



Local Community Contact List

Name of CRN/Community: Living Out Visibly & Engaged (LOVE) Lower Mainland

Date Submitted/Updated: July 27, 2026

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(Name)

(Phone)

(Email)

EMERGENCY NUMBERS

SERVICE	CONTACT NUMBER	NOTES
Police, Fire and Ambulance	911	
Police Non-Emergency		Varies per jurisdiction
Crisis Line	604-872-3311 988 (call or text) – replaced 1-800-SUICIDE, Nov 2023	
Poison Control	1-800-567-8911	
Mental Health Support (BC-wide)	310-6789	
Seniors Distress Line (BC-wide)	604-872-1234	
Online Distress Services		www.crisiscentrechat.ca

ADULT ABUSE SERVICES

SERVICE	CONTACT NUMBER	NOTES
Health Link BC- To speak to someone confidentially and to get more information on Elder abuse	811 711 (for hard of hearing individuals)	
Vancouver Coastal Health ReAct- Report abuse or suspected neglect of vulnerable adults. Educational materials are available through them as well.	1-877-732-2899 604-904-6173	8am-5pm Monday to Friday.
VPD Victim Services	604-717-2737	

Community- based Victim Services		
bc211	211	www.bc211.ca
Community Living BC	604-664-0101 1-877-660-2522	
Transition House (s)	211	BC211 for comprehensive information and vacancies
Emergency Shelter (s)	211	BC211 for comprehensive information and vacancies
Seniors Abuse and Information Line (SAIL)	1-866-437-1940 (toll-free) 604-437-1940 (lower mainland)	Operates 8am-8pm Monday-Friday (weekend service discontinued April 2024), excluding statutory holidays. For information about abuse and for emotional support
Victim Link	1-800-563-0808	
LGBTQ2S+ Contact Qmunity (formerly "The Centre") – 1170 Bute St, Vancouver	604-684-5307	seniors@qmunity.ca (55+ programs) reception@qmunity.ca (general inquiries)

INFORMATION AND REFERRAL

(Local services – often grouped in one multi-service agency – listed below)

SERVICE	CONTACT NUMBER	NOTES
Varies by jurisdiction		

HEALTH/MENTAL HEALTH

SERVICE	CONTACT NUMBER	NOTES
Mental Health/Geriatric Outreach		
Mental Health Intake Line	604-875-8289	
Mood Disorders Association of BC	604-873-0103	
Providence Health	604-874-7307	24 hour Crisis Line
Mental Health Emergency Services	604-875-8289	
Older Adult Mental Health Program	604-873-6733	
Home and Community Health		varies by jurisdiction
Adult Day programs		varies by jurisdiction

Hospital and Medical Support		
Peace Arch Hospital	604-531-5512	
St Paul's Hospital	604-682-2344	
Vancouver General Hospital	604-875-4111	
Mt St Joseph's Hospital	604-874-1141	
MSP and PharmaCare	604-683-7151 1-800-663-7100	
BC Nurse/Pharmacist Line	811	
Assisted Living Registry	1-866-714-3378	
Online Medical Support - Medeo	1-888-297-2973	
Canadian Mental Health Association	604-688-3234	Downtown Vancouver

HOUSING

SERVICE	CONTACT NUMBER	NOTES
BC Housing	604-433-1711 1-866-465-6873	
Home Adaptations – Canada Mortgage & Housing	1-800-668-2642	
Advocacy and Appeals re Housing		
Seniors Services Support Temporary Housing Support	604-520-6621	Agency referral required
BC Senior's Supportive Housing	604-433-2218 1-800-257-7756	https://www.bchousing.org/housing-assistance/housing-with-support/seniors-supportive-housing

HOME SUPPORT

SERVICE	CONTACT NUMBER	NOTES
Better at Home		http://betterathome.ca/
Peer Counselling		
Jewish Seniors Alliance of Greater Vancouver, peer support	604-267-1555	Specifically, for Jewish seniors.

TRANSPORTATION

SERVICE	CONTACT NUMBER	NOTES
Handy Dart/Taxi Saver/Handy Card	604-953-3680	
Health Connections – bus service	250-376-7525	Only in the Kamloops region
Bus Pass Program	1 866 866-0800	Seniors' Subsidized Pass
Parking Permit (disabled)	604-718-7744	SPARC BC
Translink Trip Planner	604-953-3333	Lower Mainland

LEGAL

SERVICE	CONTACT NUMBER	NOTES
Seniors First (SAIL)	604-437-1940 1-866-437-1940	Legal Advocacy Program and Elder Law Clinic
Legal Aid	1-866-577-2525 604-408-2172 (Greater Vancouver)	
Justice BC, Family information and Support	604-501-3100	
NIDUS – Representation Agreements	1-604-408-7414	
Public Guardian and Trustee	1-604-660-4444	
Peoples Law School	604-331-5400	
Seniors first BC- Lawyer Referral Services	604.687.3221 1-800-663-1919	lawyerreferral@accessprobono.ca
Access Pro Bono Legal Services – in person only	1-877-762-6664	
Seniors Advocacy Services	1-877-952-3181	Office in Victoria: 250-952-3181

SUPPORT GROUPS

SERVICE	CONTACT NUMBER	NOTES
Dementia Help Line	604-681-8651	
Alcoholics Anonymous	604-434-3933	
Narcotics Anonymous	604-873-1018	
Al-Anon	604-688-1716	
Nar-Anon	604-878-8844	
Alzheimer Society of BC	604-681-6530	

MS Society	604-689-3144	
Arthritis	604-714-5550	
Family and Caregiver support line	1-877-520-3267	

FIRST NATIONS/INDIGENOUS SERVICES

SERVICE	CONTACT NUMBER	NOTES
Fraser Region Aboriginal Friendship Centre Association (FRAFCA)	604-923-1166	
Vancouver Aboriginal Friendship Centre Society	604-251-4844	
Vancouver Métis Community Association	604-682-2933	
Métis Family Services	604-584-6621	
First Nations Health Authority	604-693-6500	https://www.fnha.ca/WellnessSite/WellnessDocuments/BC_EldersGuide.pdf
Vancouver Aboriginal Transformative Justice Services Society	604-251-7200	
Aboriginal Mental Health and Substance Use Services	604-953-4900 extension 763041	

IMMIGRANT SERVICE

SERVICE	CONTACT NUMBER	NOTES
Health and Seniors Information Line	211	Lower Mainland
Translation Services		https://www.mosaicbc.org/services/interpretation-translation/

MUNICIPAL SERVICES

SERVICE	CONTACT NUMBER	NOTES
varies by jurisdiction		

INCOME AND BENEFITS

SERVICE	CONTACT NUMBER	NOTES
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CPP, OAS, GAIN	1-800-622-6232	Service Canada
Employment and Income Assistance	1 866-866-0800	

DEATH, DYING AND GRIEF SERVICES

SERVICE	CONTACT NUMBER	NOTES
Peace Arch Hospice Society	604-531-7484	https://www.peacearchhospice.org/grief-support/
Vancouver Hospice Society	604-737-7305	
Grief Counselling	604-738-9950	BC Bereavement Helpline (Information & Referral)
Grief Counselling/ Therapists South Surrey Region		https://counsellingbc.com/counsellors/location/south-surrey-28/practice/grief-and-loss-general-132

FOOD PROGRAMS

SERVICE	CONTACT NUMBER	NOTES
varies by jurisdiction		

GOVERNMENT REPRESENTATIVES

SERVICE	CONTACT NUMBER	NOTES
varies by jurisdiction		
Services Canada	1-800-622-6332	