



Local Community Contact List

Name of CRN/Community: **South Vancouver Neighbourhood House**

Date Submitted/Updated: **06/11/2026**

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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, (1-800-784-2433), 310 Mental Health Support, 310-6789	Distress Line Crisis Lines: 604-872-3311 / 604-872-0113 TTY 1-866-661-3311 / 1-866-872-0113 TTY Crisis Chat: www.youthinbc.com www.crisiscentrechat.ca Areas Served: Serves Vancouver, North Vancouver city and district, Bowen Island, West Vancouver, Powell River and area, the Sunshine Coast, Squamish, Whistler, Pemberton, Howe Sound/the Sea-to-Sky Corridor S.U.C.C.E.S.S. Helplines 1 (888) 721-0596 Ext. 102. Area Served: Serves callers in the province of British Columbia who speak Mandarin, Cantonese, Korean, Farsi/Dari, and Ukrainian.
Poison Control	British Columbia Drug and Poison Information Centre (BC DPIC) British Columbia Drug and Poison Information Centre (BC DPIC) 604-682-5050	British Columbia Drug and Poison Information Centre (BC DPIC) British Columbia Drug and Poison Information Centre (BC DPIC) Poison Information 24-Hour Line: 1-800-567-8911 or 604-682-5050 (Telephone interpreting in over 150 languages available)
Lifeline (or similar service)		Seniors' Distress Line Crisis Intervention and Suicide Prevention Centre of British Columbia Provides a free and confidential telephone support service for seniors, their caregivers or anyone concerned about a senior. Calls are answered 24 hours a day, 7 days a week by highly trained, non-judgemental and caring volunteers. Those who may benefit from this service include seniors who are feeling alone, facing difficult life situations, wanting help working through a problem, or looking for information on community resources.
Emergency Contact Information Call 9-1-1 if you are in an emergency. For mental health support, call one of the numbers below. Crisis Line Call 1-800-784-2433 or dial 9-8-8 if you are experiencing feelings of distress or despair, including thoughts of suicide Mental Health Support Line 310-6789 (no area code needed)	604-437-1940	https://helpstartshere.gov.bc.ca/contact

ADULT ABUSE SERVICES

SERVICE	CONTACT NUMBER	NOTES
Health Authority contact(s) - for reporting abuse	Vancouver Coastal Health	See regional resources list for each CRN

Police-based Victim Services	Adult abuse services seniors Seniors in South Vancouver seeking help for abuse can contact the Seniors Abuse and Information Line (SAIL) for confidential support and guidance on prevention and resources.	604-437-1940
Community- based Victim Services	https://www.southvan.org/program_category/older-adults-and-seniors-programs/	https://www.southvan.org/program_category/older-adults-and-seniors-programs/ https://www.healthlinkbc.ca/find-care/find-health-services/program/adult-abuse-and-neglect-or-contact-911-and-speak-to-emergency
Community Living BC	604-664-0101 1-877-660-2522	Local Vancouver Toll free
Transition House (s)	604-520-6621	https://vancouver.ca/people-programs/find-supportive-housing-for-seniors.aspx For help finding supportive or assisted housing for seniors throughout Vancouver, contact the Seniors Services Society. Address: 750 Carnarvon Street New Westminster, BC, V3M 1E7 Phone: 604-520-6621 Email: housing@seniorsservicesociety.ca
Emergency Shelter (s)	https://vancouver.ca/people-programs/find-supportive-housing-for-seniors.aspx	https://www.seniorsservicesociety.ca/housing-finder/?location_city=broadway-vancouver&location_type=all&location_option=all&tax=true
BCCEAS – SAIL (Seniors Abuse and Information Line) – for information about abuse and for emotional support	604-437-1940 1-866-437-1940	Toll free
Victim Link	1-800-563-0808	1-800-563-0808
bc211	211	Lower Mainland only
LBGTQ Contact	604-684-5307 1-800-566-1170	Toll free
Call 604-254-9626 for a Vancouver-based program that supports victims of crime	:Senior-Specific SupportsSAIL (Seniors Abuse and Information Line): A specialized, confidential intake line for older adults. Call 604-437-1940 or toll-free 1-866-437-1940 (available 8:00 a.m. to 8:00 p.m. daily) to speak with a professional about elder abuse, legal advocacy, or mistreatment.Seniors First BC: The organization operating SAIL, which offers targeted victim services, legal advocacy, and outreach programs for older adults across B.C..Community ResourcesSouth Vancouver Seniors Hub	If you or a senior you know in South Vancouver needs support, VictimLinkBC offers a 24/7, toll-free, and confidential service. You can reach them by calling or texting 1-800-563-0808 to get immediate crisis support, safety planning, and referrals to local health, justice, and social resources.For seniors navigating trauma, abuse, or other crimes, the following hyper-specific, local resources are available in the Richmond/South Vancouver area:Senior-Specific SupportsSAIL (Seniors Abuse and Information Line): A specialized, confidential intake line for older adults. Call 604-437-1940 or toll-free 1-866-437-1940 (available 8:00 a.m. to 8:00 p.m. daily) to speak with a professional about elder abuse, legal advocacy, or mistreatment.Seniors First BC: The organization operating SAIL, which offers targeted victim services, legal advocacy, and outreach programs for older adults across B.C..Community ResourcesSouth Vancouver Seniors Hub: Provides local, community-based support and resources, including specific help for seniors facing hate crimes or racism in South Vancouver.Mosaic Victim Services: Call 604-254-9626 for a Vancouver-based program that supports victims of crime with specialized, multilingual assistance.Emergency & Law EnforcementAlways Call 911 if you are in immediate danger or witnessing a crime.Vancouver Police Department: Offers specific victim assistance and specialized resources for senior safety, elder abuse, and crime prevention.HealthLink BC Elder Abuse Resources: Provides health-focused information, medical navigation, and actionable steps if you are worried about the abuse or neglect of a vulnerable adult.Need immediate, multi-lingual guidance right now? VictimLinkBC operates in up to 240 languages and can directly connect you with a HealthLink BC navigator or local Province of British Columbia victim services program depending on your specific needs.
		victimLinkBC offers a 24/7, toll-free, and confidential service. You can reach them by calling or texting 1-800-563-0808 to get immediate crisis support, safety planning, and referrals to local health, justice, and social resources.For seniors navigating trauma, abuse, or other crimes, the following hyper-specific, local resources are available in the Richmond/South Vancouver area:Senior-Specific SupportsSAIL (Seniors Abuse and Information Line): A specialized, confidential intake line for older adults. Call 604-437-1940 or toll-free 1-866-437-1940

INFORMATION AND REFERRAL

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

SERVICE	CONTACT NUMBER	NOTES
Seniors Outreach	Toll-free: 1-800-588-8717	
Community Services		
Geriatric and Other programs for Seniors	250-723-4050	Adult and elder line: 250-723-4050
Problem Gambling Helpline	1-888-795-6111	1-888-795-6111.
Alcohol and Drug Referral	For seniors in South Vancouver seeking help with gambling, the most direct starting point is the 24/7, toll-free Gambling Support BC line at 1-888-795-6111. They offer immediate navigation, free counselling, and family support referrals without requiring you to completely ban yourself from casinos first.Several specific, localized resources and programs can help you or your loved one: 1. In-Person Support & MeetingsMarpole Day G.A.: Meets Mondays at 11:00 AM at 8680 Hudson Street (Vancouver, BC).Richmond G.A.: If you live on the border of South Vancouver and Richmond, there is a dedicated Richmond meeting available. Full schedules and maps are posted on the Gamblers Anonymous site.Other Vancouver Meetings: Additional groups meet across the city, including a Monday noon/evening and a Thursday 7:30 PM meeting (Keefer & Campbell). 2. Local Senior Support HubsSouth Vancouver Seniors Hub: Operated out of the South Vancouver Neighbourhood House, this hub provides social prescribing, a caregiver support group, and intercultural wellness circles that are excellent for addressing loneliness and isolation—common drivers of compulsive gambling.Older Adult Programming: The hub also offers an Information & Referral program (ages 55+) by appointment to help navigate support systems and access resources. 3. Immediate Professional CounsellingSHARE Family & Community Services: They provide specialized problem gambling counselling and support, offering appointments within a week of intake. You can contact them at 604-540-9161 (ext. 230) or via Share Family & Community Services. Note: For further educational materials and awareness, the Gambling Support BC web portal provides interactive guides for maintaining healthy behaviors and boundaries.	https://www.vch.ca/en/health-topics/vancouver-mental-health-and-substance-use-services
Veterans Affairs Canada	1-866-522-2122	1 (866) 658-1221 Details within or Close to SOUTH VANCOUVER

HEALTH/MENTAL HEALTH

SERVICE	CONTACT NUMBER	NOTES
Mental Health/Geriatric Outreach	310-6789	"Crisis support If there is a life-threatening safety concern, please call 9-1-1 or go to the Emergency Department at your nearest hospital. Suicide prevention hotline: 1-800-784-2433 BC Crisis Line: 310-6789 Kids Help Phone: 1-800-668-6868 Indigenous Crisis and Support Line - KUU-US Crisis Support Line: 1-800-588-8717 Harm reduction: Toward the Heart"

Mental Health and Addiction Services	https://www.vch.ca/en/service/central-addiction-in-take-team	(604) 675-2455 1200 West 73rd Avenue, Suite 220 Vancouver, BC V6P 6G5 Get directions in Google Maps Main: (604) 266-6124 Parking and transportation Hours of operation
Home and Community Health	Breadcrumb Home Services and resources Central Addiction Intake Team (CAIT) Crisis support If there is a life-threatening safety concern, please call 9-1-1 or go to the Emergency Department at your nearest hospital. Suicide prevention hotline: 1-800-784-2433 BC Crisis Line: 310-6789 Kids Help Phone: 1-800-668-6868 Indigenous Crisis and Support Line - KUU-US Crisis Support Line: 1-800-588-8717 Harm reduction: Toward the Heart Overview Referrals and intake Resources Contact us The Central Addiction Intake Team (CAIT) supports clients with their substance use recovery goals. CAIT coordinates referrals to VCH contracted substance use support recovery and treatment bed programs. CAIT team members ensures that clients are matched to the recovery bed-based program that aligns with their goals and needs. Referrals and intake Clinicians or counsellors who work with clients in the community can submit the referral directly to the Central Addiction Intake Team (CAIT). Once CAIT staff receive and review the referral, they will connect with clients and their clinicians to exchange information and discuss a plan. Once clients are placed on a waitlist for one of the programs, they can call the CAIT team one to two times per week to check-in and find out more information about their program. While clients wait for a support-recovery or treatment bed, they are encouraged to participate in outpatient programs and continue working with their clinicians in their community. Download the CAIT referral package for Emerge, New Dawn, Together We Can and Pacifica. CAIT referral package Resources CAIT Brochure View document Contact us Open 8:30 a.m. to 4:30 p.m., Monday to Friday Phone: (604) 675-2455 Phone: 1 (866) 658-1221 Related topics	
Adult Day programs	604-430-6374	"#345 - 3150 East 54th Avenue Vancouver, BC V5S 1Z1 Phone: 604-430-6373 Fax: 604-430-6374"
Hospital	https://www.vch.ca/en/location/south-mental-health-and-substance-use-team	(604) 266-6124
MSP and PharmaCare	604-683-7151 1-800-663-7100	Vancouver Toll Free
BC Nurse/Pharmacist Line	811	
Assisted Living Registry	1-866-714-3378	https://www.vch.ca/en/location/southview-heights
Online Medical Support - Medeo	1-888-297-2973	604-438-3367 https://www.vch.ca/en/service/adult-day-programs#overview Adult Day Programs provide structure services and activities to adults living with physical and/or cognitive impairment and want to keep living independently as long as possible. What to expect Clients attend programs one or two days a week for four hours and are provided lunch and snacks, as well as support for daily tasks. Generally, programs operate on weekdays from 10 a.m. to 2 p.m. and are closed on holidays. Some examples of activities include therapeutic social and recreation activities, special events and seasonal celebrations, movement classes, health checks with vital signs, education about falls prevention and support with Dementia. Get active Boost mobility with physical exercises for strength, balance, and coordination. Stay well Socialize with new people and engage in lively conversation. Have fun Participate in games, arts, music, and special events. Adult Day Programs are provided in a friendly and welcoming environment that is clean and safe. Some locations have locked doors for added safety. Vancouver Coastal Health partners with local facilities and services to provide Adult Day Programs. Clients or their caregivers arrange for their travel to an locations using HandyDART if available or alternative transportation. Caregiver support Adult Day Programs provide caregivers with a chance to take a break and recharge. Caregivers may also benefit from a variety of support services through the staff, including assistance with health system navigation, access to caregiver resources and education, and opportunities to engage with community support networks. Vancouver Coastal Health Adult Day Programs Play video How to access Eligibility Adult Day Programs are for people who are: Typically 65 years or older A Canadian citizen, permanent resident or temporary resident A B.C. resident for more than 90 days Living with a chronic disease and/or physical/cognitive impairment Able to join group activities and would benefit from more social interaction Costs Adult Day Programs are a subsidized service by Vancouver Coastal Health with a client fee of \$10.00 per day. Contact us If you or someone you know is already receiving Home Health services, speak with your clinician to see if Adult Day Programs would be a good fit. If you or someone you know is interested in receiving home and community care services, including Adult Day Programs or other services, call the Home and Community Care Access Line in your VCH community. When you call your local Home and Community Care Access Line, a health-care professional will help you determine if this service is right for you and, if appropriate, set up a health needs assessment. How to access home and community care Partners in care Staff acknowledge the individual needs of participants and treat everyone with care and respect. They support and value diversity, dignity, belonging, self-esteem, independence and meaningful enjoyable therapeutic activity that is adapted as needed. Find this service near
1200 West 73rd Avenue, Suite 220 Vancouver, BC V6P 6G5		A multidisciplinary mental health team provides interdisciplinary, goal-oriented services in the clinic and community, including individual and group treatments. Services include case management, employment support, medical management, occupational therapy, peer support, recreation therapy, crisis management, and transition coordination. Services involve the client and family. Harm reduction (including naloxone training and dispensing), needle exchange, acupuncture, SMART recovery, addictions medicine, and addictions counselling are available on-site.

HOUSING

SERVICE	CONTACT NUMBER	NOTES
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BC Housing	604-433-1711 1-866-465-6873	Vancouver Toll Free
Home Adaptations - Canada Mortgage & Housing	1-800-668-2642	https://www.seniorsservicessociety.ca/location/southvan-manor/6545 Alberta St, Vancouver, BC V5X 4N5
Advocacy and Appeals re Housing	https://www.seniorsadvocatebc.ca/	Contact Us If you have questions, comments or concerns, we are here to help. Our expert information and referral specialists care about you and can guide you to the right seniors resources. Please call, email or send us a letter using the contact information below. By Phone Get in touch with us at 1-877-952-3181 (toll free) or 250-952-3181 (Victoria). Our information and referral specialists are available to help you Monday to Friday from 8:30 a.m. - 4:30 p.m. If you have a medical emergency call 911. By Email Send an email to info@seniorsadvocatebc.ca. By Mail Send your letters to: 6th Floor, 1405 Douglas Street PO Box 9651, STN PROV GOVT Victoria BC, V8W 9P4 Please include your phone number in all correspondence so that we may easily contact you to better understand your concerns and requests. Whether you call our information line, email us or send a letter in the mail, your information will be kept confidential. Stay in Touch Want to stay up-to-date with the latest news from the Seniors Advocate? Subscribe to the Seniors Advocate mailing list Have feedback on seniors issues? Use our online form to submit your thoughts. Interested in having the Seniors Advocate speak at your community or organizational event? Please email your request with as many details as possible to info@seniorsadvocatebc.ca. Media Inquiries For media inquiries, please call 250-213-2024 or email osa.comms@gov.bc.ca. Reporters with weekend deadlines are asked to contact us via telephone for prompt response. COMMON ISSUES AND CONTACTS Fair PharmaCare: 604-683-7151 (Lower Mainland) 1-800-663-7100 (Toll-free) Better at Home Find information about services to help seniors remain independent: 604-268-1312 Seniors Abuse & Information Line (SAIL): Talk to a trained professional about abuse, neglect or self-neglect: 604-437-1940 (Lower Mainland) 1-866-437-1940 (toll-free) Public Guardian and Trustee Vancouver: 604-660-2421 Victoria: 250-387-6121 All other areas of B.C.: 1-800-663-7867 Health Authorities: Fraser Toll-free: 1-855-412-2131 Metro Vancouver: 604-587-4600 Interior: Toll-free: 1-800-707-8550 (South Okanagan, Kootenay Boundary, Central Okanagan, Cariboo Chilcotin, and East Kootenay) Kelowna: 250-862-4200 ext. 2 Northern Toll-free: 1-866-565-2999 Prince George: 250-565-2649 Vancouver Coastal: Toll-free: 1-866-884-0888 Metro Vancouver: 604-736-2033 Vancouver Island: Toll-free: 1-877-370-8699 Greater Victoria: 250-370-8699 Provincial Health Services Metro Vancouver: 604-675-7400 First Nations Health Authority Toll-free: 1-866-913-0033 Metro Vancouver: 604-693-6500
Greater Victoria: 250-370-8699	Toll-free: 1-866-884-0888	Toll-free: 1-866-565-2999

HOME SUPPORT

SERVICE	CONTACT NUMBER	NOTES
Better at Home	(778) 654-7555	Better at Home Care Inc. Home health care in Vancouver, BC 1929 W Broadway, Vancouver BC V6J 1Z3 · 8.5 km (778) 654-7555 https://www.southvan.org/program/better-at-home-light-housekeeping/
Grocery Shopping	Phone 1: 604-324-6212 South Vancouver Neighbourhood House 6470 Victoria Drive Vancouver, BC, Canada V5P 3X7 Phone: 604-324-6212	South Vancouver Neighbourhood House 6470 Victoria Drive Vancouver, BC, Canada V5P 3X7 Phone: 604-324-6212
Home repairs and Maintenance	www.southvan.org Contact Phone 1: 604-324-6212 Fax: 604-324-6116 Email: info@southvan.org Address 6470 Victoria Drive Vancouver, BC, V5P 3X7	Only agencies that provide volunteers who have undergone a criminal record check.
Peer Counselling	South Vancouver Neighbourhood House 6470 Victoria Drive Vancouver, BC, Canada V5P 3X7 Phone: 604-324-6212	www.southvan.org Contact Phone 1: 604-324-6212 Fax: 604-324-6116 Email: info@southvan.org Address 6470 Victoria Drive Vancouver, BC, V5P 3X7
Friendly Visiting	Phone 1: 604-324-6212	www.southvan.org Contact Phone 1: 604-324-6212 Fax: 604-324-6116 Email: info@southvan.org Address 6470 Victoria Drive Vancouver, BC, V5P 3X7
Phone 1: 604-324-6212	Phone 1: 604-324-6212	Email: info@southvan.org Address 6470 Victoria Drive Vancouver, BC, V5P 3X7

TRANSPORTATION

SERVICE	CONTACT NUMBER	NOTES
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Handy Dart/Taxi Saver/Handy Card	604-575-6600	
Health Connections – bus service	1-888-647-4997	Option 1 Fax: 1-855-771-8788 Mail: BC Bus Pass Program PO Box 9985, STN PROV GOVT Victoria, BC V8W 9R6
Bus Pass Program	1-866-866-0800	604) 683-7151
Taxi (s)	(604) 681-1111	By Phone (24/7): Yellow Cab: Call (604) 681-1111. Black Top & Checker Cabs: Call (604) 731-1111. Vancouver Taxi: Call (604) 871-1111. www.yellowcabonline.com +2 Via Apps & Online: Download the Black Top & Checker App to book and pay via smartphone. Pre-book online instantly via Vancouver Taxi. For smartphone hailing via apps, you can also use ride-sharing and taxi-aggregating apps like Uber and Lyft. vancouvertaxi.cab +4 Airport & Street Hails: If you are at the Vancouver International Airport (YVR), taxis operate from dedicated, licensed ranks on Level 2 of both the International and Domestic terminals. Throughout downtown, you can easily hail a cab with a lit rooftop sign from major hotels, tourist attractions, and designated taxi stands. YVR +2 24/7 Taxi Service & Airport Rides - Yellow Cab Vancouver Taxi Service Dispatch: (604) 681-1111. Administration: (604) 258-4700. Account Information: (604) 258-4706. Fax: (604) 258-4717. www.yellowcabonline.com Black Top & Checker Cabs - Vancouver Taxi Service Book a Taxi Online or Call Us Now at 604.731.1111. Book a Taxi Online. Black Top & Checker Cabs Vancouver Taxi: Taxi in Vancouver Taxi Service to, from Airport Contact us Your way! * Mobile App. Take full control ! Order Cab and pay with App. Download app. * 604-871-1111. 24-7 Live Phone S... vancouvertaxi.cab Vancouver, BC Taxis Near Me - Request a Ride 24/7 Uber Need a taxi cab in Vancouver? While you can't request Vancouver taxi cabs with the Uber app, you can request UberX, a different af... Uber Taxis - YVR Fully Licensed and Trained Drivers. Taxi drivers are required to complete a course in safe driving, customer service, and special ... YVR Book a Taxi on the App - Black Top & Checker Cabs - Vancouver ... Download the Black Top & Checker App and Ride Now. Go to the App Store or Google Play and search for “Black Top Vancouver.” We've ... Black Top & Checker Cabs 1m Vancouver Taxi Cabs Guide - Getting Around Travel Guide Episode # 3 YouTube·Hipfig Travel-Channel Seattle, WA to Vancouver, BC - Affordable bus tickets Taxis are readily available throughout Vancouver and can be hailed on the street, found at designated stands, or booked for pick-u... www.flixbus.com Waterloo Taxi - Prices and Useful Tips for Taxis in Waterloo You can take a taxi directly from the street by flagging one down whenever the 'TAXI' sign on the roof is illuminated, or you can ... Welcome Pickups

Parking Permit (disabled)	604-718-7744	For Accessible Parking Permit inquiries in Richmond, BC, contact SPARC BC directly at 604-718-7744 (Toll-Free: 1-888-718-7794) or email permits@sparc.bc.ca . For local in-person support, the Richmond Centre for Disability (RCD) can be reached at 604-232-2404 or parkingpermit@rcdrichmond.org . Key Contact Details: SPARC BC (Provincial Permit Administration): Phone: 604-718-7744 Toll-Free: 1-888-718-7794 Email: permits@sparc.bc.ca Website: sparc.bc.ca SPARC BC Parking Permits RCD (Richmond Local Support): Phone: 604-232-2404 Email: parkingpermit@rcdrichmond.org RCD Website: rcdrichmond.org Accessible Parking Permit Permit Resources & Services Online Renewals: Permanent Accessible Parking Permit (APP) holders can process renewals through the RCD APP Online Portal. Report Misuse: To report concerns about inaccessible parking or placard misuse, reach the SPARC BC Accessibility and Enforcement Line at 604-718-7734. Replacing/Renewing: To replace a lost, stolen, or damaged permit, you can submit the required forms directly to SPARC BC. 5 sites: Parking Permits - SPARC BC Special Permits for Organizations or People Who Use Motorcycles. Some organizations that regularly transport people with mobility ... sparc.bc.ca Renew / Replace - SPARC BC Please follow the instructions below to report a lost, stolen or damaged permit. Download the form you need from the buttons at th.sparc.bc.ca Accessible Parking Permit - Richmond Centre for Disability Our office hours are 10 a.m. to 4 p.m., Monday to Friday. We are closed on weekends and statutory holidays. For further information ... Richmond Centre for Disability Show all Dive deeper in AI Mode
Translink Trip Planner	604-953-3333	Lower Mainland
https://connectra.org/resource-directory/accessible-parking-resources/		YVR +2 24/7 Taxi Service & Airport Rides - Yellow Cab Vancouver Taxi Service Dispatch: (604) 681-1111. Administration: (604) 258-4700. Account Information: (604) 258-4706. Fax: (604) 258-4717.

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	604-216-1699 425
Family Justice Clinic	1-844-747-3963.	(604) 660-4353
Crown Counsel	Phone 1: 604-660-4353	Phone 1: 604-660-4353 Fax: 604-660-4347 Address 222 Main Street Vancouver, BC, V6A 2S8
NIDUS – Representation Agreements	1-604-408-7414	604-660-4353
Public Guardian and Trustee	1-604-660-4444	604.408.7414
Peoples Law Schoo	604-331-5400	
Lawyer Referral Services	604-331-5400	604-687-3221
Access Pro Bono Legal Services – in person only	1-877-762-6664	
Community Advocacy Services		604-673-3112
		https://www.clicklaw.bc.ca/services/legal-referral-service

SUPPORT GROUPS

SERVICE	CONTACT NUMBER	NOTES
Dementia Help Line	604-681-8651	https://alzheimer.ca/bc/en/help-support/find-support-bc/regional-resource-centres-bc
AA	604-434-3933	604-434-3933 to find a local meeting near you.

NA	Call 1-877-909-3636	If you are looking for support regarding substance use or narcotics, Narcotics Anonymous (NA) hosts several 12-step peer-support meetings in and around the South Vancouver and Richmond areas. South Vancouver & Richmond NA Meetings Solution Speakers (Richmond): Tuesdays at 7:30 PM at 10200 #5 Road (Topic Meeting). Clean and Crazy (Richmond): Wednesdays at 7:30 PM at 7100 Granville Avenue. Just For Today (Richmond): Fridays at 7:45 PM at 8880 Williams Road (South Arm Community Centre). South Burnaby Addicts (Near South Vancouver): Thursdays at 7:30 PM at 7591 Gray Avenue. Note: Always confirm schedules and virtual/hybrid options using the Narcotics Anonymous BC Region Directory or by calling their 24-hour Metro Vancouver Helpline at 604-873-1018. Harm Reduction & Overdose Services If you or someone you know is struggling with a toxic drug supply, vital healthcare resources are available in the Lower Mainland: Drug Checking & Test Strips: You can test substances for dangerous contaminants like fentanyl. Check locations and availability with Vancouver Coastal Health Drug Checking Services. Needle Van / Safe Disposal: For discarded needle pickup or safe supply distribution, email needlevan@phs.ca or call 604-657-6561. Crisis Intervention: For immediate emotional distress, suicide prevention, or crisis support, dial 9-8-8 anywhere in Canada. Community & Outpatient Support South Vancouver Neighbourhood House: Located at 6470 Victoria Drive, this community hub offers referrals and support programs to help navigate health resources. Vancouver Aboriginal Friendship Centre Society: Hosts a drop-in NA meeting on Tuesdays from 7:00 PM to 9:00 PM at 1607 East Hastings Street. Road to Recovery: Connect to seamless, evidence-based addiction treatment and recovery care across the Vancouver Coastal Health region.
Al-Anon	604.434.3933 (24h) staff@vancouveraa.ca Greater Vancouver Intergroup Society AA Logo Meetings Welcome - FAQs Book Store Events Newsletter For AA Members	Al-Anon Central Services Society http://afgcentraloffice.blogspot.ca › contact.html Health & medical in Burnaby, BC 3701 Hastings St, Burnaby BC V5C 2H6 · 8.1 km Closed · Opens 10 AM · More hours (604) 688-1716
Nar-Anon	604-878-8844	Nar-Anon BC Family Groups A fellowship of relatives and friends of people with a drug dependency who meet for mutual help and support. Follows a 12-step program. 24-hour line provides information on all meeting times and locations. Website also provides information on meetings around the province, including virtual meetings. Website naranonbc.com/meetings-in-bc Contact 24-hour: 604-878-8844
Alzheimer Society of BC	Phone: 604-681-6530	https://alzheimer.ca/bc/en/help-support/find-support-bc/regional-resource-centres-bc Alzheimer Society of BC and Yukon Follow us: Find us on Facebook Follow us on Instagram Subscribe to us on YouTube Find us on LinkedIn Alzheimer Society of BC and Yukon 828 W. 8th Avenue Suite 300 Vancouver, British Columbia V5Z 1E2 Phone: 604-681-6530 Toll-free: 1-800-667-3742 First Link® Dementia Helpline: 1-800-936-6033 Fax: 604-669-6907 Email: info@alzheimerbc.org Charity registration number: 11878 4891 RR0001
Caregiver support groups	604-324-6212 ext. 116 Support Group For Family and Friend Caregivers - South Vancouver Caregiver Support, Family / Parenting, and Services for Seniors Provided by South Vancouver Neighbourhood House (SVNH) The program provides caregivers with supports and knowledge to manage the heavy-duty, to navigate the health care system and make each day less stressful for them. This support group invites family or friend caregivers who are family members, friends, and/or neighbours who are having a difficult time managing their personal time and the time they spend caregiving. The program includes: English Caregiver Support Group on every 4th Tuesday Cantonese Caregiver Support Group on every 2nd Friday Mandarin Caregiver Support Group on every 4th Thursday Information and resources Self-care plan Phone Buddy Frozen meal delivery Computer Literacy The Support Group is free with SVNH membership. To attend participants are required to pay a small membership fee to the association. Call or email to sign-up. 604-324-6212 ext. 116 Public email: ping.chen@southvan.org Website: http://www.southvan.org ... 6470 Victoria Drive, Vancouver, British Columbia, V5P 3X7 Service is available in English. Cost: Fees may apply Referral options: Self-referral Associated Programs/Services Also offered by South Vancouver Neighbourhood House (SVNH): Just the closest matches listed. Click to see more! Older Adults and Seniors Programs - Vancouver Counselling - Vancouver BC Housing Kids Club Availability Service area: Vancouver + show cities Service Types Provided Caregiver Support Caregiver Support Groups: Caregiver Support - Adultcare Family / Parenting Services for Seniors Caregiver Support Groups Ways to Access Provided in a group in-person The listing of this service in Pathways is not a recommendation or endorsement by Pathways.	604-324-6212 ext. 116 Support Group For Family and Friend Caregivers - South Vancouver Caregiver Support, Family / Parenting, and Services for Seniors Provided by South Vancouver Neighbourhood House (SVNH) The program provides caregivers with supports and knowledge to manage the heavy-duty, to navigate the health care system and make each day less stressful for them. This support group invites family or friend caregivers who are family members, friends, and/or neighbours who are having a difficult time managing their personal time and the time they spend caregiving. The program includes: English Caregiver Support Group on every 4th Tuesday Cantonese Caregiver Support Group on every 2nd Friday Mandarin Caregiver Support Group on every 4th Thursday Information and resources Self-care plan Phone Buddy Frozen meal delivery Computer Literacy The Support Group is free with SVNH membership. To attend participants are required to pay a small membership fee to the association. Call or email to sign-up. 604-324-6212 ext. 116 Public email: ping.chen@southvan.org Website: http://www.southvan.org... 6470 Victoria Drive, Vancouver, British Columbia, V5P 3X7 Service is available in English. Cost: Fees may apply Referral options: Self-referral Associated Programs/Services Also offered by South Vancouver Neighbourhood House (SVNH): Just the closest matches listed. Click to see more! Older Adults and Seniors Programs - Vancouver Counselling - Vancouver BC Housing Kids Club Availability Service area: Vancouver + show cities Service Types Provided Caregiver Support Caregiver Support Groups: Caregiver Support - Adultcare Family / Parenting Services for Seniors Caregiver Support Groups Ways to Access Provided in a group in-person The listing of this service in Pathways is not a recommendation or endorsement by Pathways.

MS Society	(604) 689-3144	MS Canada - Burnaby Office Location closed Social service organizations 4720 Kingsway, Burnaby (800) 268-7582 Directions Multiple Sclerosis Society BC Location closed Social service organizations Burnaby (604) 689-3144
Arthritis	(604) 875-4040	Arthritis Society Canada Community services/non-profits 895 10th Ave W, Vancouver Open · Closes 5 PM · (604) 714-5550 Website Directions Mary Pack Arthritis Program - Vancouver Arthritis Clinic Health & medical 895 10th Ave W, Vancouver Open · Closes 5 PM · (604) 875-4040
Diabetes	(604) 683-3734	BC Diabetes Offices Health & medical 210 W Broadway, Vancouver Open · Closes 4:30 PM · (604) 683-3734 St. Paul's Hospital photo Website Directions St. Paul's Hospital 3.5/5 (85) · Hospital 1081 Burrard St, Vancouver Open 24 hours · (604) 806-9090
Deaf and Hard of Hearing	(604) 428-7949	BC Family hearing resource center vancouver branch http://www.bcfamilyhearing.com Health & medical in Vancouver, BC 3665 Kingsway, Vancouver BC V5R 5W2 Open · Closes 4:30 PM · More hours (604) 428-7949
CANADIAN HARD OF HEARING	(604) 428-7949	HEARING LIFE 1-888-514-9515 Phone icon with a blue outline and light green detail. 1-888-514-9515 Phone icon with a blue outline and light green detail.

FIRST NATIONS/INDIGENOUS SERVICES

SERVICE	CONTACT NUMBER	NOTES
Friendship Centre	1 604-251-4844	VAFCS has been providing quality programs and services to the Vancouver's urban, Indigenous constituents for over 50 years. Since incorporation the centre has moved a few times; it was previously located on West Broadway, Vine Street and due to growth, and to better serve Our People, the Centre is now located at 1607 East Hastings Street. Our mission To provide practical tools for accomplishing our visionary ends through socio economic programs and services that empowers self reliance, responsibility, success and prosperity for all urban Aboriginal individuals, family and community. Our mandate To meet the needs of the urban Aboriginal Peoples making a transition to the urban community. The Centre provides programs in health and welfare, social services, human rights, culture, education, recreation and equality for all genders of Aboriginal Peoples of all age groups.
Band Office	https://bcaafc.com/	Vancouver Aboriginal Friendship Centre Society https://vafcs.org 2.5/5 (3 reviews) · Community services/non-profits in Vancouver, BC 1607 E Hastings St, Vancouver BC V5L 1S7 · 7.6 km Open · Closes 5 PM · More hours
Métis Services	604-697-5666	https://www.vancouvermetis.com/metis/metis_resources Currently the VMCA does not do any direct education funding; rather we work as a resource for members to find education funding sources. You may wish to contact any of the following organizations. Be patient and prepared to answer questions about your educational goals, background information, and financial status. Métis Employment and Training: (Residents from Surrey to Pemberton) 713 Columbia St New Westminster , BC V3M 1B2 Tel: 604-395-4100 Fax: 604-395-7102 The Aboriginal Front Door Society: 384 Main Street Vancouver , BC V6A 2T1 Tel: 604-697-5666 Tel: 604-697-5662 Fax: 604-801-5883 The Aboriginal Front Door Society Métis Employment and Training: (Residents from Cloverdale to Hope) 106 - 2790 Gladwin Road Abbotsford , BC V2T 4S7 Tel: 604-755-4010 Fax: 604-755-7030 Housing Housing Options in Metro Vancouver L'uma Native Housing Vancouver Native Housing Cooperative Housing Federation of BC BC Housing Assorted Links Métis Child and Family Services Urban Native Youth Native Court Worker and Counselling Association Vancouver Native Health First Peoples Hertiage, Language and Culture Council Atira Women's Resource Society
First Nations Health Authority	604-697-5662	The Aboriginal Front Door Society: 384 Main Street Vancouver , BC V6A 2T1 Tel: 604-697-5666 Tel: 604-697-5662 Fax: 604-801-5883
Tel: 604-755-4010	Tel: 604-755-4010	The Aboriginal Front Door Society Métis Employment and Training Tel: 604-755-4010 Fax: 604-755-7030

IMMIGRANT SERVICES

SERVICE	CONTACT NUMBER	NOTES
Health and Seniors Information Line	211	Lower Mainland
Local Immigrant Services	https://issbc.org/locations/	Cascadia Immigration Services Immigration and naturalization 901 3rd St W, North Vancouver Open · Closes 5 PM · (236) 516-7118 ISSofBC - Immigrant Services Society of BC Social service organizations 2610 Victoria Dr, Vancouver Open · Closes 5 PM · (604) 684-2561 SOIS Overseas Immigration Services Immigration and naturalization 5955 Fraser St, Vancouver Open · Closes 5 PM · (778) 878-1831 CMC Immigration Services Immigration and naturalization 8028 128 St, Surrey Closed · Opens 10:30 AM · (604) 593-330
Settlement Services	1 (604) 684-2561	Vancouver Victoria Drive This world-leading Welcome Centre offers all settlement, English language, and job/careers including banking, legal, health and family services under one roof. As of March 23, 2026, our Language and Career College (LCC) is also at the Welcome Centre offering English language and business courses. 2610 Victoria Dr Vancouver BC Mon - Fri: 9:00am to 5:00pm Sat - Sun: CLOSED info@issbc.org 1 (604) 684-2561
Translation Services	1 (604) 684-2561	https://mosaicbc.org/contact/
https://www.canada.ca/en/immigration-refugees-citizenship/corporate/contact-ircc.html	(604) 520-6621	
MOSAIC	604-254-9626	Main Office: 5575 Boundary Road Vancouver, B.C., Canada V5R 2P9 Monday to Friday: 9:00 a.m. - 5:00 p.m. 604-254-9626

MUNICIPAL SERVICES

SERVICE	CONTACT NUMBER	NOTES
Parks and Recreation - facilities	Killarney Community Centre	Killarney Community Centre http://vancouver.ca › parks-recreation-culture › killarney-community-centre.aspx 3.5/5 (20 reviews) · Community center in Vancouver, BC 6260 Killarney St, Vancouver BC V5S 2X7 Open · Closes 9:30 PM · More hours (604) 718-8200
Parks and Recreation - programs		
Library(s)	SOUTH HILL LIBRARY	6076 Fraser Street Vancouver BC V5W 2Z7 Canada 604-665-3965 info@vpl.ca
FRASERVIEW LIBRARY	DARCY	Vancouver Public Library - Fraserview Branch 3.5/5 (3) 1950 Argyle Dr, Vancouver Opens in 10 mins · (604) 665-3957

INCOME AND BENEFITS

SERVICE	CONTACT NUMBER	NOTES
CPP, OAS, GAIN	1-800-622-6232	Service Canada
Employment and Income Assistance	(866) 866-0800	Service BC
Community Volunteer Income Tax Prep.		Ministry of Social Development and Poverty Reduction 687 Powell St, Vancouver Open · Closes noon · (866) 866-0800 Website Directions 2 Employment Income Assistance/Ministry Social Development 4603 Kingsway, Burnaby Open · Closes noon · (866) 866-0800 Website Directions 3 Ministry of Social Development and Poverty Reduction 2280 Kingsway, Vancouver Open · Closes noon · (866) 866-0800

Ministry of Social Development and Poverty Reduction 687 Powell St, Vancouver Open · Closes noon · (866) 866-0800	Employment Income Assistance/Ministry Social Development 4603 Kingsway, Burnaby Open · Closes noon · (866) 866-0800	Ministry of Social Development and Poverty Reduction 2280 Kingsway, Vancouver Open · Closes noon · (866) 866-0800

DEATH, DYING AND GRIEF SERVICES

SERVICE	CONTACT NUMBER	NOTES
Hospice		
Grief Counselling		

FOOD PROGRAMS

SERVICE	CONTACT NUMBER	NOTES
Food Bank		
Grocery Delivery		
Meal Delivery		

GOVERNMENT REPRESENTATIVES

SERVICE	CONTACT NUMBER	NOTES
		MLA
		MP
Services Canada	1-800-622-6332	

Please contact info@bccrns.ca with any questions regarding this form.