

## LOCAL COMMUNITY CONTACT LIST

**NAME OF COMMUNITY:** Marpole

**DATE SUBMITTED/UPDATED:** July 31, 2019

**SUBMITTED BY:** Andrea Krombein 778-668-3634 andreak@mofp.org

*Where there are no local services, please list the closest community with those services available in the NOTES column. Please add additional rows if needed to provide a complete list for your community.*

## MARPOLE COMMUNITY RESOURCE LIST

### EMERGENCY NUMBERS

SERVICE	CONTACT NUMBER	NOTES
Police, Fire and Ambulance	911	For emergencies
Police Non-Emergency	604-717-3321	For non-urgent police assistance
Community Policing Centre of Kerrisdale Oakridge and Marpole	604-717-3434 6070 East Boulevard Kerrisdale	For regular police assistance and advice Mon-Sat from 10-4
Poison Control Centre	604-682-5050 1.800.567.8911 toll free	Call if someone has been poisoned by a medicine, chemical or other substance
Crisis Intervention and Suicide Prevention Centre of British Columbia: General Crisis Line	604.872.3311 1 866 661-3311 toll free	24 hours, 7 days a week
Crisis Intervention and Suicide Prevention Centre of British Columbia: Seniors Crisis Line	604-872-1234	24 hours, 7 days a week
Crisis Intervention and Suicide Prevention Centre of British Columbia: Crisis Centre Suicide Line	1-800-784-2433	Call if you or someone is suicidal
Crisis Intervention and Suicide Prevention Centre of British Columbia: Mental Health Support Line	604-310-6789 (this number can be dialed without the BC area codes 604, 778 or 250)	For mental health support
Victim Link BC	1-800-563-0808	Victim services
Seniors First: Seniors Abuse and information Line (SAIL)	604-437-1940 1-866-437-1940 toll free	Multi- language translators available.
Rape Crisis Line	604-255-6344 1877-392-7583	Help for rape victims – 24 hours

S.U.C.C.E.S.S. Chinese Help Lines	Cantonese Help Line: 10 am to 10 pm 604-270-8233  Mandarin Help Line: 10 am – 10 pm 604-270-8222	Crisis assistance for Chinese speaking people
Fortis BC Emergencies	1-800-663-9911	For natural gas emergencies and leaks

### ADULT ABUSE AND NEGLECT SERVICES

SERVICE	CONTACT NUMBER	NOTES
Marpole Chapter of the BC Community Response Network	778-668-3634 Andrea@mofp.org	The Community Response Network educates and supports seniors regarding elder abuse and neglect issues
Vancouver Coastal Health React Adult Protection Program	1877-732-2899/ 604-904-6173	Protecting adults from abuse
Seniors First: Seniors Abuse and Information Line (SAIL)	604-437-1940 1-866-437-1940 toll free TTY 604-428-3359	Emotional support and legal advice
Vancouver Rape Relief and Women's shelter	604-872-8212	For women and children escaping violence – 24 hours
Battered Women' Support Services	604-687-1867	Abused women's support services – Mon-Fri 10:00-5pm
Rape Crisis Line	604-255-6344	Help for rape victims – 24 hours

### INFORMATION AND REFERRAL

SERVICE	CONTACT NUMBER	NOTES
Seniors Information and Programming Referral Service	778-668-3634 Andreak@mofp.org	Marpole Seniors Outreach Coordinator
Veterans Affairs Canada	1-866-522-2122 Information@vac.acc.gc.ca	
Qmunity	604-684-5307 x 100 1-800-566-1170 Toll free reception@qmunity.ca	Support organization for Lesbian, Gay, Bisexual, Two-Spirited and Queer community members
The 211 Service	Telephone 211 www.bc211.ca	Free information and referral service to government, social and community services
Office of the BC Seniors Advocate	1-877-952-3181 toll free 250-952-3181 (Victoria) www.seniorsadvocatebc.ca	Information and referral resources for seniors. The BC Seniors Advocate is

	info@seniorsadvocatebc.ca	Isobel Mackenzie.
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### ADVOCACY SERVICES FOR SENIORS

Marpole Oakridge Family Place Seniors Services	604-263-1405/ 778-668-3634 8188 Lord Street, Vancouver	Assistance and referral for seniors.
Progressive Intercultural Community Services Society	Telephone: (604) 324-7733 8153 Main Street Website: <a href="http://www.pics.bc.ca">http://www.pics.bc.ca</a>	PICS provides clients with services such as employment programs and counseling, immigration and settlement information, language training, drug/alcohol counseling and seniors housing.
Taiwanese Canadian Cultural Society	Telephone: 604-267-0901 Website: <a href="http://www.tccs.ca">http://www.tccs.ca</a> 853 Selkirk Street, Vancouver	Advocacy for Immigrants and Refugees, Multicultural Information and referral services provided in Taiwanese, Japanese, and Mandarin.
Wilson Heights Advocacy Program	604-325-9944 extension 225 Wilson Heights United Church 1634 E 41 <sup>st</sup> (east of Knight Street)  <a href="http://www.whuc.net">http://www.whuc.net</a>	Provides information, general advocacy, referrals, and support for individuals requiring assistance with issues such as welfare, Housing, CPP, OAS/GIS and residential Tenancy. By appointment. Hours: Tuesday-Friday 10-4
St. Paul's Advocacy Office	604-683-4287 <a href="mailto:advocacy@stpaulsanglican.bc.ca">advocacy@stpaulsanglican.bc.ca</a> 1130 Jervis Street at Pendrell Street	Advocacy and referral services for accommodation needs, landlord and tenant disputes, health and disability issues and access to social benefits and other government services. By appointment

### HEALTH/MENTAL HEALTH

SERVICE	CONTACT NUMBER	NOTES
Mental Health, Geriatric Outreach, and	Older Adults Mental	Mental health and addictions

addiction services	Health Program 200- 4088 Cambie Street, Vancouver 604.873.6733	support for older adults
Vancouver Coastal Health Central Intake for home and community services	604-263-7377	Mon-Fri 8:30-6pm
Mental Health emergency services and crisis line	604-874-7307	24 hour line
Vancouver Mental Health Emergency Services – car 87/car 88	604-874-7307	Evening and weekend support to mental health clients
Vancouver Coastal Health General Enquiries	604-736-2033	
Mental Health Access and Assessment Centre (non-emergency)	604-675-3700	
Access Central Detox referral line	1-866-658-1221  604-660-9382 Lower Mainland	Referral to Drug and Alcohol recovery programs /Monday to 24 hours
Alcoholics Anonymous	604-434-3933	Phone counselling and meeting information – 24 hours
Narcotics Anonymous	604-873-1018  1-866-683-6819	Phone counselling and meeting information – 24 hours
Problem gambling helpline	1-888-795-6111	Helpline for gambling – 24 hours
Kelty Mental Health Resource Centre	Mental Health Building #85 BC Children's Hospital Room P3-302 - 4500 Oak Street, Vancouver 604-875-2084 1-800-665-1822 keltycentre@cw.bc.ca	Visit, call or email the Kelty Mental Health Centre for free resources, on site peer counselling and to find out about mental health webinars
Pacific Spirit Community Health Centre	604.261.6366 2110 West 43 <sup>rd</sup> at West Boulevard, Mon-Fri 8:30-4:30	A community health centre
Senior / Adult Day programs	L'Chaim Daycare at the Jewish Community Centre 604- 638-7275 lchaim@jccgv.bc.ca  ASK Friendship Society 2177 West 42 <sup>nd</sup> Avenue 604-263-7333 caring@askcentre.ca	Support and health and wellness resources for frail seniors
Vancouver General Hospital	604-875-4111 899 W 12th Avenue, Vancouver	Emergency department and full service hospital
Mount St Joseph's Hospital	604-874-1141 3080 Prince Edward	Emergency department and hospital

	Street	
St Paul's Hospital	604-682-2344  1081 Burrard Street, Vancouver	Emergency department and hospital
MSP (Medical Services Plan)	604-683-7151 mspenquiries@hibc.gov.bc.ca	Enquiries related to medical costs on MSP and Pharmasave (drug plan).
South Vancouver Medical Clinic	350 SE Marine Drive (604) 323-0077	It is best to go to a clinic early in the day as many clinics have a quota of patients they may see in one day.
Main and Marine Medical Clinic	604-322-3011 235 Southeast Marine Drive Vancouver	It is best to go to a clinic early in the day as many clinics have a quota of patients they may see in one day.
Marpole Medical Clinic	604-263-2646 8675 Granville Street	It is best to go to a clinic early in the day as many clinics have a quota of patients they may see in one day.
Health Link BC	811 Hard of hearing (TTY) 7-1-1 toll free	Speak to a nurse, pharmacist or dietitian for free. Have your care card ready when calling this line
Canadian Red Cross Medical Equipment Loan Services	604-301-2566	
CNIB (Canadian National Institute for the Blind - Vision Loss programs)	604-431-2121	Help with impaired and vision loss.
Vancouver Community Audiology Centre	604-659-1100	For hearing tests and diagnosis
Philips Lifeline Alert	604-872-5433	An emergency button for seniors living alone or disabled seniors
UBC Dental Clinic	604-822-2112	

## HOUSING

SERVICE	CONTACT NUMBER	NOTES
Supportive Housing	604-648-4270	For those at risk of homelessness or those who are homeless
BC Housing (Emergency housing, SAFER, rental assistance and more)	604-433-1711 1-866-465-6873 toll free	Seniors Housing enquiries
Housing Registry	604-433-2218 1 800 257-7756 toll free	Housing enquiries
Shelter Aid for Elderly Renters Program (SAFER)	604-433-2218 1 800 257-7756 toll free	Rental assistance enquiries and subsidized housing
Assisted Living Registry	(250) 952-1369 (Victoria) 1-866-714-3378 Toll-free	Information and advice regarding assisted living services

		for care at home.
Seniors Services Society	604-520-6621	Housing outreach to seniors
Sources Rent Bank	604-596-2311	For families and individuals at risk of homelessness
Community Living BC	604-664-0101 1-877-660-2522	Support for adults with developmental disabilities, fetal alcohol syndrome or on the Autism Spectrum
BC Seniors Home Renovation Tax Credit	1 800 959 8281	Refundable tax credit if you renovate to assist senior needs
Property Tax Deferral	1 888 355 2700	A low interest loan to pay current year of property tax
Tenant Resource and Advisory Centre (TRAC)	604-255-0546 www.tenants.bc.ca	

## HOME SUPPORT

SERVICE	CONTACT NUMBER	NOTES
Better at Home (United Way program delivered by Jewish Family Services in Kerrisdale, Marpole, Oakridge and Southlands.	604.637.3310	Grocery shopping, rides to medical appointments, light housekeeping and friendly visiting.
Jewish Seniors Alliance	604-732-1555	Friendly visiting and peer support
Home Adaptations for Independence (HAFI)	604-433-2218 1 800 257-7756 www.bchousing.org/HAFI	How to arrange adaptations for your home to accommodate physical disabilities

## TRANSPORTATION

SERVICE	CONTACT NUMBER	NOTES
Access Transit customer care for HandyDart Services/ Taxi Saver information	604-953-3680	Transport service for seniors with disabilities. Taxi Saver service discounts taxi services for seniors
HandyDart	604-575-6600	
Compass Card enquiries	604-398-2042 1 888 207-4055	
BC Ferries	1-888-223-3779	
Taxicabs	604-681-1111 Yellow Cab / 604-871-1111 Vancouver taxi	Commercial taxi services
Ministry of Social Development /Poverty Reduction for Senior Bus Pass Program	1-866-866-0800	

Parking Permit (disabled persons)	<p>For general inquiries: 604-718-7733 Email: <a href="mailto:info@sparc.bc.ca">info@sparc.bc.ca</a></p> <p>Parking permit inquiries: 604-718-7744 Email: <a href="mailto:permits@sparc.bc.ca">permits@sparc.bc.ca</a></p> <p>Toll Free within BC 1 888-718-7794</p>	Social Planning and Research Council of BC (Sparc) parking permits for disabled drivers or passengers
Trans Link Information Line	<p>604-953-3333 <a href="http://www.translink.ca">www.translink.ca</a> <a href="http://tripplanning.translink.ca/">http://tripplanning.translink.ca/</a></p>	Lower Mainland

## LEGAL

SERVICE	CONTACT NUMBER	NOTES
Seniors First: Seniors Abuse and Information Line (SAIL)	604-437-1940 1-866-437-1940	Legal Advocacy Program and Elder Law Clinic
Legal Services Society	604-408-2172 1-866-577-2525 <a href="http://www.legalaid.bc.ca">www.legalaid.bc.ca</a>	To help people solve legal problems and provide them access to justice
NIDUS Personal Planning Resource Centre and Registry	1-604-408-7414 877 267-5552 toll free <a href="http://www.nidus.ca">www.nidus.ca</a>	Support and documents for end of life planning
Peoples Law School	604-331-5400 <a href="http://www.publiclegaled.bc.ca">www.publiclegaled.bc.ca</a> <a href="mailto:info@publiclegaled.bc.ca">info@publiclegaled.bc.ca</a>	Free and reliable legal information
Access Pro Bono Society of British Columbia	300-845 Cambie Street Vancouver BC V6Z 4Z9 604-878-7400 1-877-762-6664	Free legal advice or full legal representation to low or modest income individuals
Law Students Legal Advice Program	604-822-5791	Legal services
Lawyer Referral Service	604-687-3221	

## FIRST NATIONS/INDIGENOUS SERVICES

Musqueam First Nation Band Office	Phone: 604-263-3261  6735 Salish Drive Vancouver, BC V6N 4C4	First Nations Reserve near to Marpole
First Nations Health Authority (Health benefits and services)	604-693-6500 www.fnha.ca	Metro Vancouver only
Residential School Survivor Services	1 866 925-4419 toll free	Provides emotional support and crisis referral, 24 hours

## IMMIGRANT SERVICES

SERVICE	CONTACT NUMBER	NOTES
Community programs information line	211	Lower Mainland
S.U.C.C.E.S.S Immigrant /Settlement Services	S.U.C.C.E.S.S. 300-8268 Granville Street Vancouver BC V6P 4Z4  604-323-0901	Citizenship training, English Language classes, Settlement Services, employment and Housing assistance and advice
Progressive Intercultural Services for Immigrants	8153 Main Street Vancouver, BC, V5X 3L2 T: 604.324.7733 F: 604.324.7744	Immigrant support
MOSAIC Settlement Services	604-636-4712	Immigrant support
Seniors First: Seniors Abuse and Information Line (SAIL) - Translation Services	604-437-1940 1-866-437-1940	Multi language materials and access to translators
Work BC Employment Services	8153 Main Street, Vancouver 604.324.7733  7575 Cambie Street Vancouver 604-263-5005	Employment guidance for immigrants

## LIBRARIES AND COMMUNITY CENTRES

SERVICE	CONTACT NUMBER	NOTES
Marpole Oakridge Community Centre	Marpole Oakridge Community Centre 990 West 59th Avenue, (at Oak Street) Vancouver 604-257-8180 Website: www.marpoleoakridge.org /	Community recreation programs, resources and information



	MarpoleOakridgeCC@gmail.com	
Marpole Library	8386 Granville Street Vancouver  604-665-3978	Multi-lingual resources Multicultural Conversation Circles
Oakridge Library	191 - 650 West 41st Avenue, Vancouver 604-665-3980	Multi-lingual resources Multicultural Conversation Circles

## INCOME AND BENEFITS

SERVICE	CONTACT NUMBER	NOTES
General pension and welfare enquiries	1-800-622-6232	Service Canada
Old Age Security Pension and Canada Pension Plan applications	Service Canada 1 800 277-9914 Hard of hearing (TTY) 1 800 255-4786	Service BC
Welfare benefits for seniors/income assistance	Seniors Supplement Program 1-866-866-0800 P O Box 9950 Stn. Prov Govt Victoria BC V8W 9R3	Apply here if you believe you are eligible for the Seniors' Supplement but have not received it.
Veterans benefits	Veterans Affairs Canada 1-866-522-2122 www.vac-acc.gc.ca	Specialized Veterans services
Community Volunteer Income Tax Prep.	Andrea Krombein Seniors Outreach Coordinator for Marpole 778-668-3634	Marpole hosts a volunteer supported income tax assistance program each year during tax preparation season
411 Seniors Centre Society	704-333 Terminal Ave Vancouver BC V6A 4C1 604-684-8171 Contact411@411seniors.bc.ca	Provides information to seniors about services and benefits. Referral support services can help seniors apply for benefits or appeal a decision
City of Vancouver	604-873-7011 or 311	
Consumer protection	1-888-564-9963	
Government of Canada	1-800-622-6263	
Passport Office	1-800-567-6868	
Service Canada (OAS, Pension, GIS)	1-800-277-9914	
Canada Revenue Agency	1-800-267-6999	
Public Trustee of BC	604-660-4444	
Work BC	1-877-952-6914	

## DEATH, DYING AND GRIEF SERVICES

SERVICE	CONTACT NUMBER	NOTES
Nidus Vancouver	info@nidus.ca 604.408.7414 Toll Free 1.877.267.5552	Nidus provides assistance and documentation for personal planning and estate planning
BC Bereavement Help Line	Box 53530, 984 West Broadway Vancouver, BC V5Z 1K7 Lower Mainland - 604.738.9950 Outside Lower Mainland – 1.877.779.2223	Emotional and psychological support for bereaved families Mon-Fri 9am-5pm

## FOOD PROGRAMS

SERVICE	CONTACT NUMBER	NOTES
Food Bank in Marpole	(604) 876-3601 (head office) Or call the secretary at St. Augustines Church 8680 Hudson street 604 -263-9212	The Food Bank comes to St Augustines Church on Hudson Street three weeks of every month on Thursdays between 9:30 and 12:30. Please bring ID.
Meal Delivery	604-257-5151	Jewish Family Services Agency
Community Meals at St Augustines Church	604-263-9212 St. Augustines Church Secretary	Thursday dinner 6:30-7:30 pm and Friday breakfast 9:30-10:30 am
St. Mary's Anglican Church	604-261-4228	Every Tuesday at 2490 West 37 <sup>th</sup> at Larch street from 11:30-12:30 except July and August