



Local Community Contact List (Template)

Name of CRN/Community: New Westminster

Date Submitted/Updated: July 31, 2026

Submitted By: Leanore Sali 778-789-7254 newwestcrn@gmail.com

(Name)

(Phone)

(Email)

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	911	Emergency Service
New West Police Non Emergency	604-525-5411	
Victim Assistance Unit New West Police	604-529-2525	VAU@nwpolice.org
Crime Victim Assistance Program	1-800-563-0808	Victim Link BC
Metro Vancouver Crime Stoppers	1-800-222-8477	
Suicide Crises Line	604-872-3311	24/7 all ages with concerns such as mental health, violence, abuse, self-harm. www.crisiscentre.bc.ca
Lifeline Emergency Response Service – personal emergency response program	604-953-4960	Fraser Health
Fraser Health Mental Health Emergency Service	604-951-8855 or 1-877-820-7444	Trained volunteers provide emotional crisis service 24/7
Drug & Poison Control	604-682-5050	Vancouver www.dpic.org
Health Link BC	811	Nurse, pharmacist, nutritionist, physio
Suicide Crises Life Line	988	24 /7 Call, Text or Chat

Wellness Check – New West Police non-emergency line	604-525-5411	
--	--------------	--

ADULT ABUSE SERVICES

SERVICE	CONTACT NUMBER	NOTES
Fraser Health – REACT team for reporting adult abuse, neglect, self-neglect	1-877-732-2808	Fraser Health Email: react@fraserhealth.ca
New West Police-based Victim Services Unit	604-529-2525	www.nwpolice.org E: VAU@nwpolice.org
Community- based Victim Services	604-525-9144	Burnaby/New Westminster
Community Living BC Supports Adults with development disabilities	604-660-8124	Burnaby Location www.communitylivingbc.ca
Monarch Place Transition House Ama House for Older Women Margaret's Housing for Older Women (Maggie's)	604-521-1888 604-542- 5992 604-205-9350	sage@nscss.net amasupport@atira.bc.ca maggies@atira.bc.ca
The Russel Lookout Shelter, New Westminster (Men) Salvation Army New West Emergency Shelter (Men) Elizabeth Fry Emergency Shelter, New Westminster (women) Shelter & Street Help Line	604-529-9126 604-526-4783 604-523-6749 211	www.bc211.ca
BCCEAS – SAIL (Seniors Abuse and Information Line) – for information about abuse and for emotional support	604-437-1940 1-866-437-1940	www.seniorsfirstbc.ca
Victim Link	1-800-563-0808	www.victimlinkbc.ca
BC211	211	www.bc211.ca
LBGTQ Contact	604-684-5307 1-800-566-1170	Qmunity www.qmunity.ca Toll free E: seniors@qmunity.ca
Seniors Distress Line	604-872-1234	

INFORMATION AND REFERRAL

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

SERVICE	CONTACT NUMBER	NOTES
Housing Navigation	604-520-6621	Seniors Services Society of BC www.seniorsservicessociety.ca
Community Services	604-520-6621	Seniors Services Society of BC www.seniorsservicessociety.ca
Geriatric and Other programs for Seniors	604-553-3330	Nurse Next Door, New Westminister
Problem Gambling Helpline -24/7	1-888-795-6111	Toll Free www.bcreponsiblegambling.ca
Alcohol and Drug Referral	604-660-9382	Hotline or call 211
Veterans Affairs Canada	1-866-522-2122	Toll Free www.veterans.gc.ca
Veterans Crisis Helpline	1-800-273-8255	
Legal Aid	604-472-0634	
Office of the Seniors Advocate	1-877-952-3181	

HEALTH/MENTAL HEALTH/SUPPORT SERVICES

SERVICE	CONTACT NUMBER	NOTES
Mental Health/Geriatric Outreach	604-777-6800	Fraser Health www.fraserhealth.ca
New Westminister Mental Health and Addiction Services	604-777-6800	Fraser Health www.fraserhealth.ca
New West Home and Community Health Services	604-777-6700	Fraser Health www.fraserhealth.ca
Adult Day programs	604-953-4965	Fraser Health Home Health Service Line
Acute Care for Elderly (ACE)	604-434-4211	Burnaby Hospital
Home Health Intake & Referral Line for Fraser Health Region	1-855-412-2121	Fraser Health
BC Nurse/Pharmacist/ Dietitian Line HealthLink	811	Free advice from registered nurse, pharmacist or dietitian
Assisted Living Registry	1-866-714-3378	
Adult Abuse & Neglect	877-732-2808	E: react@fraserhealth.ca
Public Health Agency of Canada		www.canada.ca/en/public-health/services
Mood Disorders Assoc. of BC	604-873-0103	www.mdabc.net
Fraser Health Crisis Line 24/7	604-951-8855	

Aboriginal Crisis Line Adults/Elders 24/7	250-723-4050 or 1-800-588-8717	KUU-US – Crisis Line Society
Seniors Distress Line	604-872-1234	www.crisiscentre.bc.ca
310 Mental Health Support 24/7/365	310-6789	No need to dial area code Access to emotional support, resources specific to mental health
MSP and PharmaCare	1-800-663-7100	Vancouver Toll Free
PACT – Peer Assisted Care Team	778-727-3909	New West mobile support team for individuals experience mental heal or substance use crises. 7 days a week from 7:00am – 11:30pm
IHART – Integrated Homelessness Action Response Team	236-332-6687	ihar.tricities@fraserhealth.ca
Fraser Health Lifeline	604-953-4960 lifeline@fraserhealth.ca	Emergency Personal Response system
Medeo – online medical support	1-888-297-2973	Virtual care solutions that offers secure video visits and secure patient messages.
Day Programs for Older Adults	1-855-412-2121	Queens Park Care Centre 315 McBride
Senior Gay Straight Alliance for Older Adults	604-519-1066	
Vital Connections Counselling for Older Adults	604-341-5897	Counselling services for anxiety, depression, life transitions, isolation etc.
Ability 411	Ability411@uvic.ca	Web based service providing info about assistive technologies and equipment for BC seniors
Canadian Dental Care Program	1-833-537-4342	

HOUSING

SERVICE	CONTACT NUMBER	NOTES
BC Housing	604-433-1711 1-866-465-6873	Vancouver Toll Free
Home Adaptations – Canada Mortgage & Housing	1-800-668-2642	www.cmhc.ca
Advocacy and Appeals re Housing	604-433-1711	BC Housing www.bchousing.org

Housing Register	604-433-2218 1-800-257-7756	Housing enquiries
Shelter Aid for Elderly Renters Program (SAFER)	604-433-2218 1-800-257-7756	Rental Assistance Program
TRAC (Tenant Resource & Advisory Centre)	604-255-0546	www.tenants.bc.ca
Housing Navigation	604-520-6621	Seniors Services Society of BC
Program (HAFI) Home Adaptations for Independence (BC Housing)	604-259-1211	
Residential Tenancy Branch	604-660-2421	

HOME SUPPORT

SERVICE	CONTACT NUMBER	NOTES
Better at Home: Support Calls Grocery Ordering Light Housekeeping Medical Transport	604-520-6621	Senior Services Society of BC www.seniorsservicesociety.ca
Grocery Ordering	604-520-6621	
Senior Citizens Repair Service	604-529-1100 604-438-6990	Office Dispatch Provides low cost minor house repairs & maintenance
Peer Counselling	604-519-1064 ext 1 or 778-882-2472	Century House E: info@chspc.ca
Home Visits	604-522-4611	St. Vincent de Paul

TRANSPORTATION

SERVICE	CONTACT NUMBER	NOTES
Handy Dart/Taxi Saver/Handy Card	604-953-3680 605-575-6600	To Sign Up Booking/Cancelling Trips
Bus Pass Program	1-866-866-0800 604-520-6621	TransLink Seniors Services Society if you require help applying
TransLink Trip Planner Compass Card	604-953-3333 604-398-2042	Lower Mainland www.translink.ca
TransLink Customer Service	604-953-3333	

Royal City Taxi Ltd. Bonny's Taxi Ltd.	604-526-6666 604-451-1111	
Parking Permit (disabled) SPARC BC	604-718-7744	www.sparc.bc.ca Email: permits@sparc.bc.ca

LEGAL

SERVICE	CONTACT NUMBER	NOTES
BC CEAS (SAIL)	604-437-1940 1-866-437-1940	Legal Advocacy Program and Elder Law Clinic www.seniorsfirstbc.ca
Legal Aid	1-866-577-2525	
Family Justice Clinic	604-660-6828	
Crown Counsel	604-660-4353	
Dial-A-Law	604-687-4680	
NIDUS – Representation Agreements	1-604-408-7414 Voicemail Only	www.nidus.ca E: info@nidus.ca
Public Guardian and Trustee	1-604-660-4444	www.trustee.bc.ca
Peoples Law School	604-331-5400	www.peopleslawschool.ca
Lawyer Referral Services	604-687-3221 1-800-663-1919	www.accessprobono.ca Toll Free
Access Pro Bono Legal Services – in person only	604-878-7400 1-877-762-6664	Toll Free www.accessprobono.ca
Community Advocacy Services	604-685-3425	Community Legal Assistance Society www.clasbc.net

SUPPORT GROUPS

SERVICE	CONTACT NUMBER	NOTES
Dementia Help Line	1-800-936-6033	Alzheimer Society of BC www.alzheimer.ca/bc
Alcoholics Anonymous (AA)	604-434-3933	www.vancouveraa.ca
Narcotics Anonymous (NA)	604-873-1018	www.vascna.ca
Al-Anon	604-688-1716	www.al-anon.org
Nar-Anon	604-878-8844	www.nar-anonbcregion.org
Alzheimer Society of BC	604-681-6530	www.alzheimerbc.ca

MS Society	604-689-3144	www.mssociety.ca
Arthritis Society Arthritis Answers Line	604-714-5550 1-800-321-1433	www.arthritis.ca
Diabetes Education & Support	604-520-4473	Royal Columbia Hospital
Canadian Hard of Hearing Association BC Chapter	604-423-3247	www.chha-bc.org E: info@chha-bc.org
Family Caregivers Network Society	150-384-0408 1-877-520-3267	www.familycaregiversbc.ca
Parkinson Society of BC	604-662-3240	www.parkinson.bc.ca
Self Management BC (Chronic Pain)	604-940-1273	www.selfmanagementbc.ca
Osteoporosis Canada	1-800-463-6842	

FIRST NATIONS/INDIGENOUS SERVICES

SERVICE	CONTACT NUMBER	NOTES
Friendship Centre	604-251-4844	Service to all
First Nations Health Authority	604-693-6500	www.fnha.ca
Fraser Region Aboriginal Friendship Centre Association	604-595-1170	www.frafca.org E: info@fafca.org
Metis Nation British Columbia	604-557-5851	www.mnbc.ca

IMMIGRANT SERVICES

SERVICE	CONTACT NUMBER	NOTES
Health and Seniors Information Line	211	Lower Mainland
Local Immigrant Services	604-522-5902	Immigrant Settlement Services of BC (ISS)
Settlement Services	778-591-9334	Mosaic Surrey Newcomers Centre
Translation Services	604-254-8022	Mosaic www.mosaicbc.org
New to BC c/o New Westminster Library	604-527-4660	www.newtobc.ca
Vancouver & Lower Mainland Multicultural Family Support Services Society (VLMFSS)	604-436-1025	www.vlmss.ca

MUNICIPAL SERVICES

SERVICE	CONTACT NUMBER	NOTES
Parks and Recreation - facilities	604-527-4567	www.newwestcity.ca

Parks and Recreation - programs	604-527-4567	www.newwestcity.ca
Library(s)	604-527-4660	www.nwpl.ca E: askus@nwpl.ca
Century House	604-519-1066	

INCOME AND BENEFITS

SERVICE	CONTACT NUMBER	NOTES
CPP, OAS, GIS	1-800-622-6232	Service Canada www.canada.ca
Employment and Income Assistance	604-660-2421	Service BC www2.gov.bc.ca
Community Volunteer Income Tax Prep.	604-520-6621	Seniors Services Society of BC www.seniorsservicesociety.ca
Identification & Social Insurance #	1-800-622-6232	Service Canada Centre

DEATH, DYING AND GRIEF SERVICES

SERVICE	CONTACT NUMBER	NOTES
New West Hospice Society	236-333-5150	www.newwesthospice.ca
Health Link BC	811	www.healthlinkbc.ca
BC Bereavement Helpline	604-738-9950 or 1-877-779-2223	www.bcbh.ca E: contact@bcbh.ca

FOOD PROGRAMS

SERVICE	CONTACT NUMBER	NOTES
Food Bank	604-876-3601	Vancouver
Grocery Ordering	604-520-6621	Seniors Services Society Better at Home Program
St. Barnabus Food Cupboard	604-526-6646	
Salvation Army Emergency Food Bank	604-521-2421	
Meal Delivery		www.bettermeals.ca
Ques Food Exchange	604-553-0636	
Purpose Society Hamper Program	604-526-2522	
St. Vincent de Paul		Fridays 5:00 – 6:30 740 Carnarvon St.
Gurdwara		Dine in hot meal – Mon-Sun 5:00 – 7:30pm
UGM		658 Clarkson – hot breakfast Mon – Friday 8 – 9 AM

SERVICE	CONTACT NUMBER	NOTES
Jennifer Whiteside	604-775-2101	Email: Jennifer.whiteside.mla@let.bc.ca
Jake Sawatzky		Email: jake.sawatzky@parl.gc.ca
Service BC	604-660-2421 1-800-663-7867	www.servicebc.gov.bc.ca Toll Free
Office of Ombudsperson	1-800-567-3247	www.bcombudsperson.ca
Office of Seniors Advocate of BC	1-877-952-3181	www.seniorsadvocatebc.ca Email: info@seniorsadvocatebc.ca