



Local Community Contact List (Template)

Name of CRN/Community: **Terrie Orthner/Burnaby**
Date Submitted/Updated: **03/28/2020**
Submitted By: **Terrie Orthner 604-250-4860 torthner@mulberryparc.ca**

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	Numbers to call if no 911 service
Crisis Line	604-872-3311	Crisis Intervention & Suicide Prevention (24/7 Distress Line) Mental Health Support (BC Wide) 310-6789 Senior's Distress Line - 604-872-1234 Elder Abuse Line - 604-437-1940 Success (Chinese Help Line , Burnaby Office) 604-430-1899 Daily 10am-10pm Cantonese -604-270-8233 Mandarin-604-270-8222 411 Seniors Center : 604-684-8171 Support's for Senior's in Crisis
Poison Control	1-800-567-8911 Toll Free or 604-682-5050 in Greater Vancouver	Call if someone has been poisoned by a medicine or other substance
Lifeline (or similar service)	1-800-668-1507	Canadian Medic Alert www.medicalert.ca Email: customerservice@medicalert.ca
Fraser Health Lifeline	604-953-4960	www.fraserhealth.ca/health-info/seniors/life;line email: lifeline@fraserhealth.ca

ADULT ABUSE SERVICES

SERVICE	CONTACT NUMBER	NOTES
Health Authority contact(s) for reporting abuse	604-437-1940 - Seniors First BC - Senior's Abuse and Information Line	See regional resources list for each CRN
Police-based Victim Services	604-646-9700	Burnaby RCMP Victim Services - Mon-Fri - 7am - 7pm Weekends and Holidays - 8am-4pm
Community- based Victim Services	1-800-563-0808	Provincial Victim Link BC - toll free, multilingual 24/7 across BC Text - 604-836-6381 www.victimlinkbc.ca
Community Living BC	604-664-0101 1-877-660-2522	Local Vancouver Toll free

SERVICE	CONTACT NUMBER	NOTES
Transition House (s)	604-298-3454	Dixon House is a ten-bed emergency home for women and their children who are fleeing domestic violence. Women, children, and pets may stay at the transition house for up to 30 days. Dixon House provides a safe and supportive environment where women can access resources including finding alternative accommodation. 24 hour intake
Emergency Shelter (s)	604-522-9669	Progressive Housing Society - Intake Hours: 10am to 10pm Operating Hours: 24/7 No referral needed! First come, first serve The Russel: (604) 529-9126 (New Westminster) Lookout Housing & Shelter Society- 604-255-0340 - info@lookoutsociety.ca
BCCEAS â€œ SAIL (Seniors Abuse and Information Line) â€œ for information about abuse and for emotional support	604-437-1940 1-866-437-1940	Toll free
Victim Link	1-800-563-0808	Victim Services
bc211	211	Lower Mainland only
LBGTQ Contact	604-684-5307 1-800-566-1170	Toll free
411 Seniors Centre	604-684-8177	Network Of Senior Advocates across the province providing supports to senior's in crisis. www.411.seniors.bc.ca email: contact411@411seniors.bc.ca
Burnaby Chapter BC Community Response Network Coordinator Terrie Orthner	604-250-4860	The Senior's Outreach Coordinator for Burnaby coordinates the Community response Network which educates and supports seniors regarding elder abuse issues

INFORMATION AND REFERRAL

(Local services â€œ often grouped in one multi-service agency â€œ listed below)

SERVICE	CONTACT NUMBER	NOTES
Seniors Outreach	604-250-4860	The Senior's Outreach Coordinator for Burnaby coordinates the Community response Network which educates and supports seniors regarding elder abuse issues
Community Services	778-736-0901	Burnaby Seniors Resource Society - Senior Focused Service providers sharing resources and education with older adults in the Burnaby Area
Geriatric and Other programs for Seniors	604-294-5444 North / 604-431-0400 South /	Burnaby Neighborhood House: info@burnabynh.ca Senior's outreach, infor and referrals: Mon-Thurs 9am-8pm Fri - 9am-5pm
Problem Gambling Helpline	1-888-795-6111	24 hours toll free

SERVICE	CONTACT NUMBER	NOTES
Alcohol and Drug Referral	604-660-9383	Alcohol & Drug Information & Referral Service - 24/7 Burnaby Addictions Services: 604-453-1910 Monday - Friday 8:30am-4:30pm Screening, assessment, referral for you or family. Free & Senior outreach workers available Burnaby substance Use Services (Older adult outreach program, 65 & up): 606-777-6870 Mon - Fri 8:30-11:30am
Veterans Affairs Canada	1-866-522-2122	www.veterans.gc.ca Mon-Fri 8:30am-4:30pm Veterans Crisis Helpline - 1-800-273-8255
Burnaby Senior's Outreach Society	604-291-2258	www.bsoss.org Senior's Helping Senior's program Mon-Fri - 9:30am- 4:30pm Burnaby Family Caregivers Project
Citizen Support Services	604-294-7980	Phone Buddies Program, Volunteer Visitor Program, Gadabouts (Provided by the City of Burnaby) Senior Services Society :604-520-6621 General Inquiries, Mon-Fri: 8:30am-4:30pm Support Services, Housing Services, Community Education

HEALTH/MENTAL HEALTH

SERVICE	CONTACT NUMBER	NOTES
Mental Health/Geriatric Outreach	404-453-1900	Burnaby Mental Health Mon-Fri 9am-4pm (excluding Holidays) BC Health & Senior's information Line : 1-800-465-4911 Mon-Fri 8:30am-4:30pm Demntia Helpline : 604-681-8651
Mental Health and Addiction Services	1-800-465-4911	BC Health & Senior's information Line Mon-Fri 8:30am-4:30pm
Home and Community Health	604-918-7604/604-918-7447	Fraser Health Home Health Care n- 1-855-412-2121 Care Complaints - 604-918-7683 Mon - Fri - 8:30am-4:30pm
Adult Day programs	604-297-4580	Bonsor 55+ Line : Mon-Fri 6am-11pm Sat 7:10am-10pm & Sun 7:10am-11pm Bonsor Health Alert Program: 604-297-4956 Mon: 9am-4pm Cameron Health Focus: 604-297-4456 Every second Wednesday 8:30-11:30am Confederation Senior's Active in Living: 604-294-1936 Edmonds Health Watch : 604-297-4901 Thursday 10-11:45am Senior's Together Program @ Burnaby Neighborhood House info@burnabynh.ca www.burnabynh.ca South Burnaby : 604-431-0400 North Burnaby: 604-294-5444 New Horizon's: 604-435-5544 Thursday's 1-4:15 pm (Recreation, Social & spiritual services for people 55 years or older) Citizen Support Services : 604-294-7980 Lunch program & outings for the elderly
Hospital	604-434-4211	Burnaby General Hospital Royal Columbian Hospital - 604-520-4253 Vancouver Genral Hospital - 604-875-4111 Eagle Ridge Hospitaln- 604-461-2022 St Pauls Hospital - 604-806-9090
MSP and PharmaCare	604-683-7151 1-800-663-7100	Vancouver Toll Free

SERVICE	CONTACT NUMBER	NOTES
BC Nurse/Pharmacist Line	811	Call 8-1-1 toll-free in B.C., or for the deaf and hard of hearing, call 7-1-1. You can speak with a health service navigator, who can also connect you with a: registered nurse any time, every day of the year registered dietitian from 9am to 5pm PT, Monday to Friday qualified exercise professional from 9am to 5pm PT, Monday to Friday pharmacist from 5pm to 9am PT, every day of the year Translation services are available in more than 130 languages.
Assisted Living Registry	1-866-714-3378	https://www2.gov.bc.ca/gov/content/health/assisted-living-in-bc/assisted-living-registry Assess applications Answer questions, provide information and education Monitor operators for compliance with the Act and the Assisted Living Regulation Investigate complaints related to the health or safety of a resident Investigate whether an unregistered assisted living residence is being operated Publish information about assisted living residences including: Those that are registered Those that are operating unlawfully Information about *substantiated complaints; and Inspection or investigation findings
Online Medical Support - Medeo	1-888-297-2973	virtual care solution that offers secure video visits and secure patient messaging. https://medeohealth.com/
Alzheimer Society of BC	604-681-6530	Help & information for family and friends of people with Alzheimer's disease and related dementia. Arthritis Society - 1-800-321-1433 BC Epilepsy Society - 604-875-6704 BC Lung Association- 604-731-5864 / Advice Line 1-800-665-5864 Burnaby Fall Prevention Society- 604-587-7866 Burnaby Hospice Society - 604-520-5087

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	For general inquiries call Home Adaptations for Independence (HAFI) Lower Mainland - 604-433-2218 Mon-Fri 8:30am-4:30pm Affordable Housing society: 604-433-2218 (general inquiries or to apply) Chaffey Lane: 604-435-7942 Ridgelawn Gardens:604-291-0461 BC Housing Management Commission: Housing Application, SAFER, Rental Assistance 604-433-2218 or 1-800-257-7756 BC Non Profit Housing Association: 604-291-2600 or 1-800-494-8859 Co-Operative Housing Federation on BC: 604-879-5111 Brightside Community Homes Foundation: 604-684-3515 Low rental housing for low income adults 50 plus

SERVICE	CONTACT NUMBER	NOTES
Advocacy and Appeals re Housing	604-437-1940	BC Center for Elder Advocacy & Support www.seniorsfirstbc.ca Daily (except holidays) 8am-8pm housing, debt, government benefits, financial exploitation, guardianship/capacity, abuse/neglect, discrimination, pensions and appeals, consumer complaints Residential Tenancy Branch : 604-660-1020
Legion Housing		George Derby Center- 604-521-2676 local 400 New Chelsea Society- 604-395-4370 The Poppy Residence- 604-568-5563
Post 83 Co-Operative Housing Association	604-434-4699	Co-operative housing in Burnaby Senior Services Society - 604-520-6621 Provides information for housing options for seniors (60+)

HOME SUPPORT

SERVICE	CONTACT NUMBER	NOTES
Better at Home	604.297.4877	Primary Contact: Patty Perfecto- Program Coordinator betterathome@burnaby.ca
Grocery Shopping	604-294-7980	Shop By Phone Grocery Program provided by the City of Burnaby Dairyland Home Services: 1-800-667-1228 Burnaby Meals on Wheels: 604-299-5754 Monday-Friday 9am-3:30pm Food Bank Distribution Locations: Southside Community Church- 604-259-0170 Every Tuesday (except the last of the month) 10am-11am Jubilee United Church-604-434-8323 Monday's 10am-11am/ Lunch every Tuesday 12-12:30 Community Breakfast-604-521-2511 Free Breakfast Thursday, 8-9am Holy Trinity Church , New Westminster
Home repairs and Maintenance	604-529-1100 / Dispatcher 1-4pm 604-438-6990	Only agencies that provide volunteers who have undergone a criminal record check.
Peer Counselling	604-430-1303	Burnaby Counselling Senior's Helping Senior's (BSOS) 604-291-2258 Phone Buddies Program - 604-294-7980
Friendly Visiting	604-294-7980	Volunteer Visitor Program provided by the City of Burnaby
Neighbors Helping Neighbors	604-764-6601	Provide simple Maintenance tasks for Seniors in the greater Vancouver area Director of Day Programs: Peter McKinley- 604-435-9544 ext 29

TRANSPORTATION

SERVICE	CONTACT NUMBER	NOTES
Handy Dart/Taxi Saver/Handy Card	604-575-6600	Information & Cost To Sign Up: 604-953-3680 Mon-Fri 8am-6pm Weekends & Holidays 8am-4pm
Health Connections " bus service	604-953-3680	Taxi Saver & Handi Dart www.translink.ca

SERVICE	CONTACT NUMBER	NOTES
Bus Pass Program	1-866-866-0800	Universal Bus Pass for unlimited travel available to seniors and persons with a disability Mon-Fri 9am-4pm
Taxi (s)	(604) 451-1111	Bonny's Taxi Royal City Taxi - (604) 526-6666
Parking Permit (disabled)	604-718-7744	Call for form that must be signed by a Doctor
Translink Trip Planner	604-953-3333	Lower Mainland
Burnaby Community Services	604-299-5778	Volunteer Drivers, must arrange at least 5 working days prior, small fee Mon-Fri 9am-4pm

LEGAL

SERVICE	CONTACT NUMBER	NOTES
BC CEAS (SAIL)	604-437-1940 1-866-437-1940	Legal Advocacy Program and Elder Law Clinic
Legal Aid	1-866-577-2525	Parent Support Services Society of BC - toll free support line 1-855-474-9777 Or 604-669-1616 Monday, Tuesday, Thursday & Friday 10am - 2pm Also provides peer support circles for grandparents in BC Elder Law Clinic-604-336-5653 Senior's Advocate - 1-877-952-3181 Dial-A-Law - 604-687-4680 24 hrs a day Lawyer Referral Service - 604-687-3221 People's Law School - 604-331-5400 Pro Bono Society of BC (South Burnaby Neighborhood House) 604-878-7400 University of BC Law Students Legal Advice Program - 604-822-5791
Family Justice Clinic	(604) 660-8636	5:15 p.m. - 8:30 p.m. Opens 8 a.m. Mon. New Westminster
Crown Counsel	(604) 775-1107	651 Carnarvon St, New Westminster, BC V3M 1C9
NIDUS "Representation Agreements"	1-604-408-7414	https://www.nidus.ca/forms-pathway/ Nidus Vancouver (604) 408-7414 Provides assistance and documentation for personal planning and estate
Public Guardian and Trustee	1-604-660-4444	Helps people who are unable to look after their own affairs Monday - Friday 8:30am-4:30pm Fax 604-660-0374
Peoples Law School	604-331-5400	www.peopleslawschool.ca Publications for Seniors, Mon-Fri 9am-5pm
Lawyer Referral Services	604-687-3221	Service which will give you names of lawyers who will charge only \$25 plus tax for the first 30mins Mon-Fri 8:30am-5pm
Access Pro Bono Legal Services "in person only"	1-877-762-6664	http://accessprobono.ca/

SERVICE	CONTACT NUMBER	NOTES
Community Advocacy Services	604-878-7400	Pro Bono Society of BC (South Burnaby Neighborhood House) Free legal advice to people that cannot pay a lawyer or get help from legal aid. By appointment only Mon-Fri-9am-5pm
Senior Services Society	604-520-6621	Help for Seniors with legal documents and forms Mon-Fri 8:30am-4:30pm

SUPPORT GROUPS

SERVICE	CONTACT NUMBER	NOTES
Dementia Help Line	604-681-8651	Helpline for family dealing with a loved on with dementia
AA	604-434-3933	24 hours a day
NA	604-873-1018 or 1-866-683-6819	Support for people with substance abuse
Al-Anon	604-688-1716	Mon-Fri 10am-3:30pm After hours recorded message
Nar-Anon	tel:1-604-878-8844	24 hours support for family & friends of someone dealing with addiction
Alzheimer Society of BC	604-681-6530	Help and information for family and friends of people with Alzheimer's disease and related dementia Mon-Fri 9am-4pm
Caregiver support groups	604-291-2258	Burnaby Senior's Outreach Society's Family Caregivers Project Mon-Fri 9:30am-4:30pm
MS Society	604-689-3144	info.bc@mssociety.ca
Arthritis	1-800-321-1433	www.arthritis.ca General Inquiries: info@arthritis.ca
Diabetes	604-732-1331	Vancouver Office Information Line : 1-800-226-8464 Chinese Information Line: 604-732-8187
Deaf and Hard of Hearing	1-866-888-2442	Support for people who are hard of hearing Tuesday-Thursday 10am-2pm
Burnaby Stroke Recovery Club	North 604-790-4880 South 778-230-4008	Peer & Caregiver support for people recovering from stroke

FIRST NATIONS/INDIGENOUS SERVICES

SERVICE	CONTACT NUMBER	NOTES
Friendship Centre	(604) 251-4844	1607 E Hastings St, Vancouver, BC V5L 1S7 9am-5pm Mon-Fri Indigenous Services, BCIT 432-8474 Mon-Fri 8:30-4pm
Band Office	(604) 451-0531	Qayqayt First Nation (New Westminster Indian Band)
Māōtis Services	(604) 682-2933	10:30 am – 3:00 pm (Monday – Friday)

SERVICE	CONTACT NUMBER	NOTES
First Nations Health Authority	(604) 693-6500	Mon-fri 9am-5pm
Mā̃@tis Employment and Training:	Tel: 604-395-4100 Fax: 604-395-7102	713 Columbia St New Westminster , BC V3M 1B2

IMMIGRANT SERVICES

SERVICE	CONTACT NUMBER	NOTES
Health and Seniors Information Line	211	Lower Mainland
Local Immigrant Services	604-431-4131	Burnaby Multicultural Society Help for Immigrants & refugees Mon-Fri-9am=5pm
Settlement Services	604-684-2561	Immigrant Services Society of BC Mon-Fri 8am-5pm
Translation Services	604-254-9626	MOSAIC Information and advice for immigrants and newcomers. Translation/Interpretation services and language center. Mon-Fri 9am-5pm Senior's Club 604-438-8214
India Mahila Woman Association	604-321-7225	Helpline for people in emotional or personal trouble Referral Hindi, Punjabi,Urdu and other dialects
SUCCESS	604-430-1899	Burnaby Settlement Services Mon-Fri 9am-5pm South Asian Seniors Friendship Society- 604-297-4902 Wed-10am-1pm (for woman) South Asian Multicultural Services- 504-596-4357 604-584-5811 BC Main Office

MUNICIPAL SERVICES

SERVICE	CONTACT NUMBER	NOTES
Parks and Recreation - facilities	604-297-4597	Bonsor Recreation Complex Cameron Recreation Complex - 604-297-4456 Confederation Community Center- 604-294-1936 Edmonds Community Center- 604-297-4838 Willingdon Hieghts Community Center- 604-297-4526
Parks and Recreation - programs	604-320-2227	City of Burnaby Recreation Program Low income seniors can apply for credits to be used at any Burnaby Parks and Recreation or Cultural Service Bonsor Health Alert- 604-297-4956 Cameron Health Focus- 604-297-4456 Confederation Seniors Active in Living - 604-294-1936 Edmonds Health Watch - 604-297-4901
Library(s)	604-436-5423	Home Library Service Tommy Douglas Branch - 604-522-3971 Mon-Fri w10am-9pm Sat 10am-6pm Sun 12pm-5pm McGill Library - 604-299-8955 Mon-Fri 10am-9pm Sat 10am-6pm Sun 12pm-5pm
Bob Prittie Metrotown Branch	604-436-5400	Mon-Fri 9am-9pm Sat 9am-6pm Sun 12pm-5pm

SERVICE	CONTACT NUMBER	NOTES
Cameron Library	604-421-5454	Mon-Thur 10am-9pm Fri,Sat 10am-6pm Sun 12pm-5pm

INCOME AND BENEFITS

SERVICE	CONTACT NUMBER	NOTES
CPP, OAS, GAIN	1-800-622-6232	Service Canada
Employment and Income Assistance	+1 866-866-0800	Service BC
Community Volunteer Income Tax Prep.	604-299-5778	Burnaby Community Services- book appointment
Burnaby Neighborhood House	South- 604-431-0400 North - 604-294-5444	Volunteer Run - Free of Charge
Disability Alliance BC	604-875-0188	Advice and support for disability subsidy
Guaranteed Income Supplement	1-800-277-9914	Apply if you are receiving Old Age Security but your income is not enough to live on CPP - 1-800-277-9914 Old Age Security - 1-800-277-9914 Senior Supplement BC- 1-866-866-0800 Widowed Spouse's Allowance- 1-800-277-9914 Shelter Aid For Senior's - 604-433-2218

DEATH, DYING AND GRIEF SERVICES

SERVICE	CONTACT NUMBER	NOTES
Hospice	604-520-5087	Mon-Sat-9:30am-7pm Also offers grief counselling
Grief Counselling	778-222-0446	Compassionate Friends of Canada
BC Bereavement Helpline	604-738-9950	Free service with information about how to seek help dealing with grief

FOOD PROGRAMS

SERVICE	CONTACT NUMBER	NOTES
Food Bank	604-876-3601	Greater Vancouver Food Bank Society Food Bank Distribution Locations: Southside Community Church-604-259-0170 Every Tuesday (except the last of the month) 10am-11am Jubilee United Church-604-434-8323 Monday's 10am-11am/ Lunch every Tuesday 12-12:30 Community Breakfast-604-521-2511 Free Breakfast Thursday, 8-9am Holy Trinity Church , New Westminster
Grocery Delivery	604-294-7980	Shop by Phone Grocery Program
Meal Delivery	604-299-5754	Burnaby Meals on Wheels Mon-Fri 9am-3:30pm
Dairyland Home Service	1-800-667-1228	

SERVICE	CONTACT NUMBER	NOTES
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GOVERNMENT REPRESENTATIVES

SERVICE	CONTACT NUMBER	NOTES
Raj Chouhan - Edmonds	604-660-7301	MLA
Ann Kang - Deer Lake	604-775-0565	MP
Services Canada	1-800-622-6332	Information and links to services & benefits for seniors, both provincial and federal. Access to more than 70 Government Services
BC211	211	Looking for services in your community
Burnaby City Hall	604-294-7944	