



BC ASSOCIATION OF

Community Response Networks

Stopping Adult Abuse and Neglect ...Together.

Local Community Contact List

Name of CRN/Community: New Westminster

Date Submitted/Updated: July 31, 2025

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(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.seniorsservicesociety.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 Westminster
Problem Gambling Helpline -24/7	1-888-795-6111	Toll Free www.bcresponsiblegambling.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 Westminster 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 health 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	
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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. Vicent 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
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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