



BC ASSOCIATION OF  
**Community Response Networks**  
*Stopping Adult Abuse and Neglect ...Together.*

## 2026 Local Community Contact List

Name of CRN/Community: Renfrew-Collingwood

Date Submitted/Updated: July 15, 2026

|                           |              |                                                           |
|---------------------------|--------------|-----------------------------------------------------------|
| Submitted By: Susanna Chu | 604.435.0375 | <u><a href="mailto:schu@cnh.bc.ca">schu@cnh.bc.ca</a></u> |
|---------------------------|--------------|-----------------------------------------------------------|

*Where there are no local services, list the closest community that has services available under "NOTES".*

*Add rows or use the back of the page if needed to create a complete list for your community.*

### EMERGENCY NUMBERS

| SERVICE                               | CONTACT NUMBER | NOTES                             |
|---------------------------------------|----------------|-----------------------------------|
| Police, Fire and Ambulance            | <b>911</b>     | Numbers to call if no 911 service |
| Fraser Health Crisis Line             | 1-877-820-7444 |                                   |
| British Columbia Poison Control       | 1-800-567-8911 | Local 604-682-5050                |
| Suicide Crisis Line                   | 988            | (Canada, 24/7)                    |
| Non-Emergency Police                  | 604-717-3321   |                                   |
| Non-Emergency Ambulance               | 604-872-5151   |                                   |
| Poison Control                        | 604-682-5050   |                                   |
| Collingwood Community Policing Centre | 604-717-2935   |                                   |
| Victim Link (Police Based)            | 1-800-563-0808 |                                   |
| Metro-Vancouver Crime Stoppers        | 1-800-222-8477 |                                   |

## ADULT ABUSE SERVICES

| SERVICE                                            | CONTACT NUMBER                 | NOTES                                                   |
|----------------------------------------------------|--------------------------------|---------------------------------------------------------|
| Vancouver Renfrew<br>Collingwood CRN               | 604-435-0375                   | See regional resources list for each CRN                |
| Community- based Victim Services                   | 236-865-1194                   | Mon-Fri from 9am to 5pm                                 |
| Community Living BC                                | 604-664-0101<br>1-877-660-2522 | Toll free Vancouver                                     |
| BC Society of Transition Houses                    | 604-669-6943                   |                                                         |
| Yukon Shelter and Housing Centre                   | 604-264-1680                   | Lookout Society                                         |
| BCCEAS – SAIL (Seniors Abuse and Information Line) | 604-437-1940<br>1-866-437-1940 | Toll free                                               |
| bc211                                              | 211                            | Lower Mainland only                                     |
| LBGTQ Contact                                      | 604-684-5307<br>1-800-566-1170 | Toll free                                               |
| Seniors First BC – Abuse and Information Line      | 604-437-1940                   |                                                         |
| Health Authority contact(s) – for reporting abuse  | 604-812-2961                   | Vancouver Coastal Health ReAct Adult Protection Program |
|                                                    |                                |                                                         |

|                                           |              |  |
|-------------------------------------------|--------------|--|
| Seniors' Distress Line (By Crisis Centre) | 604-872-1234 |  |
|                                           |              |  |

## INFORMATION AND REFERRAL

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

| SERVICE                                  | CONTACT NUMBER  | NOTES                          |
|------------------------------------------|-----------------|--------------------------------|
| Seniors Outreach                         | 211             | Bc211                          |
| Community Services                       | 211             | Bc211                          |
| Geriatric and Other programs for Seniors | 604-684-8171    | PathwaysBC                     |
| Problem Gambling Helpline                | 1-888-795-6111  |                                |
| Alcohol and Drug Referral                | 1- 800-663-1441 | HealthLinkBC                   |
| Veterans Affairs Canada                  | 1-866-522-2122  |                                |
| Information and Referral                 | 604-435-0375    | Collingwood Neighborhood House |
| Social Prescribing                       | 604.435.0375    | Collingwood Neighborhood House |

## HEALTH/MENTAL HEALTH

| SERVICE                                             | CONTACT NUMBER                     | NOTES                               |
|-----------------------------------------------------|------------------------------------|-------------------------------------|
| Older Adults Outreach                               | 604-558-5719                       |                                     |
| Mental Health and Addiction Services                | 310-6789                           | 310 Mental Health Support           |
| Home and Community Health                           | 604-327-9525                       | Health & Home Care Society of<br>BC |
| Adult Day program – Vancouver                       | 604-263-7377                       |                                     |
| Burnaby Hospital                                    | 604-434-4211                       |                                     |
| MSP and PharmaCare                                  | 604-683-7151<br>1-800-663-7100     | Vancouver Toll free                 |
| BC Nurse/Pharmacist Line                            | 811                                |                                     |
| Assisted Living Registry                            | 1-866-714-3378                     |                                     |
| Online Medical Support - Medeo                      | 1-888-297-2973                     |                                     |
| Wavefront Centre for Communication<br>Accessibility | 604-736-7391<br>604-736-2527 (TTY) |                                     |
| Short Term assessment and Treatment<br>Centre       | 604-827-0993                       |                                     |
| Seniors Distress Line                               | 604-872-1234                       |                                     |

|  |  |  |
|--|--|--|
|  |  |  |
|--|--|--|

**HOUSING**

| SERVICE                                      | CONTACT NUMBER                 | NOTES                          |
|----------------------------------------------|--------------------------------|--------------------------------|
| BC Housing                                   | 604-433-1711<br>1-866-465-6873 | Vancouver<br>Toll free         |
| Home Adaptations – Canada Mortgage & Housing | 1-800-668-2642                 |                                |
| Advocacy and Appeals re Housing              | 1-866-866-0800                 | Government of British Columbia |
| Shelter Directory                            | 211                            |                                |
| Shelter Aid for Elderly Renters (SAFER) 1    | 1-800-257-7756                 |                                |
| Property Tax Deferment Program               | 1-888-355-2700                 |                                |
| Homeowner Grant for Seniors                  | 1-888-355-2700                 |                                |
| Residential Tenancy Branch                   | 604-660-1020                   |                                |
| Shelter Aid for Elderly Renters (SAFER)      | 604-433-2218                   |                                |
| BC Housing                                   | 604-433-2218                   |                                |
| Seniors' Subsidized Housing (By BC Housing)  | 604-433-2218                   |                                |
| Tenant Resource & Advisory Centre (TRAC)     | 604-255-0546                   |                                |
|                                              |                                |                                |

|                                           |              |  |
|-------------------------------------------|--------------|--|
| Tenant Resource & Advisory Centre (TRAC)  | 604-255-0546 |  |
| Seniors Services Society                  | 604-520-6621 |  |
| Brightside Community Homes Foundation     | 604-684-3515 |  |
| Tenant Resource & Advisory Centre (TRAC)  | 604-255-0546 |  |
| Seniors Services Society                  | 604-520-6621 |  |
| Brightside Community Homes Foundation     | 604-684-3515 |  |
| Lookout Society                           | 604-255-0340 |  |
| RainCity Housing Shelter/Transition House | 604-662-7023 |  |
| Three Links Care Centre                   | 604-434-7211 |  |
| CNH Housing Outreach                      | 778-886-4448 |  |
| Lookout Society                           | 604-255-0340 |  |

## HOME SUPPORT

| SERVICE                                      | CONTACT NUMBER | NOTES               |
|----------------------------------------------|----------------|---------------------|
| Better at Home                               | 604-435-0375   | Renfrew-Collingwood |
| Grocery Shopping                             | 604-442-1746   | Live Peace          |
| Friendly Visiting – Older Adults<br>Outreach | 604-558-5719   |                     |
| Vancouver Coastal Health                     | 604-263-7377   |                     |

## TRANSPORTATION

| SERVICE                                            | CONTACT NUMBER | NOTES                                      |
|----------------------------------------------------|----------------|--------------------------------------------|
| Handy Dart/Handy Card                              | 604-953-3680   |                                            |
| Health Connections – bus service                   |                | Vancouver Coastal Health                   |
| BC Bus Pass Program for Age 60+                    | 1-866-866-0800 |                                            |
| Vancouver Taxi                                     | 604-871-1111   |                                            |
| Parking Permit (disabled)                          | 604-873-7000   | City of Vancouver                          |
| Parking Permit Program                             | 604-718-7744   | (For people with disabilities by SPARC BC) |
| Translink Trip Planner                             | 604-953-3333   | Lower Mainland                             |
| CNIB ID Compass Card                               | 1-844-887-8572 |                                            |
| VAST (Vancouver Affordable Seniors Transportation) | 604-977-8890   | East Vancouver                             |

## LEGAL

| SERVICE                                         | CONTACT NUMBER                 | NOTES                                       |
|-------------------------------------------------|--------------------------------|---------------------------------------------|
| BC CEAS (SAIL)                                  | 604-437-1940<br>1-866-437-1940 | Legal Advocacy Program and Elder Law Clinic |
| Legal Aid                                       | 1-866-577-2525                 | 604-408-2172                                |
| Family Justice Centres                          | 1 – 844-747-3963               |                                             |
| Crown Counsel                                   | 604-660-4353                   |                                             |
| NIDUS – Representation Agreements               | 1-604-408-7414                 |                                             |
| Public Guardian and Trustee                     | 1-604-660-4444                 |                                             |
| Peoples Law School                              | 604-331-5400                   |                                             |
| Lawyer Referral Services                        | 604-687-3221                   |                                             |
| Access Pro Bono Legal Services – in person only | 1-604-878-7400                 |                                             |
| Community Advocacy Services                     | 604-685-6222                   | Community Advocate Support Line             |
| SOURCES Legal Resource Centre                   | 778-735-1368                   |                                             |
| CRA Income Tax Services                         | 1-800-959-8281                 |                                             |
|                                                 |                                |                                             |

|                                                                                      |                       |  |
|--------------------------------------------------------------------------------------|-----------------------|--|
| Service Canada (Canada Pension Plan, Old Age Security, Guaranteed Income Supplement) | 1-800-277-9914        |  |
| BC Seniors' Supplement                                                               | 1-866-866-0800        |  |
| CRA Income Tax Services                                                              | 1-800-959-8281        |  |
| Renfrew Collingwood Income Tax Service                                               | 604-435-0323          |  |
| Seniors First BC                                                                     | 604-437-1940          |  |
| MOSAIC Legal Advocacy                                                                | 604-254-9626          |  |
| Kettle Society Advocacy                                                              | 604-253-0669          |  |
| Adrian Dix Constituency Office                                                       | 604-660-0314          |  |
| Don Davies Constituency Office                                                       | <u>(604) 775-6263</u> |  |
| UBC Law Students Legal Advice Program (LSLAP)                                        | 604-822-5791          |  |

## SUPPORT GROUPS

| SERVICE                                 | CONTACT NUMBER      | NOTES                   |
|-----------------------------------------|---------------------|-------------------------|
| Dementia Help Line                      | 604-681-8651        |                         |
| Al-Anon                                 | 604-434-3933        | MDABC                   |
| Nar-Anon                                | 1-866-683-6819      |                         |
| Alzheimer Society of BC                 | 1-800-667-3742      |                         |
| Caregiver support groups                | 250-384-0408        | Family Caregivers of BC |
| MS Society                              | 1-800-268-7582      | MS Canada               |
| Arthritis Support and Education         | 1-800-321-1433      | HealthLinkBC            |
| Diabetes - Diabetes Education Centre    | 604-984-5752 ext. 2 | North Shore             |
| Deaf and Hard of Hearing                | 778-987-4174 (text) | Well-Being Program      |
| Parkinson Society of BC                 | 1-800-668-3330      |                         |
| MOSAIC Seniors Club                     | 604-254-9626        |                         |
| Qmunity Generations for LGBTQ Seniors   | 604-684-5307        |                         |
| Vancouver Aboriginal Friendship Centre  | 604-251-4844        |                         |
| Collingwood Neighbourhood House Seniors |                     |                         |

|                                     |                |  |
|-------------------------------------|----------------|--|
| Programs                            | 604-435-0375   |  |
| Renfrew-Collingwood Seniors Society | 604-430-1441   |  |
| Veterans Affairs Canada             | 1-866-522-2122 |  |

## FIRST NATIONS/INDIGENOUS SERVICES

| SERVICE                                | CONTACT NUMBER | NOTES                |
|----------------------------------------|----------------|----------------------|
| Vancouver Friendship Centre            | 778-940-1520   |                      |
| Band Office                            | 604-263-3261   | Musqueam Indian Band |
| Métis Services BC                      | 1-800-940-1150 | Toll free            |
| First Nations Health Authority         | 1-855-550-5454 | Alberni Office       |
| A Social Program for Indigenous Elders | 604-423-6046   | Pathways BC          |
| Elders – Government of BC              | 1-800-880-1022 |                      |

## IMMIGRANT SERVICES

| SERVICE                             | CONTACT NUMBER | NOTES                          |
|-------------------------------------|----------------|--------------------------------|
| Health and Seniors Information Line | 211            | Lower Mainland                 |
| Local Immigrant Services            | 604-684-2561   | Immigrant Services of BC       |
| Settlement Services                 | 604-255-1881   | Settlement Orientation Service |
| Translation and Settlement Services | 604-254-9626   | MOSAIC                         |
| Connecting Seniors                  | 604-684-2561   |                                |
| SUCCESS Service Centre              | 604-323-0901   | Granville Service Centre       |
| Immigrant Services Society          | 604-684-2561   |                                |
| REACH Multicultural Family Centre   | 604-251-3000   |                                |
| Multicultural Helping House Society | 604-359-1809   |                                |

## MUNICIPAL SERVICES

| SERVICE                           | CONTACT NUMBER        | NOTES                      |
|-----------------------------------|-----------------------|----------------------------|
| Parks and Recreation - facilities | 604-718-8200          | Killarney Community Centre |
| Parks and Recreation - programs   | 604-718-8200          | Killarney Community Centre |
| Vancouver Public Library          | 604-665-3953          | Collingwood Branch         |
| Vancouver Public Library          | <u>(604) 257-8705</u> | Renfrew Branch             |
| Vancouver Program and Support     | 604-873-7000          |                            |
| BC211                             | 211                   |                            |

## INCOME AND BENEFITS

| SERVICE        | CONTACT NUMBER | NOTES          |
|----------------|----------------|----------------|
| CPP, OAS, GAIN | 1-800-277-9914 | Service Canada |

|                                                           |                |                                                                          |
|-----------------------------------------------------------|----------------|--------------------------------------------------------------------------|
| Employment and Income Assistance                          | 1-866-866-0800 | Service BC                                                               |
| Community Volunteer Income Tax Prep.                      | 604-435-0323   | Renfrew Collingwood Income Tax Service (Collingwood Neighbourhood House) |
| Seniors Advocate – Income Supports                        | 1-866-866-0800 |                                                                          |
| Shelter Aid for Elderly Renters (SAFER)                   | 604-439-4729   |                                                                          |
| Old Age Security Pension and Guaranteed Income Supplement | 1-800-277-9914 | Service Canada                                                           |

## DEATH, DYING AND GRIEF SERVICES

| SERVICE                                                    | CONTACT NUMBER | NOTES           |
|------------------------------------------------------------|----------------|-----------------|
| Palliative Care in Hospice at Vancouver<br>Hospice Society | 604-737-7305   |                 |
| Grief Counselling                                          | 604-738-9950   | Here to Help BC |
| British Columbia Funeral Association                       | 800-665-3899   |                 |
| Ministry Assistance with Funeral Costs                     | 1-866-866-0800 |                 |

## FOOD PROGRAMS

| SERVICE                             | CONTACT NUMBER                                         | NOTES     |
|-------------------------------------|--------------------------------------------------------|-----------|
| Greater Vancouver Food Bank         | 604-876-3601                                           |           |
| Grocery Delivery                    | 1 (888) 246-7822                                       | Instacart |
| Meal Delivery – Heart to Home       | 1-866-933-1516                                         |           |
| Meal Delivery – Meals on Wheels     | 604-733-6614<br>604-733-6615 (Service<br>in Cantonese) |           |
| QUEST Food Exchange                 | 604-602-0186                                           |           |
| Better Meals                        | 604-299-1877                                           |           |
| Safeway Shop by Phone               | 604-709-6402                                           |           |
| Renfrew Collingwood Food Justice    | 604-435-0323                                           |           |
| CNH Better at Home Grocery Delivery | 604-435-0375                                           |           |

## GOVERNMENT REPRESENTATIVES

| SERVICE                        | CONTACT NUMBER        | NOTES |
|--------------------------------|-----------------------|-------|
| MLA's Office – Adrian Dix      | 604-660-0314          | MLA   |
| Don Davies Constituency Office | <u>(604) 775-6263</u> | MP    |
| Services Canada                | 1-800-622-6332        |       |
| Services BC                    | 604-660-2421          |       |
| City of Vancouver              | 604-873-7011          |       |