info@asabc.org

Vancouver Adapted Music Society (VAMS)
www.vams.org info@vams.org

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

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 per individual per year (eligible through autism funding).

CNIB Foundation 604.431.2121
www.cnib.ca

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

Laurel Behaviour Support Services 778.945.1435
www.laurelbc.ca laurel@posabilities.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.

Family Support Institute 604.540.8374
www.familysupportbc.com 1.800.441.5403

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

Support Worker Central
www.supportworkercentral.ca

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

Find Support BC
https://findsupportbc.com

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

MyBooklet BC
https://mybookletbc.com

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

WayFinders
https://wayfindersbc.com

Offers personalized conversations and resources to people with disabilities, enabling them to discover their paths towards fuller, richer lives in community.

Fraserside Community Services 604.522.3722
www.fraserside.bc.ca/community-living/ info@fraserside.bc.ca

Provides 24/7 staffed Community Living residences, Home Share Services, Supported Employment, and Community Inclusion day programming for adults with physical and developmental disabilities.

Learning Disability Society of Greater Vancouver
www.lidsociety.ca 604.873.8139

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

Ministry of Children & Family Development 604.660.5900
—Services to Children with Support Needs

300-5172 Kingsway, Burnaby
Provides support to children with special needs.

Monarch House 604.205.9204
www.monarchhouse.ca

Offers assessments for diagnosis which follow BCAAN standards. Provides services to individuals 18yrs and under diagnosed with Autism Spectrum Disorder and other developmental disabilities.

Neil Squire Society 604.473.9363
www.neilsquire.ca info@neilsquire.ca

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

Pacific Autism Family Centre 604.207.1980
www.pacificautismfamily.com

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

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

posAbilities 604.299.4001
www.posabilities.ca info@posabilities.ca
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.

Progressive Housing Society 604.522.9669
www.progressivehousing.net info@progressivehousing.net
Provides community based support services and housing assistance to those experiencing mental health and substance use issues, the homelessness or those at risk of homelessness.

SPARC BC 604.718.7744
www.sparc.bc.ca/parking-permit 1.888.718.7794
Parking Permit Program
Provides parking permits for people with disabilities.
Accessibility and Enforcement Line 604.718.7734

Spinal Cord Injury BC 1.800.689.2477
www.scibc.ca 604.324.3611
Provides current, comprehensive information for persons with spinal cord injuries and other physical disabilities. Offers information on housing, government benefits, equipment, transportation, and recreation options, as well as unique programming, events, and opportunities for peer connection across the province.

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

www.sci-bc.ca/info-database
Provides online encyclopedia with more than 800 current and comprehensive resources for people with spinal cord injuries and related physical disabilities, and their families.

SCI Marketplace

www.sci-bc.ca/marketplace
Provides online forum for buying and selling disability related equipment (wheelchairs, lift-equipped vehicles, scooters) and finding accessible housing and employment.

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

Together Speech & Language Services 604.767.3335
www.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 together with individuals and families to help them reach their full potential by providing speech therapy for language disorders, speech sounds, social communication, using AAC (augmentative and alternative communication), aphasia, brain injury, 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, and counselling related to mental wellness.

Vision Loss Rehabilitation Canada (VLRC) 604.431.2121
British Columbia 1.800.563.2642
www.visionlossrehab.ca
Provides training that enables people who are blind or partially sighted to develop or restore key daily living skills, helping enhance their independence, safety, and mobility.

Wavefront Centre for Communications 604.736.7391
Accessibility TTY: 604.736.2527
www.wavefrontcentre.ca
Provides hearing tests, recycled hearing aids, and specialized equipment for the deaf and hard of hearing. Sign language and interpreting services, counselling, and employment services are also available.

Indigenous People

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



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their community.*

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Aboriginal Legal Aid in BC

<https://aboriginal.legalaid.bc.ca/>

Aboriginal community legal workers provide legal information and limited advice services to Aboriginal peoples living on or off reserve. Resource and publications on various issues are available through website.

BC Aboriginal Child Care Society (BCACCS) 604.913.9128

www.acc-society.bc.ca

Offers workshops, training, and education opportunities. Advocates for early years, shares resources and research to ensure every Indigenous child in BC has access to spiritually enriching, culturally relevant, and high quality early learning and childcare. Hosts two Aboriginal Head Start Programs in Vancouver (Eagle's Nest and Singing Frog).

Fraser Region Aboriginal Friendship Centre 604.595.1170

www.frafca.org

Supports the preservation of Aboriginal culture, languages, and traditions. Provides education, social, and recreation services for Aboriginal peoples of all ages. Call or check website for latest program updates. Check Facebook for more programs. Housing program finds accommodation and small subsidies for families with low income.

National Indian Residential School Survivors Society Crisis Line: 1.800.721.0066

www.irsss.ca

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.

Kids' Stop – Indigenous and Northern Affairs Canada

www.canada.ca/en/indigenous-northern-affairs

Provides information on Aboriginal history, cultures, languages, games and stories, and classroom resources for teachers.

Metis Family Services 604.584.6621

www.metisfamilyservices.ca

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

Ministry of Children & Family Development – Indigenous Child and Family Services 604.660.9544

2nd Fl, 201-7645 Kingsway, Burnaby

Provides supportive and protective services to Aboriginal children and families.

NEC Native Education College 604.873.3772

www.necvancouver.org

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

Pacific Association of First Nations Women 604.872.1849

www.pafnw.ca

info@pafnw.ca

Assists Aboriginal women and their families with health and social services issues.

Spirit of the Children Society 604.524.9113

www.sotcs.ca

201-768 Columbia St, New West

Supports and strengthens Aboriginal families by providing information, resources, programs, and services.

Urban Native Youth Association

604.254.7732

www.unya.bc.ca

Offers programs for Indigenous youth including education and training, advocacy, and support services that respond to their immediate and long term needs.

Vancouver Aboriginal Friendship Centre Society

www.vafcs.org

604.251.4988

1607 E. Hastings St, Vancouver

Provides programs within health and welfare, social services, culture, education, and recreation for Indigenous peoples while maintaining cultural connection and practices.

Vancouver Native Housing Society

604.320.3312

www.vnhs.ca

Provides safe, secure, supportive, and affordable housing to families and individuals, with priority for the Indigenous community.

LGBTQ2SAI+ Community

HIM – Men's Sexual Health Centre

604.488.1001

www.checkhimout.ca

Provides physical, sexual, social, and mental health services for communities of gay, bi, and queer men, as well as two-spirit and gender diverse people (GBT2Q) in BC. Services include HIV and STI testing, counselling, online sexual health resources, and virtual groups and events.

Trans Care BC

1.866.999.1514

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

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

I Belong

236.991.0107

www.mosaicbc.org/i-belong

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

Pflag Vancouver

604.626.5667

www.pflagvancouver.com

info@pflagvancouver.ca

Offers support, education, and resources on sexual orientation, gender identity/expression for LGBTQ2Q+ individuals, their families and friends. Offers telephone support line and monthly support group meetings. For more information look up on Facebook as Pflag Vancouver.

QMUNITY

604.684.5307

www.qmunity.ca

1170 Bute St, Vancouver

Offers a variety of services and support for the LGBTQ2SAI+ community, including information and referral services, drop-ins and one-on-one support, peer support groups, low-cost and free short-term counselling, education and training services, and social events.

Youth Services (14-25yrs)

youth@qmunity.ca

Older Adult Services (55+)

seniors@qmunity.ca

Volunteer Inquiries

volunteer@qmunity.ca

Immigrants & Newcomers

BC Newcomers' Guide to Resources & Services

www.WelcomeBC.ca

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

Back in Motion — Career Paths for Skilled Immigrants

www.careerpaths.ca

604.575.3800

Provides occupation-specific resources and support to help immigrant job seekers move into careers that match their qualifications.

BIPT — Burnaby Intercultural Planning Table

www.bipt.ca

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

Burnaby Neighbourhood House

604.431.0400

www.burnabybh.ca

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.

Conversations for Life

604.374.5465

www.gv.ymca.ca/programs

connections@gv.ymca.ca

Offers newcomers (Permanent Residents and Convention Refugees only) with English skill building, networking, and tips on being successful in Canada. Trained facilitators will help you practice English through short presentations and discussions focused on different topics.

International Credential Evaluation Service

604.432.8800

www.bcit.ca/ices

Evaluates the credentials of people who have studied in other provinces or countries, and determines comparable levels in British Columbia and Canadian terms.

Pacific Immigrant Resources Society

604.298.5888

www.pirs.bc.ca

Offers programs for immigrant women and their children.

Journey Home Community Association

604.568.4892

www.journeyhomecommunity.ca

Provides newly arriving refugee claimant families in Greater Metro Vancouver area with housing assistance, basic needs, resettlement resources, and assistance establishing a support network.

ISSofBC

www.issbc.org

207-7355 Canada Way, Burnaby

280-610 6th St, New West

604.395.8000

604.522.5902

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

MAP Settlement Case Management Program

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

Justice Education Society of BC

www.immigrantlegal.ca

Provides free legal information, education, and resources for newcomers and the people working with them.

MOSAIC Settlement Programs

604.254.9626

www.mosaicbc.org/services/settlement

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.

MOSAIC Refugee Programs

604.254.9626

www.mosaicbc.org/services/settlement/rsip/

Refugee Claimant 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.

Progressive Intercultural Services (PICS)

604.596.7722

www.pics.bc.ca

Provides a broad spectrum of programs and services including employment programs, settlement services, language training, social programs, and housing services. Programs assist immigrants, seniors, farm workers, women and youth.



Helping immigrants build a future in Canada

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

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

New West: 604-522-5902

Burnaby: 604-395-8000



Settlement Workers in Schools (SWIS)

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

Burnaby School District Welcome Centre

<http://swis.burnabyschools.ca>

604.296.6936

New Westminster Schools

www.mosaicbc.org/swis

604.522.3722 x180

SUCCESS Settlement Services

604.430.1899

www.successbc.ca

Provides free Immigrant Settlement and Integration Services to connect new immigrants with government services, key community resources, and labour market information. Programs are offered in English and in many other languages through individual appointments and group information sessions.

Vancouver & Lower Mainland

604.436.1025

Multicultural Family Support Services Society

www.vlmfss.ca

againstviolence@vlmfss.ca

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

Open Mon-Fri, 9am-5pm. By appointment only.

YMCA Social and Educational Events

604.374.5465

www.gv.ymca.ca/programs

778.990.4856

connections@gv.ymca.ca

Offers free monthly events to help newcomers (Permanent Residents and Convention Refugees only) learn new things, make friends, practice English, and have fun. Must register at Eventbrite.

Recreation & Community

Libraries & Recreation Centres

Public Libraries

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

Burnaby Public Library

www.bpl.bc.ca

Cameron Library

9523 Cameron St, Burnaby

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

604.436.5400

New West Public Library

www.nwpl.ca

Main Branch

716-6th Ave, New West

604.527.4660

Queensborough Library

920 Ewen Ave, New West

604.636.4450

Burnaby Home Library & Accessible Service

604.436.5423

www.bpl.bc.ca

Delivers materials for free to Burnaby residents confined to their home for a minimum of three months due to ill health frailty, visual or physical disability. Audiobooks and audiobook readers for residents with perceptual disabilities.

New Westminster — Home Library Services

604.527.4650

www.nwpl.ca

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

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

C.G. Brown Memorial Pool

604.297.4520

Christine Sinclair Community Centre

604.320.2222

Edmonds Community Centre/Pool

604.297.4838

Eileen Daily Leisure Pool

604.298.7946

Kensington Complex

604.297.4535

Willingdon Community Centre

604.297.4526

New West Parks & Recreation

www.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.

Canada Games Pool

604.526.4281

Centennial Community Centre

604.777.5100

Moody Park Arena

604.525.5301

Queen's Park Arena

604.777.5111

Queensborough Community Centre

604.525.7388

Government Elected Officials

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

Mayors:

Mayor Mike Hurley (Burnaby)

604.294.7340

Mayor Jonathan Cote (New West)

604.527.4522

Provincial MLAs:

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 West)

604.775.2101

Aman Singh (Richmond-Queensborough)

604.664.0700

Federal MPs:

Terry Beech (Burnaby North-Seymour)

604.718.8870

Peter Julian (New West-Burnaby)

604.775.5707

Jagmeet Singh (Burnaby South)

604.291.8863

*Please note, listings may change after fall federal election.

Art Galleries, Museums & Theatres

Arts Council of New Westminster

604.525.3244

www.acnw.ca

info@acnw.ca

Arts resource for New Westminster artists and audiences in the Visual, Literary, and Performing Arts. Engaged in presenting 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.burnabyartgallery.ca
 6344 Deer Lake Ave, Burnaby
 Presents a variety of exhibitions, programs, and events.

Burnaby Village Museum 604.297.4565
 www.burnabyvillagemuseum.ca bvm@burnaby.ca
 6501 Deer Lake Ave, Burnaby
 Represents a typical 1920's tram-stop community with period costumed staff and variety of demonstrations. Admission free, advanced online reservation recommended.

Fraser River Discovery Centre 604.521.8401
 www.fraserriverdiscovery.org info@fraserriverdiscovery.org
 788 Quayside Dr, New West
 Interpretive centre celebrates the past, present, and future of living and working on the Fraser River.

Massey Theatre and Plaskett Gallery 604.517.5900
 www.masseytheatre.com info@masseytheatre.com
 735-8th Ave, New West
 See website for information about events, rentals, gallery exhibits and community programs.

Michael J. Fox Theatre 604.664.8875
 www.michaeljfoxtheatre.ca info@michaeljfoxtheatre.ca
 7373 MacPherson Ave, Burnaby
 Hosts multicultural music, drama performances, and events.

New Westminster Museum & Archives 604.527.4640
 www.nwmuseumarchives.ca
 777 Columbia St, New West
 Home to over 36,000 objects, 35,000 photographs, and archival records that celebrate New Westminster. Visit website for up-to-date facility information and bookings.

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

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

Shadbolt Centre for the Arts 604.297.4440
 www.shadboltcentre.com shadboltinfo@burnaby.ca
 6450 Deer Lake Ave, Burnaby
 Offers programs in fine and performing arts for students of all ages. Presents festivals, performances, and workshops.

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

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

Kidney Foundation of Canada 604.408.2277
 www.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 locations and accepted items. 409 Boyne St, New West



Burnaby Public Library

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

bpl.bc.ca | 604-436-5400

Volunteer Opportunities

Burnaby Community Services

604.299.5778

Burnaby Meals on Wheels

604.299.5754

www.BbyServices.ca

www.BurnabyMeals.ca

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

Burnaby Neighbourhood House

South: 604.431.0400

www.burnabynh.ca

North: 604.294.5444

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.

Charity Village

www.charityvillage.com

Online source of information, jobs, services, resources, and volunteer opportunities for the non-profit community.

Go Volunteer

604.875.9144

www.govolunteer.ca

Online databases connects community volunteers to local non-profit organizations.

Seniors Services Society

604.520.6621

www.seniorsservicessociety.ca

volunteer@seniorsservicessociety.ca

Offers volunteer opportunities including: Meals on Wheels Runners/Drivers, Medical Transport Drivers, Grocery Order Takers, Bus Outing Host, Support Callers, and Reception.

Volunteer Burnaby

604.294.5533

www.volunteerburnaby.ca

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

Volunteer Grandparents

604.736.8271

www.volunteergrandparents.ca info@volunteergrandparents.ca

Connects generations through three key mentoring programs:

Family Match Program

Adults 50+ are matched with children 3-14yrs, 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.

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RINGETTE

WWW.COMETRYRINGETTE.CA

BNWR.CA

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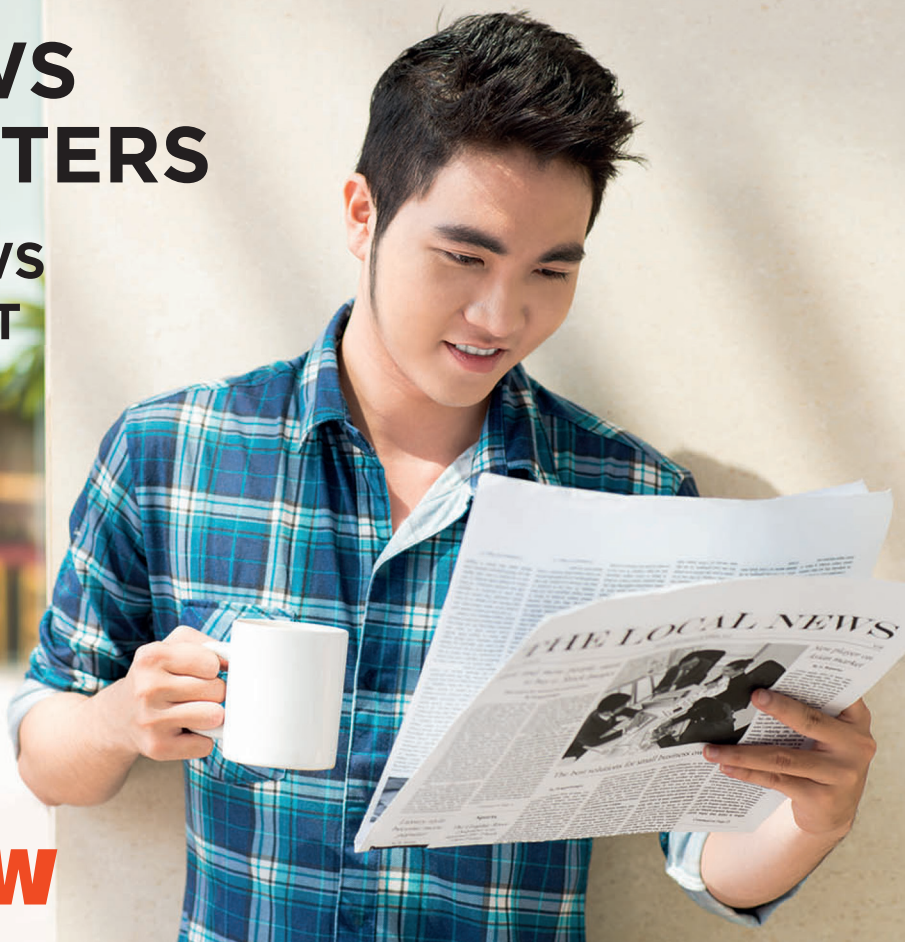
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