



BURNABY SENIORS' RESOURCE GUIDE



19TH EDITION
UPDATED FALL 2017

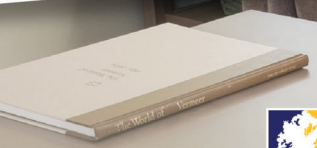
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THE OFFICE OF THE MAYOR

Dear Friend:

The Burnaby Senior Citizens' Telephone Book has been written and produced by Citizen Support Services. It contains information about programs, benefits, agencies and services that are available to seniors who live in the Burnaby area. This book is a gift to you. If you believe that it is of value, your donation to help an important program for seniors would be much appreciated.

Citizen Support Services prides itself on assisting Burnaby seniors to maintain a healthy and independent lifestyle by providing supportive programs, such as the Gadabouts.

The Gadabouts Recreational Outings offer monthly scenic drives, special events and luncheons to housebound seniors who need assistance to get out of the house and socialize with their peers in a supportive atmosphere. Over 50 volunteers help pick up seniors from their homes and assist them on the trip. This important program is supported entirely through donations.

- \$400 will sponsor one trip
- \$800 will sponsor one month
- \$10,000 will sponsor a year
- ANY donation is appreciated

Please make your cheque payable to "Outings for the Elderly" and mail it to Citizen Support Services, #111-4940 Canada Way, Burnaby, BC V5G 4K6. A tax receipt will be mailed to you.

Thank you on behalf of the many seniors who will benefit from your generosity.

Yours truly,

Derek R. Corrigan
M A Y O R

How to use this book

The Table of Contents is at the front of the book.

The Alphabetical Index is at the back of the book.

We have tried to make sure that the information in this book is correct and up-to-date. However, organizations sometimes make changes to their operations and there may be some inaccuracies for which we apologize.

Citizen Support Services

(CITY OF BURNABY).....604-294-7980

www.burnaby.ca

See page 100

These programs are provided by the the City of Burnaby, Citizen Support Services.

Hours: Monday, Tuesday,

Wednesday, Friday.....8am-4:45pm

Thursday.....8am-8pm

For a complimentary copy of this book or to advertise in the next edition, please contact us at the City of Burnaby Citizen Support Services 604-294-7980, or e-mail volunteers@burnaby.ca

► ACKNOWLEDGEMENTS

Many thanks to our researchers David and Anna Cosby.

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Burnaby Provincial and Federal Representatives

► MEMBERS OF THE LEGISLATIVE ASSEMBLY – MLAS – (PROVINCIAL)

BURNABY - EDMONDS:

Raj Chouhan
Tel: 604-660-7301 | Fax: 604-660-7304
E-Mail: raj.chouhan.mla@leg.bc.ca
5234 Rumble St.,
Burnaby, BC V5J 2B6

BURNABY - NORTH:

Janet Routledge
Tel: 604-775-0778 | Fax: 604-775-0833
E-Mail: janet.routledge.mla@leg.bc.ca
1833 Willingdon Avenue,
Burnaby, BC V5C 5R3

BURNABY - DEER LAKE:

Anne Kang
Tel: 604-775-0565 | Fax: 604-775-2550
E-mail: anne.kang.mla@leg.bc.ca
105-6411 Nelson Avenue
Burnaby, BC V7C 5R4

BURNABY - LOUGHEED:

Katrina Chen
Tel: 604-660-5058 | Fax: 604-660-5074
E-mail: katrina.chen.mla@leg.bc.ca
3 – 8699 10th Avenue,
Burnaby, BC V3N 2S9

► MEMBERS OF PARLIAMENT – MPS – (FEDERAL)

BURNABY - SOUTH:

Kennedy Stewart
Tel: 604-291-8863 | Fax: 604-666-0727
E-Mail: kennedy.stewart@parl.gc.ca
Facebook: Kennedy Stewart
4940 Kingsway,
Burnaby, BC V5H 2E2

NEW WESTMINSTER - BURNABY:

Peter Julian
Tel: 604-775-5707 | Fax: 604-775-5743
E-Mail: peter.julian@parl.gc.ca
#110-888 Carnarvon Street,
New Westminster, BC V3M 0C6

BURNABY NORTH – SEYMOUR:

Terry Beech
Tel: 604-718-8870 | Fax: 604-718-8874
Email: terry.beech@parl.gc.ca
3906 Hastings Street
Burnaby, BC V5C 6C1

City of Burnaby Council

MAYOR

Derek Corrigan 604-294-7340 mayor@burnaby.ca
Fax: 604-294-7724

COUNCILLORS

Pietro Calendino	604-299-3105	pietro.calendino@burnaby.ca
Sav Dhaliwal	604-420-8188	sav.dhaliwal@burnaby.ca
Dan Johnston	604-540-6766	dan.johnston@burnaby.ca
Colleen Jordan	604-299-4249	cjordan@comsavings.com
Anne Kang	(on leave of absence as of June 27, 2017)	
Paul McDonell	604-916-1869	paul.mcdonell@burnaby.ca
Nick Volkow	604-430-6747	nick.volkow@burnaby.ca
James Wang	604-788-3109	james.wang@burnaby.ca

City Services

- **BURNABY CITY HALL**..... 604-294-7944
4949 Canada Way,
Burnaby V5G 1M2

- **MAYOR'S OFFICE**..... 604-294-7340

- **CITY COUNCILLORS**..... 604-294-7109

- **CITIZEN SUPPORT SERVICES**.....604-294-7980
111 – 4940 Canada Way
Burnaby V5G 4K6

See **VOLUNTEER SERVICES** (page 100) for a list of programs provided by Citizen Support Services.

Community Food Programs

► GROCERIES AND MEALS

- **GREATER VANCOUVER FOOD BANK SOCIETY.... 604-876-3601**
Fax:.....604-876-7323
Website: www.foodbank.bc.ca
Email: foodbank@foodbank.bc.ca

DISTRIBUTION LOCATIONS:

1. SOUTHSIDE COMMUNITY CHURCH.....604-526-0244

7135 Walker Ave., Burnaby

Hours: Every Tuesday (except the last of the month),
10-11am (be there at 9:30am)

2. JUBILEE UNITED CHURCH..... 604-434-8323

7591 Gray Ave., Burnaby

Food Bank Distribution: Mondays, 10-11am (except for cheque week and stat. holidays)

Lunch: Every Tuesday, 12noon-12:30pm

3. ST. TIMOTHY'S CHURCH.....604-299-6816

4550 Kitchener St., Burnaby

Hours: Every Thursday except the last of the month
12noon-1pm

- **COMMUNITY BREAKFAST..... 604-521-2511**

Website: www.htc.shawbiz.ca

Free breakfast for those in need.

Holy Trinity Cathedral
514 Carnarvon Street,
New Westminster V3L 1C4

Hours: Thursday (except stat. holidays), 8-9am

■ **COMMUNITY KITCHENS**
(BURNABY NEIGHBOURHOOD HOUSE).....604-431-0400

St. Stephen's Anglican Church
9887 Cameron Street, Burnaby, 604-421-0472

St. Barnabas Anglican Church
1010-5th Avenue, New Westminster

Queensborough Community Centre
920 Ewen Avenue, New Westminster, 604-525-7388

A Community Kitchen group is formed with 6-8 people who meet with the coordinator to cook tasty, healthy recipes and gain new ideas. Participants take the food home. Free childcare provided. Good way to make new friends and have fun. This free program is funded by Cameray Child and Family Services, United Way, Success by Six and Ministry of Children and Family Development.

Call for days and times of the kitchens.

■ **COMMUNITY LUNCH PROGRAM.....604-522-1606**

Free lunch for the community.

Queens Avenue United Church
529 Queens Avenue
New Westminster V3L 1K2
604-522-1606

Hours: Wednesday, 11:30am-1pm

■ **COMMUNITY LUNCH PROGRAM..... 604-526-6646**

Free lunch for anyone living in the neighbourhood. Donation of food, money or time is always welcomed. Wheelchair accessible.

EMERGENCY FOOD CUPBOARD

St. Barnabas Anglican Church
1010-5th Avenue
New Westminster V3M 1Y5

Hours: Community Lunch Thursday, 11am
Emergency Food Cupboard Friday, 10am-12noon

■ **ETERNITY CLUB MINISTRY..... 604-437-5500**

www.audreymabley.org

www.etsnityclub.org

Free lunch for those who attended a service from
11am-12:30pm.

Meeting at:

Lion's Hall
5024 Rumble Street, Burnaby
(four blocks south of Royal Oak Station
and two blocks west of Royal Oak Avenue)

Time: 11am

■ **FRESH CHOICE KITCHENS..... 604-876-3601**

www.freshchoicekitchens.ca

“Fresh Choice Kitchens” is a community kitchen program of the Greater Vancouver Food Bank Society. They provide instruction in setting up and maintaining a community kitchen.

Hours: Monday-Friday, 8:30am-3:30pm

Education and Libraries

► EDUCATION

- **BURNABY COMMUNITY AND CONTINUING EDUCATION..... 604-296-6901**

Fax:..... 604-296-6913

www.burnabyce.com

Offers many different kinds of courses. Many of the courses are half price if you are 65 years or older. You must show your CareCard. Printed brochures are available at libraries, recreation centres and online.

Hours: Monday-Friday, 8:30am-4:30pm

- **COMMUNITY CENTRED COLLEGE FOR THE RETIRED..... 604-517-8732**

www.cccrburnaby.org (to download course calendar and registration form)

Email: cccr@telus.net

Courses in computers, art, music, languages, creative writing, genealogy, forensic science, Bridge levels 1 and 2, technology courses, flower arranging, and community concerns for people 55 years or older. Classes are held from Monday-Friday, 9am-3:30pm.

Hours: Monday-Friday (registration and information), 9am-3pm

- **DOUGLAS COLLEGE..... 604-527-5400**
www.douglascollege.ca

Call 604-527-5486 (Student Services) or 604-527-5478 (Registration). For information on seniors' fees for general interest courses, call 604-527-5472. (continuing education)

Hours: Monday, Tuesday & Thursday, 9am-4pm
Wednesday, 10am-6:30pm

- **SIMON FRASER UNIVERSITY**
CONTINUING STUDIES..... 778-782-8000
www.sfu.ca/seniors
Email: learn@sfu.ca

The SFU Seniors Program began in 1975 as part of Continuing Studies' commitment to lifelong learning. Every semester - September, January, and May - the Seniors Program offers non-credit courses at our downtown Harbour Centre building for anyone 55 years of age or older, regardless of educational background. Courses generally run for 6 weeks and meet once a week for two hours. Fees are deliberately kept as low as possible.

If you would like to be added to our mailing list to receive the current or future Seniors Program brochures, or for more information on the Seniors Program, please contact us at the above number or email us.

Hours: Monday-Friday, 9am-4:30pm

- **UNIVERSITY OF BC..... 604-822-1444**
www.students.ubc.ca

Full or part-time academic credit courses for seniors 65 years and older. The courses are free depending on availability. Seniors can also apply to take courses for general interest, which are usually free.

Hours: Summer (May to August)
Monday, Wednesday, Thursday & Friday, 9:30am-4pm
Tuesday, 10am-4pm

Hours: Winter (September to April)
Monday, Wednesday, Thursday & Friday, 8:30am-4:30pm
Tuesday, 9:30am-4:30pm

Complete course and registration information is available on the website.

- **U.B.C. CONTINUING STUDIES..... 604-822-1444**
www.cstudies.ubc.ca

Online catalogue of courses available to view or download.

Program Assistance 3rd Age Partners in Learning
604-822-1462 Non-credit, general interest courses.

Ask about reduced fees for seniors and special programs.

Ageless pursuits Pt Grey: Summer lecture series, offered over 4 weeks in June. Open to adult learning of all ages.

U.B.C. Elder Scholar: A program launched in Fall 2013. See website for further information. Held at Tapestry Wesbrook Village. UBC currently offers lifelong learners ages 65 and over the opportunity to take most UBC credit (degree-related) courses for general interest, free of tuition or student fees. Some conditions apply. For more information see “learning opportunities for seniors” on the UBC continuing studies website.

Libraries

- **HOME LIBRARY SERVICE..... 604-436-5423**
www.bpl.bc.ca

Email: bplhomes@bpl.bc.ca

Hours: Monday-Friday, 9am-4:30pm

This department of the public library offers accessible library services to patrons with perceptual disabilities or to those who cannot visit the library due to health or limited ability.

► PUBLIC LIBRARIES (BURNABY)

■ Bob Prittie Metrotown Branch (main branch)

6100 Willingdon Avenue

Reference & Information..... 604-436-5400

Fiction..... 604-436-5410

Non-Fiction..... 604-436-5400

Whatever you are interested in, the library has something for you: information, novels, nonfiction, paperback books, magazines, newspapers, cassettes, videos, CDs & DVDs. Large print books are also available.

Hours: Monday-Friday, 9am-9pm

Saturday, 9am-6pm

Sunday, 1-5pm (no telephone service on Sundays at any branch)

■ Cameron Branch..... 604-421-5454

9523 Cameron Street

Hours: Monday-Thursday, 10am-9pm

Friday-Saturday, 10am-6pm

Sunday, 1-5pm

■ Tommy Douglas Library..... 604-522-3971

7311 Kingsway

Hours: Monday-Friday, 10am-9pm

Saturday, 10am-6pm

Sunday, 1-5pm

■ McGill Branch..... 604-299-8955

4595 Albert Street

Hours: Monday-Friday, 10am-9pm

Saturday, 10am-6pm

Sunday, 1-5pm

Financial Help

▶ HELP FOR THE DISABLED

■ COALITION OF PEOPLE

WITH DISABILITIES..... 604-875-0188

Advocacy Line:..... 604-872-1278

TTY:..... 604-875-8835

www.bccpd.bc.ca

The staff will help you if you are having trouble getting a subsidy for your disability. They will inform you of your rights, provide information about available services and support, and assist people 18-65 years old with disabilities in accessing handicapped benefits from the governments of BC and Canada.

Hours: Monday-Friday, 8:30am-4:30pm

▶ FEDERAL HELP WITH MONEY

■ CANADA PENSION PLAN (C.P.P.)

Information.....1-800-277-9914

TTY: 1-800-255-4786

www.canada.ca

www.hrsdc.gc.ca

You can apply if you live in Canada, are 60 years or older, and have paid into C.P.P. while you were working. If the pensioner has died, the surviving wife or husband can also apply.

Note: You can apply for C.P.P. up to a year before you are eligible to receive it. You should apply at least six (6) months before if possible.

Hours: Monday-Friday, 8:30am-4:30pm (EST)

■ **GUARANTEED INCOME SUPPLEMENT (G.I.S.)**

Information.....1-800-277-9914
TTY:.....1-800-255-4786
www.canada.ca

You can apply for G.I.S. if you live in Canada and are receiving Old Age Security but your income is not enough to live on. Once you have started receiving the supplement, your income is reviewed each July to determine if you continue to qualify. If you file your income tax before the end of March, the review will be done automatically. Call the above number if you need help completing the form.

Hours: Monday-Friday, 8:30am-4:30pm (EST)

■ **INFORMATION ON THE GOVERNMENT**

OF CANADA SERVICES.....1-800-622-6232
TTY:.....1-800-926-9105
www.canada.ca

Provides general and related contact information on federal programs and services.

“Basic Services for Seniors” is a bilingual guide that provides information on programs and services offered by the federal government to seniors and their families. It is also available in alternate formats (Braille, disc, etc). Call the above number to order.

Hours: Monday-Friday (local calling time), 8am-5pm

■ **OLD AGE SECURITY (O.A.S.)**

Information..... **1-800-277-9914**
TTY:..... **1-800-255-4786**
www.canada.ca

You can apply if you are a Canadian or a legal resident, and are 65 years or older. It doesn't matter if you have other income or funds, but you must have lived in Canada for at least 10 years. You should apply 6 months before your 65th birthday. If you need help, call the above number.

Hours: Monday-Friday, 8:30am-4:30pm (EST)

■ **O.A.S. SPOUSE'S ALLOWANCE**.....**1-800-277-9914**

TTY:..... **1-800-255-4786**
www.canada.ca

You can apply if you are between 60 and 65 years old, have lived in Canada for 10 years, and are married to someone who is getting O.A.S. The amount you get depends on how much income you and your spouse (husband or wife) have together. If your husband or wife is 59 to 64 years old, the form for O.A.S. spouse's allowance is usually sent together with the form for G.I.S. (Guaranteed Income Supplement). You must reapply each year for the O.A.S. Spouse's Allowance.

Hours: Monday-Friday, 8:30am-4:30pm (EST)

- **SENIOR'S SUPPLEMENT..... 1-866-866-0800**
(press 1, press 3, then 2)

www.mhr.gov.bc.ca/programs/other.htm#ss

The Senior's Supplement is a monthly payment provided by the Province of British Columbia. It ensures a conditionally guaranteed income level for B.C. residents receiving federal Old Age Security and Guaranteed Income supplement or federal Allowances.

If the income level of an eligible senior's total income falls below the level guaranteed by the province, the supplement is provided to make up the difference. The maximum monthly supplement is \$49.30 for single seniors and \$120.50 for senior couples and is paid automatically to eligible recipients. Seniors do not have to apply.

The Senior's Supplement is also paid automatically to persons 60-64 years of age who are eligible, in receipt of federal Allowances, and married to an Old Age Security pensioner. Senior's Supplement rates are based upon income reported to Canada Revenue Agency or declared on the federal Guaranteed Income Supplement application if a senior is required to complete one.

Hours: Monday-Friday, 9am-4pm

- **WIDOWED SPOUSE'S ALLOWANCE..... 1-800-277-9914**
TTY:..... 1-800-255-4786

www.canada.ca

You can apply if your husband or wife has died, you are between 60 and 65 years old, have lived in Canada for 10 years, and have a low or modest income. Call for information and application forms.

Hours: Monday-Friday, 8:30am-4:30pm

► PROVINCIAL HELP WITH MONEY

- **ENQUIRY BC..... 604-660-2421**
TTY..... 604-775-0303

Gives information concerning any of the services the Provincial Government provides, or connects you (free of charge) to the appropriate ministry.

Hours: Monday-Friday, 7:30am-5pm

- **MINISTRY OF SOCIAL DEVELOPMENT**
(Employment and Income Assistance)..... 1-866-866-0800

Email: enquirybc@gov.bc.ca

Burnaby Metro Pointe Office enquiries..... 1-866-866-0800

2-4603 Kingsway,

Burnaby, BC V5H 4M4

Bus Pass Information.....1-800-866-0800

(Press 3 for first menu -- Press 1 for second menu)

www.mhr.gov.bc.ca/programs/other.htm#bp

You can apply for income assistance at a Burnaby office if you live in Burnaby and are 60 years or older.

Hours: Monday-Friday, 7:30am-5pm

- **SHELTER AID FOR ELDERLY RENTERS (SAFER)..... 604-433-2218**
www.bchousing.org

SAFER is a non-taxable rent subsidy program for people who are 60 years or older and are currently paying more than 30% of their income towards rent. To be eligible, seniors 60 years or older must be renting, be entitled to receive Old Age Security, and have lived in BC for one year prior to applying. The applicant or spouse must have resided in Canada for one year and be a Canadian citizen or landed immigrant.

Hours: Monday-Friday, 8:30am-4:30pm

► **VETERANS**

- **VETERANS AFFAIRS CANADA.....Toll free 1-866-522-2122**
www.veterans.gc.ca

Veterans and their families can get information about pensions and benefits. Also provides veterans who have low income with medical and financial assistance.

Hours: Monday-Friday, 8:30am-4:30pm

- **VETERANS CRISIS HELPLINE.....1-800-268-7708 (anytime)**
TDD..... 1-800-567-5803

- **BUREAU OF PENSIONS ADVOCATES..... 1-877-228-2250**

Funerals

► FUNERAL INFORMATION

■ BC VITAL STATISTICS AGENCY

General Inquiries..... 1-250-952-2681

Ordering a vital event certificate..... 1-888-876-1633

www.vs.gov.bc.ca

All information is given by recorded voice. You can hear recorded information about registering a death, about wills, or burial permits.

■ FUNERAL SERVICES

ASSOCIATION OF BC..... 1-800-665-3899

or..... 1-250-592-3213

www.bcfunerals.com

Gives advice on planning ahead. They can tell you what to do when someone dies, and where to go for financial help. You can get a free booklet called “Helpful Information about Funerals”

Hours: Monday-Friday, 8:30am-4:30pm

■ LAST POST FUND, BC BRANCH..... 604-572-3242

Head Office..... 1-800-465-7113

www.lastpostfund.ca

For war veterans who have limited assets. Money is available for funeral, burial services, and military markers.

Hours: Monday-Friday, 8am-4pm

► GRIEF COUNSELLING

■ COMPASSIONATE FRIENDS OF CANADA (The)

Burnaby Branch..... 778-222-0446

www.tcfcanada.net

Email: burnaby@tcfcanada.net

Please leave a message.

A support group for parents who have lost a child or grandchild. Offers support and understanding. Call or visit the website for more information.

■ BURNABY HOSPICE SOCIETY..... 604-520-5087

www.burnabyhospice.org

6843 Kingsway, Burnaby (Thrift Store)

604-520-5082

Hours: Monday-Saturday, 9:30am-7pm

Sunday, 9:30am-4:30pm

A non-profit organization dedicated to providing compassionate care to individuals and families during the end-of-life journey.

■ BC BEREAVEMENT HELPLINE:..... 604-738-9950

Toll Free:..... 1-877-779-2223

www.bcbereavementhelpline.com

A non-profit (free) charitable organization with information about how to seek help for themselves or individuals known to them who are in need of assistance dealing with their grief.

General Information

■ **BC211.....2-1-1**

Available in the Regional Districts of Metro Vancouver, Fraser Valley and Squamish-Lillooet.

If you are looking for services in your community, phone 2-1-1. Services are free, confidential, multilingual and available 24/7.

■ **SERVICE CANADA**

Toll Free (8am-8pm)..... 1-800-622-6232

TTY..... 1-800-926-9105

www.seniors.gc.ca

This website contains information and links to services and benefits for seniors, both federal and provincial. It also has information on elder abuse awareness and on New Horizons for *Seniors Program*. Publications are also available. Through Service Canada, you can access more than 70 Government of Canada services including Canada Pension Plan and Old Age Security.

Health Services

For help finding health services anytime, call Healthlink BC at 8-1-1
(Live help 24/7)

For people with hearing impairments, call 7-1-1

▶ ABUSE

■ BC CENTRE FOR ELDER ADVOCACY AND SUPPORT AND SENIORS ABUSE

General Inquiries.....604-437-1940

TTY:.....(Monday-Friday, 9am-4pm) 604-428-3359

www.bcceas.ca

Advocating for legal and social justice for older adults in BC, this organization believes that all have the right to live with dignity, safe from abuse of any kind.

Hours: Daily 8am-8pm (excluding holidays)

Language interpretation available Monday-Friday, 9am-4pm

■ **Burnaby Home Health**.....604-918-7447

■ **Burnaby Mental Health**.....604-453-1900

■ **Community Living BC**.....604-664-0101

▶ ALCOHOL, DRUGS AND TOBACCO PROGRAMS

■ **A.A. (ALCOHOLICS ANONYMOUS)**..... 604-434-3933

www.vancouveraa.ca

People who have a drinking problem help each other.

Hours: Daily 24 hour telephone service

Office Open: Monday-Friday, 8am-6:30pm

Saturdays, 9:30am-1pm

Sundays, 9:30am-1pm

■ **AL-ANON**

(After hours recorded message..... 604-688-1716

www.bcyukon-al-anon.org

Relatives and friends of alcoholics meet in groups for support.

Hours: Monday-Friday, 10am-3:30pm

■ **ALCOHOL & DRUG INFORMATION**

AND REFERRAL SERVICE.....604-660-9382

Information about alcohol and drug treatment services.

Trained staff will help you find the treatment you need.

Hours: Daily 24 hours

■ **BURNABY ADDICTION SERVICES.....604-453-1910**

or.....604-777-6870

www.fraserhealth.ca

Help for people with alcohol and drug problems. Screening and assessment, referral, individual, family, youth and group counselling. Also counselling for those affected by another person's substance misuse. There is no charge for this service. Senior's outreach worker available.

Hours: Monday-Friday, 8:30am-4:30pm

Senior's group 55 and over:

Friday (except holidays), 1:15-2:45pm

■ **BURNABY SUBSTANCE USE SERVICES**

(older adult outreach program)..... 604-777-6870

Offers free counseling, either in your home or at the office, for adults over 65, who live in Burnaby or New Westminster.

Hours: Monday-Friday, 8:30-11:30am

► CLINICS AND REHABILITATION

■ BURNABY PARTNERS IN SENIORS' WELLNESS (55+)

Our weekly drop-ins offer blood pressure monitoring, reflexology, massage, nutrition/health-related books, guest speakers, and other services. The Burnaby Leisure Guide available at Burnaby Community and Recreation Centres provides further information on programs for seniors.

HEALTH ALERT:

BONSOR COMPLEX..... 604-297-4956

6533 Nelson Avenue, Burnaby

Foot care (paid service). Blood pressure monitoring.

Hours: Mondays, 9-10:45am

HEALTH FOCUS:

CAMERON RECREATION CENTRE.....604-415-3555

9523 Cameron Street, Burnaby

Hours: 10am-12noon

Presentations from 10:30-11:30am

Blood Pressure Clinic and other health services

Second Wednesday of each month.

Hours: 8:45-11:30am

SAIL (Seniors Active in Living):

CONFEDERATION COMMUNITY CENTRE.....604-294-1936

Fax:.....604-299-3161

4585 Albert St.,
Burnaby V5C 2G6

Hours: Tuesdays, 9:30-11:30am

Presentation at 10am

HEALTH WATCH:

EDMONDS COMMUNITY CENTRE:..... 604-297-4901
or.....(leave message) 604-524-4261

7433 Edmonds Street, Burnaby

Hours: 9:30-11:45am (Thursdays)

Health and senior related presentations every Thursday at 11am.
Foot clinic once a month (paid service). By appointment only.

■ **HEALTHY HEART PROGRAM**

at BURNABY HOSPITAL.....604-412-6440

For people who have heart disease or are at a high risk of getting heart disease, the Healthy Heart Program has supervised exercise programs. You can speak with a professional dietitian and get information on food and nutrition. There are weekly classes about heart health. Call the above number for more information.

Hours: Monday-Friday, 9am-1:30pm

■ **KINSMEN FOUNDATION OF BC**

(Answering service)..... 604-233-1993

www.kinsmenfoundationofbc.ca

Email: kinsmenfoundationofbc@shaw.ca

Will assist people with disabilities.

- WESTERN INSTITUTE FOR THE DEAF AND HARD OF HEARING.....604-736-7391**
TTY:.....604-736-2527
www.widhh.ca

Trained staff give advice and hearing tests. The centre has recycled hearing aids and special equipment for the deaf and hard of hearing. Sign language and interpreting services available. Services provided in Cantonese, Mandarin, and French.

Hours: Monday-Saturday, 9am-5pm

(Drop-in for hearing aid problems) closed between 12noon-1pm.

- Y.M.C.A. HEALTHY HEART PROGRAM (Cardiac Prevention and Rehabilitation).....604-521-5801**
www.vanymca.org

For people who have heart disease or are at a high risk of getting heart disease, the YMCA has supervised exercise programs. A doctor's referral is required and there is a reduced monthly fee for seniors.

Confederation Centre,
4585 Albert Street, Burnaby

Hours: Monday, Wednesday & Friday, 4:45-6pm

DENTAL CARE

- BRITISH COLUMBIA DENTAL ASSOCIATION.....604-736-7202**
www.bcdental.org

The association provides information on gum disease, crowns, bridges and dentures. You can also get information about dentists in Burnaby who are taking new patients, and which dentists can take patients who use wheelchairs.

Hours: Monday-Friday, 8am-4pm

- **REACH DENTAL CLINIC..... 604-254-1331**
(10% discount)
 501-1750 E. 10th Avenue, Vancouver V5N 5K4
www.reachcentre.bc.ca
Email: dental@reachcentre.bc.ca
Hours: Monday-Friday, 8:15am-5:15pm
 Saturday, 9:15am-3:45pm
 Closed Sunday

- **U.B.C. DENTAL CLINIC..... 604-822-2112**
Dental Emergency Line..... 604-822-2112
www.dentistry.ubc.ca
 You can get dental work done at a discount (20 to 40 percent less than dental fee guide).
 Nobel Biocare Oral Health Centre, 2151 Wesbrook Mall, UBC
Hours: Monday-Friday, 8am-12:30pm & 2-5pm
Dental Hygiene only:
 Tuesday & Thursday, 6-9pm
 Saturday, 9am-12noon

- **VANCOUVER COMMUNITY COLLEGE**
DENTAL HYGIENE CLINIC
(Recorded Message)..... 604-443-8499
 You can have your teeth cleaned at a reduced rate.
Hours: Monday-Friday, 9am-12noon & 1-4pm
 Some evenings

► **FRASER HEALTH**

- **FRASER HEALTH (BURNABY OFFICE)..... 604-918-7447**
Hours: Monday-Friday, 8:30am-4:30pm

■ HOME HEALTH CARE

Home Health Care has a number of services including Nursing, Rehabilitation, and Long Term Care.

Home Care Nurses

If you have a long term illness or disability, or after you come out of hospital, nurses can come to your home to assess your situation and provide the type of treatment you require.

Physiotherapy/Occupational Therapy

If you cannot go to a treatment centre, physio and occupational therapists will come to your home. The therapists will assess your physical problems and provide you with the type of treatment you need. They will also give you advice about special equipment that can help you stay in your own home, and about how you can make your home safe.

Long Term Care

The nurses and social workers in this program work with people who have long term health problems that affect their ability to continue to live at home. They give help and advice, and can arrange for home support workers, Meals on Wheels, adult day programs, and other services. If you can no longer live at home, they will help you find alternative living arrangements.

If you need information, want to know if you are eligible, or want to make a referral to these programs you can call 604-918-7447.

► HEALTH PROTECTION

■ ENVIRONMENTAL HEALTH SERVICES.....604-918-7683

Public Health Inspectors inspect restaurants and food stores. They also inspect public pools, personal service establishments and various businesses. They deal with complaints regarding these premises as well as rat complaints.

■ **COMMUNITY CARE FACILITIES LICENSING.....604-918-7683**

Licensing Officers inspect Adult and Child Care facilities such as care homes and daycares. They deal with complaints regarding these facilities.

■ **IMMUNIZATION CLINICS.....811 or 604-918-7605**

In the fall, Public Health Nurses from Fraser North - Burnaby give immunizations against flu and pneumonia. These shots are free for seniors. Dates, times and locations will be advertised in the local papers in the early fall.

▶ **HEALTH INFORMATION**

■ **BC HEALTH and SENIORS INFORMATION LINE..1-800-465-4911**

Hours: Monday-Friday, 8:30am-4:30pm

■ **BC MINISTRY OF HEALTH**

General Information (Enquiry BC)..... 604-660-2421

Pharmacare..... 604-683-7151

TTY..... 604-775-0303

www.gov.bc.ca/health

For information on or assistance with Pharmacare or Medical Services Plan, call Health Insurance BC Contact Centre at 604-683-7151.

Automated Telephone Inquiry (ATI) - To talk to an agent wait 30 seconds after the message ends and press "0" or say the word "agent".

For general information about health services, call Health and Seniors Information Line 1-800-465-4911.

Hours: Monday-Friday, 8:30am-4:30pm

Seniors Health Care Support Line.....(toll free) 1-877-952-3181

Hours: Monday-Friday, 8:30am-4:30pm

■ **BC NURSELINE**

Greater Vancouver.....Direct: 1-866-215-4700
or 8-1-1 (anywhere in BC)
TTY:.....7-1-1 (anywhere in BC)
www.healthlinkbc.ca

Specially trained nurses answer questions about health topics and procedures, identify symptoms, and help you decide when to see a health professional. Tele-nursing services are available 24/7. No charge.

Pharmacists are available to answer your questions about medications. Translation services are available in 130 languages.

Call 8-1-1 (TTY 7-1-1)

Hours: Daily, 5pm-9am

■ **COLLEGE OF PHYSICIANS AND**

SURGEONS OF BC..... 604-733-7758
www.cpsbc.ca

Call to get the names of Burnaby family doctors who are taking new patients, or to file a complaint.

Hours: Monday-Friday, 8:30am-4:30pm

■ **CRISIS LINE**

Crisis Intervention and Suicide Intervention

Centre (24/7 Distress Line)..... 604-872-3311

Elder Abuse Line.....811 or 604-437-1940

Mental Health Support.....No area code (BC wide) 310-6789

Senior's Distress Line:.....604-872-1234

SUCCESS (Chinese Help Lines).... (Burnaby office) 604-430-1899

Hours: Daily, 10am-10pm

Cantonese.....604-270-8233

Mandarin.....604-270-8222

This is a volunteer driven organization committed to helping people help themselves and others deal with crisis.

■ **HEALTH LINK BC SERVICES..... 8-1-1**
www.healthlinkbc.ca

You can speak with a registered dietitian, and get information on food and nutrition. Translations are available in 130 languages. This service is free, and available anytime of the day or night, every day of the year.

■ **MEDICAL SERVICES PLAN (MSP)**
OF BRITISH COLUMBIA..... 604-683-7151
Toll free from anywhere in North America..... 1-800-663-7100
(Recorded Message-Long Distance..... 1-250-386-7171
BC Services Card..... 604-683-7151
Senior's Health Care Support Line.... (toll free) 1-877-952-3181
www.gov.bc.ca/health

The Medical Services Plan (MSP), a Ministry of Health program administered by Health Insurance BC, insures medically required services provided by physicians and supplementary health care practitioners, laboratory services and diagnostic procedures. It insures part of the cost for the services of podiatrists, chiropractors and physical therapists.

You qualify for the BC Medical Services Plan if your home is in BC and you spend at least six months of each year in the province. New arrivals to BC must wait three months before applying. There is a monthly fee for MSP; lower rates are available to BC residents with a low income.

Hours: Monday-Friday, 8am-4:30pm to speak to a customer service representative. Automated general information service is available 24 hours, 7 days a week.

■ **BC Services Card**

- * **Special Note:** The Provincial Government is currently in the process of replacing all existing CareCards with the new BC Services Card. This is being done on a graduated basis until 2018. See website for further details or to download a brochure. Or call the number above.

■ **MINISTRY OF HEALTH AND SENIORS**

INFORMATION..... 8-1-1

TTY..... 7-1-1

www.gov.bc.ca/health

Gives information on seniors' programs and benefits. One stop location to get help.

Hours: Monday-Friday, 8:30am-4:30pm

The following book is available free of charge "BC Health Guide; Healthy Eating for Seniors." If you want a copy, call 8-1-1 or go to website: **www.healthlinkbc.ca**. Available in a number of languages.

■ SCREENING MAMMOGRAPHY PROGRAM OF BC

(Breast Screening) Info Line..... 604-877-6187

To book appointment..... 1-800-663-9203

www.screeningbc.ca

Women 40-79 years old should be tested for breast cancer at least every two years. An appointment is required. A referral from your doctor is not necessary, but you must have a family doctor.

The staff will give the test results to your doctor, and to you.

Hours: Monday-Friday (Booking), 8am-5:30pm

Monday-Friday (Burnaby appointments), 8:30am-5pm

► HEALTH ORGANIZATIONS

■ ALLERGY/ASTHMA INFORMATION ASSOCIATION

Head Office..... 1-800-611-7011

BC/Yukon Co-ordinator..... 1-877-500-2242

www.aaia.ca

Provides information and advocacy for people with allergies and asthma and their families. The AAIA also provides telephone support. Members receive four newsletters a year. Allergy cookbooks and other products are available for purchase.

■ A.L.S. SOCIETY (Lou Gehrig's Disease)..... 604-278-2257

www.alsbc.ca

Information and help for people with A.L.S. and their families.

Hours: Monday-Friday, 8:30am-4:30pm

- **ALZHEIMER SOCIETY OF BC..... 604-681-6530**
www.alzheimer.ca/bc
 Help and information for family and friends of people with Alzheimer's disease and related dementia. Groups meet at least once a month.
Dementia Helpline:.....1-800-936-6033
or Lower Mainland.....604-675-5150
Hours: Monday-Friday, 9am-4pm

- **ARTHRITIS ANSWERS LINE.....1-800-321-1433**
www.arthritis.ca
 For every question there is an answer. We're your source of help and hope. The Answers Line will give you information, emotional support, and links to other agencies that can help you cope with your arthritis.
General Inquiries: info@arthritis.ca
Hours: Monday-Friday, 10am-4pm

- **ARTHRITIS CENTRE (Mary Pack Arthritis Centre)**
Appointments Only:..... 604-875-4040
Vancouver Regional Centre..... 604-875-5051
www.arthritis.ca
 The Society's regional centres have learning materials and up-to-date information on events and programs in a variety of communities within the region. Your closest regional centre is in Vancouver at 895 West 10th Avenue, Main Floor.
Hours: Monday, Wednesday & Friday, 8am-4pm
 Tuesday & Thursday, 8am-7:30pm

- **ARTHRITIS RESEARCH CENTRE OF CANADA**
(Richmond Office)..... 604-207-0400
www.arthritisresearch.ca
 If you wish to get involved as a volunteer in arthritis research.
Hours: Monday-Friday, 9am-5pm

- **BC EPILEPSY SOCIETY..... 604-875-6704**

www.bcepilepsy.com

Email: info@bcepilepsy.com

BC Epilepsy Society is a non-profit charitable organization dedicated to serving the well-being of people living with epilepsy. We empower, educate, and support British Columbians living with epilepsy, and fund research to find a cure.

Hours: Monday-Friday, 8:30am-4:30pm

- **BC LUNG ASSOCIATION..... 604-731-5864**

Advice line..... 1-800-665-5864

www.bc.lung.ca

Email: info@bc.lung.ca

Information and help for people with asthma, emphysema, chronic bronchitis, and other lung problems. “Better Breathers Club” is a club for people with breathing problems. They meet once a month, in Vancouver, New Westminster and Richmond.

Hours: Monday-Friday, 8:30am-4:30pm

- **BURNABY FALL PREVENTION SOCIETY**

Falls Prevention Mobile Clinic:

To register or for more information 604-525-7790 or 8-1-1

7355 Canada Way, Burnaby

For further information on Fall Prevention go to www.fraserhealth.ca (click on “your health” and then “seniors’ health”)

A group of concerned, community based volunteers who educate seniors to be more aware of the risks for falls and how to minimize those risks to keep safe, active and independent. The Society offers a free 90 minute program to interested seniors’ groups, which includes a power point presentation, chair exercises and balance testing. To book a presentation or for further information please contact the coordinator.

- **BURNABY HOSPICE SOCIETY..... 604-520-5087**

www.burnabyhospice.org

Email: info@burnabyhospice.org

Hours: Monday-Friday, 9am-4pm

Trained volunteers visit people with life threatening illnesses in their homes, in hospital, and long term care facilities. There is a grief support group for family and friends. There is no cost for hospice programs and services. Referrals can be made by anyone.

- **DIABETES CANADA**

Vancouver Office.....604-732-1331

Information Line..... 1-800-BANTING (226-8464)

Chinese Information Line:..... 604-732-8187

Clothing, electronics and small household items recycling

1-800-505-5525 (for pick up or to locate a drop box)

www.diabetes.ca

Email: info@diabetes.ca

Provides information and support for people with diabetes.

Hours: Monday-Friday, 7:30am-6:30pm

Chinese Information Hours:

Monday, Wednesday & Friday, 9am-12noon

- **CANADIAN HARD OF HEARING ASSOCIATION**

BC CHAPTER (C.H.H.A.)..... 1-866-888-2442

www.chha-bc.org

A support group for people who are hard of hearing. Small membership fee. Call for more information.

Hours: Tuesday-Thursday, 10am-2pm

■ **CANADIAN NATIONAL INSTITUTE FOR THE BLIND (CNIB)**

Direct Line for Customer Service Centre:.....604-431-2121

24 Hour Recorded Information Line:..... 604-431-2111

Toll free Help Line and general information.....1-800-563-2642

www.cnib.ca

A service for people who have difficulty seeing, or are blind or deaf blind. We help people learn to live independently. These services teach people how to live on their own. Counselling is offered. A library service with talking books is available. These services are free of charge to everyone in need.

Hours: Monday-Friday, 8:30am-4:30pm

■ **CEREBRAL PALSY**

ASSOCIATION OF BC.....604-408-9484

Clothing Recycling Program..... 604-408-9497

www.bccerebralpalsy.com

Email: info@bccerebralpalsy.com

Information and help for people with Cerebral Palsy.

Hours: Monday-Thursday, 9am-5pm

■ **HEART AND STROKE FOUNDATION**

OF BC AND YUKON.....604-342-8070

or..... 1-888-473-4636

www.heartandstroke.bc.ca

Free information, films, talks on heart health and strokes.

Free pamphlets on heart and stroke risk factors.

Hours: Monday-Friday, 8:30am-5pm

■ **KIDNEY FOUNDATION OF CANADA**

BC BRANCH.....604-736-9775

www.kidney.ca/bc

Email: info@kidney.bc.ca

The Kidney Foundation of Canada is a national volunteer organization committed to improving the health and quality of life of people affected by kidney disease. We fund medical research, provide education and support to patients and their families, promote access to high quality health care and increase public awareness about the importance of kidney health and organ donation.

Hours: Monday-Friday, 8:30am-4:30pm

■ **MYALGIC ENCEPHALOMYELITIS**

**(Chronic Fatigue Syndrome) and
FIBROMYALGIA (MEFM) SOCIETY OF BC**

Toll free:.....1-888-353-6322

Lower Mainland..... 604-878-7707

www.mefm.bc.ca

Email: info@mefm.bc.ca

This is a volunteer-run organization offering public information through our phone information service and quarterly newsletter. We provide educational material and resources as well as referrals to self-help groups. Annual membership is \$25.

■ **MULTIPLE SCLEROSIS SOCIETY OF CANADA**

(BC AND YUKON DIVISION)..... 604-689-3144

www.mssociety.ca

Email: info.bc@mssociety.ca

People with MS, their family and friends can get information, advice and help. You may qualify for our equipment provision program or our volunteer legal advice program. The society also offers support groups to people with MS, their family and friends. Many volunteer opportunities.

Hours: Monday-Friday, 8:30am-4:30pm

- **MUSCULAR DYSTROPHY CANADA..... 604-732-8799**
www.muscle.ca
Email: infowest@muscle.ca

You can get help to buy certain basic equipment. Some assistance is available to access medical help when travelling by air. To receive this assistance, you must be registered with this agency.

Hours: Daily, 8am-4pm

- **OSTEOPOROSIS CANADA BC DIVISION..... 604-685-2582**
www.osteoporosis.ca
Email: bcdivision@osteoporosis.ca

Information and support for people who have or think they may have osteoporosis or are at risk. They have videos and books for sale, as well as a small lending library for members. Call for information about support groups. Hours of operation vary.

Hours: Call for office hours

- **PACEMAKER & ARRHYTHMIA**
SELF-HELP GROUP (PASH)..... 604-682-2344 ext. 62166
St. Paul's Hospital Healthy Heart Resource Centre
(usually open daily) 9am-7pm..... 604-682-2344 ext. 62590

This group meets for education and support at St. Paul's Hospital. Call for more information and meeting dates.

- **PARKINSON SOCIETY BRITISH COLUMBIA..... 604-662-3240**
Toll Free..... 1-800-668-3330
www.parkinson.bc.ca
Email: info@parkinson.bc.ca

Information, lending library, newsletter and counselling for people with Parkinson's Disease and their families. There is an annual membership fee.

Hours: Monday-Friday, 8:30am-4:30pm

A Parkinson's support group meets on the second Monday of each month (1-3pm) at Confederation Centre. They have presentations and a recreation program. There is no charge for joining this group. There is a network of 50 support groups throughout the province. There is a Chinese speaking support group which meets on the 3rd Saturday of each month (10am-12noon) at Crystal Mall, Ching Seen Centre.

- **STROKE RECOVERY ASSOCIATION OF BC..... 604-688-3603**
Toll Free..... 1-888-313-3377
www.strokerecoverybc.ca

This group gives information to assist recovery and sets up stroke recovery branches. An information kit and quarterly newsletter is available. They also conduct special events (see website).

Hours: Monday-Friday, 9am-4pm

■ **STROKE CLUBS**

1 North Burnaby Stroke Recovery Club..... 778-319-9917
or.....604-688-3603

Meetings are held at Confederation Centre on Wednesdays. Speakers, video presentations, adapted exercise, speech maintenance, peer support and caregiver support are available for stroke survivors. Modest membership fee.

Hours: Wednesdays plus one outing
10am-1pm

2 South Burnaby Stroke Recovery Club..... 778-230-4008
or.....604-688-3603

Meetings are held at Edmonds Community Centre on Fridays. Outings are on the third Fridays.

Speakers, video presentations, adapted exercise, speech maintenance, peer support and caregiver support are available for stroke survivors.

Hours: Fridays, 10am-1pm

■ **UNITED OSTOMY ASSOCIATION INFORMATION SERVICES**

www.uoavancouver.com

Provides information and assistance for patients, family and friends. Meetings are held at Collingwood Neighbourhood House, 5288 Joyce Street, Vancouver (near Joyce SkyTrain station).

► HOSPITALS AND AMBULANCE SERVICE

■ BC AMBULANCE SERVICE..... 911

If you need to go to the hospital in an ambulance you will be charged a user fee. A payment plan can be arranged to suit you. If you have questions about your bill call 1-800-665-7199 (recorded message).

■ BURNABY HOSPITAL.....604-434-4211

www.fraserhealth.ca

At Burnaby Hospital, we are developing a number of geriatric services including Geriatric Emergency Nurse Clinician; Nurse Continence Advisor; Restorative Care Unit; and Transitional Care Unit for admitted patients who require further support and discharge planning. Burnaby Hospital has an Emergency Department that is open 24 hours, seven days of the week.

■ ROYAL COLUMBIAN HOSPITAL.....604-520-4253

www.fraserhealth.ca

■ PATIENT INFORMATION

BC Cancer Agency.....	604-877-6000
Burnaby Hospital.....	604-434-4211
Eagle Ridge Hospital.....	604-461-2022
Royal Columbian Hospital..... (10am to 8pm)	604-520-4219
St. Paul's Hospital.....	604-684-6532
Surrey Memorial Hospital.....	604-581-2211
Vancouver General Hospital.....	604-875-4111
Poison Control Line.....	1-800-567-8911

► **MEDICAL ALERT SYSTEMS**

- **CANADIAN MEDIC ALERT.....1-800-668-1507**
www.medicalert.ca

Provides customized bracelets and necklaces that are linked to emergency medical information services. Information regarding medical conditions and special medical needs is provided to medical personnel on a twenty-four hour basis. There are forty styles of bracelets and necklaces available.

The Member Assistance Program provides a partial subsidy for the membership fee and the cost of a stainless steel bracelet for people with potentially life-threatening health conditions or special medical needs.

Hours: Monday-Friday, 9am-8pm

- **FRASER NORTH LIFELINE**
OF FRASER HEALTH..... 604-517-8617
www.fraserhealth.ca/health-info/seniors/lifeline
Email: lifeline@fraserhealth.ca

Provides a personal medical alarm response system designed for individuals living at home with medical conditions. Help is available 24 hours a day, 365 days a year. Reasonable monthly fee. Call for more information. Brochure and application available online.

Hours: Monday-Friday, 8am-4pm

► **MEDICAL EQUIPMENT AND SUPPLIES**

- **BCITS/TECHNOLOGY FOR INDEPENDENT LIVING**
Technology for Independent Living..... 604-326-0175
www.bcits.org
Email: info@bcits.org

Help with electronic control of things in the home, such as lights, television, telephone. This service is for severely disabled persons. The equipment is loaned to qualified applicants.

Hours: Monday-Friday, 8:30am-4:30pm

■ **THE CANADIAN RED CROSS SOCIETY**

Equipment Loan Service.....604-522-7092
or.....604-709-6600

Equipment (canes, crutches, raised toilet seats, bath boards, bedpans, wheelchairs, walkers, etc.) is available for up to 3 months. All equipment loans require a referral from a regulated health care professional. Call to make sure they have what you need. Delivery service is no longer available.

Hours: Monday-Saturday, 9:30am-12:30pm
(except Saturday of holiday weekend)
Closed on Sundays & Statutory Holidays

■ **SOUTH VANCOUVER SENIOR'S NETWORK**

AND EQUIPMENT REGISTRY..... 604-324-3670
www.elderpost.com

This is a used equipment registry and referral service that links buyers and sellers. It is run by volunteer seniors. See website for other services such as wellness programs and summer outings.

Hours: Tuesday-Friday, 10:30am-2pm

▶ **MENTAL HEALTH**

■ **BURNABY ACTIVITY CENTRE..... 604-526-9606**
www.vancouver-burnaby.cmha.bc.ca

Suite 109 - 7355 Canada Way, Burnaby

If you are, or have been, a user of Mental Health Services, you can go to the Centre for social drop-in programs or organized programs such as arts & crafts, weight loss program, etc. We provide loonie lunches.

There is a seasonal calendar of activities available.

Hours: Closed Mondays
Tuesday-Thursday, 10am-4pm
Friday, 5-9pm

■ **BURNABY MENTAL WEALTH SOCIETY.....604-433-4829**

A wide range of non medical programs (social, educational and volunteer work) to help people recover their mental health. Some meals available to members (small fee).

Hours: Monday-Friday 9:30am-9:30pm
Saturday, 1:30-9:30pm
Sunday, 1:30-5:30pm

■ **FAMILY SERVICES OF GREATER VANCOUVER**

(New Westminster branch)..... 604-525-9144

Email: receptionnw@fsgv.ca

Professional support and counselling services are available for people who are experiencing challenges in their life. There is a sliding scale fee (amount depends on your income).

Hours: Monday-Friday, 8:30am-4:30pm

▶ **PHARMACARE**

Health Info Line:.....604-683-7151

or Toll Free..... 1-800-663-7100

www.health.gov.bc.ca/pharmacare

Pharmacare, a Ministry of Health program administered by Health Insurance BC, assists British Columbia residents in paying for eligible prescription medications and designated medical supplies.

Check the website or contact Pharmacare for specific information on eligible benefits.

Hours: Monday-Friday, 8am-8pm
Saturday, 8am-4pm

You can register for Fair Pharmacare online 24/7

► SERVICES FOR CANCER PATIENTS

■ BRITISH COLUMBIA CANCER AGENCY

(Vancouver Cancer Centre).....604-877-6000

www.bccancer.bc.ca

A treatment centre for cancer patients. Social workers offer professional counselling to people with cancer and their families. You can get counselling by yourself or in a group.

For information about cancer treatment, call the Cancer Research Centre 604-675-8000.

Hours: Monday-Friday, 8:30am-4:30pm

■ CANADIAN CANCER SOCIETY

CANCER INFORMATION SERVICE.....1-888-939-3333

www.cancer.ca

Email: info@cis.cancer.ca

The Cancer Information Service (CIS) is a national, bilingual, confidential, toll-free service offering comprehensive information about cancer and community resources to cancer patients, their families, the general public and health care professionals.

Information available:

- All types of cancer
- Prevention and risk reduction
- Early detection
- Cancer treatments
- Drugs and clinical trials
- Dealing with side effects
- Complementary and alternative therapies
- Cancer statistics
- Supportive and palliative care
- Helping resources in the community

Hours: Monday-Friday, 9am-6pm

- **FREE MASONS CANCER CAR PROGRAM (FMCCP)
IN PARTNERSHIP WITH CANADIAN
CANCER SOCIETY..... 604-872-2034**

Cancer patients can arrange for free rides to their cancer treatments. Arrangements must be made 24 hours in advance. Patients must be able to get in and out of a car without assistance, as vehicles are not specially equipped.

Hours: Monday-Friday, 7am-5pm

► **SUPPORT SERVICES**

- **BURNABY SENIORS OUTREACH
SERVICES SOCIETY..... 604-291-2258**

2055 Rosser Avenue, Burnaby

www.bsoss.org

Email: Lori@bbyseniors.ca

Seniors Helping Seniors is a non profit organization dedicated to promoting emotional health and well-being of seniors. Peer counsellors provide support and guidance through difficult times.

Burnaby Family Caregivers Project offers free short information presentations, a support group meeting the first and third Saturday every month from 10am to noon, and an annual information fair. Call 604-291-2258 or visit www.bsoss.org for more details.

Hours: Monday & Wednesday, 9am-3pm
Friday, 10am-2pm

■ **COMMUNITY SENIORS OUTREACH PROGRAM....604-431-0400**

www.burnabynh.ca

4460 Beresford Street, Burnaby

This outreach service provided by Burnaby Neighbourhood House (formerly South Burnaby Neighbourhood House) helps connect isolated seniors to community services and programs in Burnaby. Trained volunteers visit seniors offering comprehensive information to improve their quality of life. This service is free of charge. Call for information or to make referrals.

Hours: Monday-Thursday, 9am-8pm
Friday, 9am-5pm

■ **PHONE BUDDIES PROGRAM..... 604-294-7980**

Provided by the City of Burnaby, Citizen Support Services.

Volunteers call clients to visit with them over the phone. They can call every day or occasionally, for a friendly conversation and to make sure everything is okay.

■ **VOLUNTEER VISITOR PROGRAM..... 604-294-7980**

Provided by the City of Burnaby, Citizen Support Services.

One to one visits are made in the client's home to provide companionship for isolated or lonely seniors and people with disabilities.

Home Services

► GARDENING

■ NEIGHBOURS HELPING NEIGHBOURS

(East Vancouver/Burnaby/New Westminster)

Director of Day Programs: Peter McKinley.....604-435-9544 ext. 29

For information about services..... 604-764-6601

Email: nhn@larchevancouver.org

www.larchevancouver.org

Neighbours Helping Neighbours is an outreach program of L'Arche Greater Vancouver where a small crew of adults with developmental disabilities and their supervisor provide simple maintenance tasks for seniors. Their services include such things as basic gardening, lawn moving, raking leaves, pruning, and mending fences. They are a skilled and enthusiastic group. There is no fee for this service, donation suggested. You are welcome to make a donation to the L'Arche Foundation of Greater Vancouver and you will receive a tax receipt.

Hours: Monday-Friday, 8:30am-4:30pm

► GROCERIES

■ DAIRYLAND HOME SERVICE

Toll Free..... 1-800-667-1228

or Lower Mainland.....604-421-4663

Fax:.....604-444-7243

Email: dhs.bc@saputo.com

www.morethanmilk.ca

■ SHOP-BY-PHONE GROCERY PROGRAM.....604-294-7980

Provided by City of Burnaby, Citizen Support Services.

If you are elderly or have a disability, you can order groceries by phone. A volunteer will do the shopping at a local supermarket, and the store will deliver it C.O.D.

▶ HOME SUPPORT WORKERS

- **HOME SUPPORT AGENCIES (Private).....pages 56 and 57**
You can find private nursing and home help services in “The Yellow Pages” telephone book or online at www.yellowpages.ca
- **see FRASER HEALTH LONG TERM CARE PROGRAM...page 33**

▶ LIBRARY SERVICES

- **HOME LIBRARY AND ACCESSIBLE SERVICE...604-436-5423**
www.bpl.bc.ca/home-library-service
Email: bplhomes@bpl.bc.ca

This is a free service.

The Home Library Service will come to your home once every four weeks:

1. If you are a senior and do not have transportation to a library.
2. If you are a resident of Burnaby who must remain at home for three months or more due to poor health, physical weakness, poor eyesight or physical disability.

The Home Library Service staff can bring you library material of your choice – a personally selected collection of paperbacks and hardcover books in regular print and LARGE print, videos, music, magazines, and books on discs and tapes. A separate category of audiobooks on discs and tapes are available for people who can't read books because of poor eyesight, physical disability or blindness. Disc and cassette players are available on loan free of charge.

Hours: Monday-Friday, 9am-4:30pm

Your Safety and Comfort is our Number One Priority



Safe Care Home Support

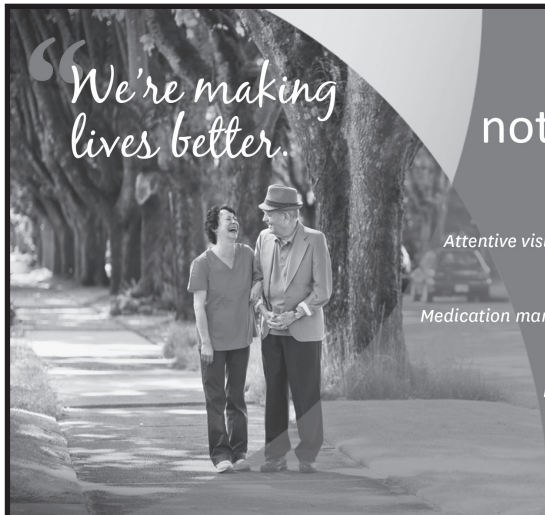
SAFE CARE provides your loved one with the Best Home Care Services:

- | | |
|------------------|---------------------|
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| Wound Care | Personal Care |
| Alzheimer Care | Meal Preparation |
| Palliative Care | Medication Reminder |
| Respite Care | Homemaking |
| Mobile Foot Care | Transportation |

ICBC Claims Accepted • DVA Provider

Call **604-945-5005** for *FREE In-Home Consultation*

www.safecarehomesupport.ca



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Medication management and support with life’s essentials.

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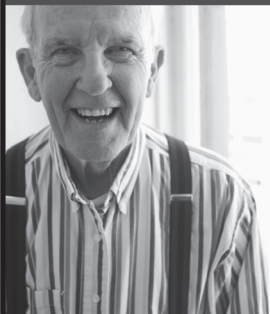


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Make good choices for a better tomorrow

► MEALS

- **BURNABY MEALS ON WHEELS.....604-299-5754**
www.mealsonwheels-burnaby.com

Volunteers deliver meals to the homes of Burnaby residents who are unable to or have difficulty cooking due to age, illness, or disability. Nutritious hot meals, frozen meals and bagged lunches are served on a rotating meal schedule. Food preferences and diet choices can be accommodated within reason. No doctor referral needed. Short term service available. Some meal cost subsidies available. Please phone to find out about meal costs and delivery days. Vegetarian meals and Chinese hot meals are available.

Hours: Monday-Friday, 9am-3:30pm



**HOME
Delivered
Meals**
3 course dinner for
\$6.25*
*minumum order applies

To inquire or order call 604-299-1877
or visit us at www.bettermeals.com

 **BETTER MEALS**
Serving Our Communities Since 1993

► REPAIRS

■ SENIOR CITIZENS' REPAIR SERVICES.....604-529-1100

Seniors or people with disabilities who live in their own homes or apartments can get plumbing, electrical, painting, minor repairs, wall papering and some gardening done. The work is guaranteed. There is a charge for materials and transportation. Phone for current rates for labour.

Tradesmen:..... \$30.00 per hour

Travel time:

(Burnaby, Coquitlam, New Westminster, Port Moody, Vancouver to Main Street):..... \$35.00 per hour

Hours: Monday-Friday, 9am-12noon

Housing and Accommodation

► HOME ADJUSTMENTS

■ HOME ADAPTATIONS FOR INDEPENDENCE (HAFI)..... (Lower Mainland) 604-433-2218 www.bchousing.org/HAFI

This program provides financial assistance to help eligible low-income seniors and people with disabilities in BC continue to live in the comfort of their homes. Even small home adaptations can make a big difference in the lives of people who wish to remain in their homes longer. Brochures available in English, Chinese and Punjabi.

Helps seniors with low income to pay for changes in their homes. (for example, ramps, handrails, easy-to-reach work and storage areas, press-down door handles, grab bars and seats for the bath or shower.) Also covers assistance for roofing, heating, plumbing and wiring.

Hours: Monday-Friday, 8:30am-4:30pm

► HOUSING INFORMATION

■ AFFORDABLE HOUSING SOCIETY

Chaffey Lane..... 604-435-7942

Ridgelawn Gardens..... 604-291-0461

To apply for Housing Registry and

general enquiries..... 604-433-2218

www.affordablehousingsocieties.ca

Email: inquiry@affordablehousingsocieties.ca

■ BC HOUSING MANAGEMENT COMMISSION

Housing Application/Rental Assistance

Program/ Safer Inquiry Line..... 604-433-2218

Fax:..... 604-439-4729

Toll Free..... 1-800-257-7756

www.bchousing.org

Subsidized housing is available for seniors who are 55 years or older, families with a minimum of two people - one of whom is dependent on the other, urban singles or people with special needs who live independently and qualify for a disability pension, or cannot work because of a disability. You must be a BC resident and have a gross household income below a yearly amount, set by Canada Mortgage and Housing Corporation. Check with BC Housing to determine if you are eligible.

“The Link” available at all libraries gives information on all government assisted housing throughout the province.



Find out why we are becoming Burnaby's preferred retirement living option.

We would love to show you around!

Book a tour today
604-291-1792

1850 Rosser Avenue
Burnaby, BC V5C 5E1
siennialiving.ca

*R*ideau
Retirement Residence

The warmth of human connection

- **BC NON-PROFIT HOUSING ASSOCIATION..... 604-291-2600**
Toll free..... 1-800-494-8859
www.bcnpha.ca

Hours: Monday-Friday, 9am-4:30pm

- **CO-OPERATIVE HOUSING FEDERATION OF BC... 604-879-5111**
www.chf.bc.ca

Hours: Monday-Friday, 9am-4:30pm

- **HFBC HOUSING FOUNDATION..... 604-684-3515**
Fax:..... 604-684-3677
www.housingfoundation.ca

Provides low rent housing in Vancouver. You may qualify if you are 50 years or older and have a low income. Call for more information.

Hours: Monday-Thursday, 9am-4pm

Note: The Housing Foundation does not maintain a waitlist. If you need subsidized housing, please contact the housing registry at BC Housing 604-433-2218 (see page 60).

- **LEGION HOUSING**
George Derby Centre..... 604-521-2676 local 400
www.georgederbycentre.ca

Located in a park-like setting in Burnaby, the centre is a community-based, non-profit care residence for Canadian veterans of the Armed Forces. The average resident age is 80 years; mostly male. Volunteers are an integral part of the George Derby Centre.

- **New Chelsea Society..... 604-395-4370**
www.newchelsea.ca

Email: admin@newchelsea.ca

New Chelsea Society provides affordable, safe and reliable housing for seniors, low-income families and veterans, operating 19 properties in Vancouver, North Vancouver, Burnaby, Port Coquitlam and Surrey.

- **Poppy Residences (The)..... 604-568-5563**
www.thepoppyresidences.com

- POST 83 CO-OPERATIVE HOUSING ASSOCIATION..... 604-434-4699**
www.post83housing.ca

Post 83 is accepting applications for our one bedroom units in our adult oriented Housing Co-operative located near beautiful Central Park, Burnaby Public Library and Metrotown. Share purchase is \$1500. Please send a self-addressed envelope with a \$15 application fee to:

Post 83 Co-operative Housing Association
 #106 - 4221 Mayberry Street, Burnaby, BC V5H 4E8

- SENIORS SERVICES SOCIETY..... 604-520-6621**
Fax:..... 604-520-1798
www.seniorshousing.bc.ca

Staff and volunteers give information on low cost housing, and other housing programs in the Lower Mainland. They also give information on other services for seniors. Please check website for full list of services.

Hours: Monday-Friday, 8:30am-4:30pm



THE DERBY MANOR - *Awesome is living here!*

Proudly offering brand new accommodation at competitive rental rates! Centrally located in Burnaby, this residence is nestled in an attractive park like setting close to all amenities. Perfect for individuals 55+, looking for comfortable, secure, independent living!

Call today for a tour: 604-529-1019

■ NON-PROFIT SENIORS' HOUSING

Apartments for seniors and/or people with disabilities. If you are 55 years or older and you qualify, the society makes sure that the rent will not be more than 30% of your income.

In Burnaby non-profit societies look after these buildings:

NORTH BURNABY:

- **Salishan** (seniors only - not for disabled)..... 604-421-1466
- **Seton Villa**..... 604-291-0607
Fax:..... 604-291-1871
www.setonvilla.com
- **Swedish Canadian Manor**..... 604-420-1124
Email: info@swedishcanadian.ca

SOUTH BURNABY:

- **Catherine Anne Court**..... 604-431-9225
www.reddoorhousing.org
- **Concordia Court**..... 604-436-1225
- **Dania Home** (care facility)..... 604-299-2414
Fax:..... 604-299-7775
- **Dania Lodge/Carl Mortensen Manor**
(independent living)..... 604-299-2414
- **Dania Manor** (assisted living)..... 604-299-1379
- **Fairhaven** (United Church Homes)..... 604-435-0525
- **Finnish Manor**..... 604-434-2666
Fax:..... 604-439-7448
www.finnicarebc.ca
- **Kingsway Court**
(seniors only - not for disabled)..... 604-434-3724
- **New Vista**..... 604-525-3288
- **Nikkei Seniors' Health Care
and Housing Society**..... 604-777-5000
www.nikkeiplace.org
Fax:..... 604-777-5050

▶ LANDLORD / TENANT ISSUES

- **RESIDENTIAL TENANCY BRANCH (Lower Mainland)**
(Recorded Message).....604-660-1020
www.rto.gov.bc.ca
#400 – 5021 Kingsway, Burnaby
A Provincial Government service that helps with problems between tenants and landlords.
Hours: Monday-Friday, 9am-4pm

Legal Services and Information

▶ PARENT SUPPORT SERVICES SOCIETY OF BC

Toll Free Support Line.....1-855-474-9777
OR.....604-558-4740
OR.....604-669-1616
www.parentsupportbc.ca

#204-5623 Imperial Street, Burnaby

Hours: Monday, Tuesday, Thursday & Friday, 10am-2pm

Also provides peer support circles for grandparents in Burnaby.

▶ HELP WITH LEGAL DOCUMENTS

- **SENIORS SERVICES SOCIETY.....604-520-6621**

www.seniorsservicessociety.ca

also see www.sevicecanada.gc.ca

Helps seniors fill out legal documents and forms.

Hours: Monday-Friday, 8:30am-4:30pm

▶ LEGAL ADVICE

- **BC CENTRE FOR ELDER ADVOCACY & SUPPORT**

Seniors Advocacy, Information and Abuse Line...604-437-1940

TTY:.....604-428-3359

www.bcceas.ca

Hours: Daily (except holidays), 8am-8pm

The BC Centre for Elder Advocacy & Support is committed to protecting the rights of older adults and increasing access to justice for older adults. Call our confidential phone line if you are on a fixed income and cannot otherwise access legal assistance for information or free legal advice on the following issues:

- housing
- debt
- government benefits
- financial exploitation
- guardianship/capacity
- abuse/neglect
- discrimination
- pensions and appeals
- consumer complaint

- **DIAL-A-LAW..... 604-687-4680**
Toll Free:..... 1-800-565-5297 (BC only)
www.dialalaw.org

Hours: 24 hours a day - 365 days a year

You can hear recorded information on many important legal subjects. Service is available in English, Chinese and Punjabi. If you have a touch tone phone, you can use this service 24 hours a day all week. If you do not have a touch tone phone, you can use a regular phone at the following times:
Monday-Friday, 8:30am-4:30pm

- **LAWYER REFERRAL SERVICE OF
THE CANADIAN BAR ASSOCIATION..... 604-687-3221**
Toll free:..... 1-800-663-1919 (BC only)
www.cba.bc.org

This is a telephone service which gives you the names of lawyers who will charge you only \$25 plus tax for the first 30 minutes of consultation.

Hours: Monday-Friday, 8:30am-4:30pm

- **PEOPLE'S LAW SCHOOL**
Publications for Seniors..... 604-331-5400
www.publiclegaled.bc.ca

You can get the following books, available in a number of languages, free of charge by calling the above telephone number.

- Writing a Will
- Choosing an Executor/Being an Executor
- Power of Attorney

Hours: Monday-Friday, 9am-5pm

■ **UNIVERSITY OF BC LAW STUDENTS**

LEGAL ADVICE PROGRAM..... 604-822-5791

www.lslap.bc.ca

Gives free legal advice to people who cannot pay a lawyer [general advice, information about wills, small claims, tenant, consumer, criminal problems, family law (excluding property issues, and divorces)].

Switchboard Hours: Monday-Friday, 9:30am-4:30pm

Telephone Enquiries..... 604-822-5791

Appointment Booking..... 604-822-5791

Manual Orders..... 604-822-5723

Fax..... 604-822-1661

■ **PRO BONO SOCIETY OF BC (Access Pro Bono)**

(at South Burnaby Neighbourhood House)

CLIENT LINE:..... 604-878-7400

www.accessprobono.ca

Gives free legal advice to people who cannot pay a lawyer or get help from Legal Aid. This service is provided by qualified volunteer lawyers.

Hours: Monday-Friday, 9am-5pm

By appointment only.

► PUBLIC TRUSTEE

- **PUBLIC GUARDIAN AND TRUSTEE OF BC.....604-660-4444**
Fax:.....604-660-0374
www.trustee.bc.ca

Helps people who are not able to look after their own affairs.

The Public Guardian and Trustee of BC:

1. Helps people take care of money and legal business when they have no one else to help them. For example, you can name the Public Guardian and Trustee as the executor of your will, and
2. Looks after the estates of people who die with or without a will, and have no one else to take care of the estate for them.

Hours: Monday-Friday, 8:30am-4:30pm

► WILLS

■ ABOUT WILLS

If you own property, you should have a will. The will should describe what you want done with your property after you die. The property does not have to be a house or other land. It can be a bank account, a car, furniture, or anything of value.

A will must be in writing, and it must be signed by the person who makes it and by two other people. You should get legal help when you make a will.

- **NIDUS (Personal planning for living wills).....604-408-7414**
www.nidus.ca

A Living Will is a document with the date on it, and signed by you and another person. In this document you can say ahead of time what kind of life saving measures you want taken if you are dying. In a Living Will, you can also name someone to make decisions about your care when you are no longer able to make them yourself.

Hours: Monday-Friday, 8:30am-4:30pm

Recreation

► ARTS ORGANIZATIONS

■ BURNABY ARTS COUNCIL (Arts Information)

Recorded Message.....604-298-7322

www.burnabyartscouncil.org

Hours: Tuesday-Friday, 10am-4pm

Gallery open most Saturdays & Sundays, 12noon-4pm
(Artists in attendance, phone to confirm.)

■ BURNABY ART GALLERY..... 604-297-4422

www.burnabyartgallery.ca

Email: gallery@burnaby.ca

6344 Deer Lake Avenue, Burnaby

Artwork Rental and Sales.....604-297-4422

Burnaby Art Gallery is dedicated to presenting a variety of exhibitions and events in the galleries of the Burnaby Art Gallery and throughout the community. Services include educational programs for children, adults and seniors, an art rental and sales program, community projects and exhibitions in schools, recreation facilities, and community centres.

Hours: Monday Closed

Tuesday-Friday, 10am-4:30pm

Saturday & Sunday, 12noon-5pm

■ **CITY OF BURNABY RECREATION**

CREDIT PROGRAM..... 604-320-2227

www.burnaby.ca search words: recreation credit

Low-income seniors can apply for credits that can be used at any Burnaby Parks, Recreation and Cultural Services facility for programs and admission services. Application forms are available at all Burnaby Parks, Recreation and Cultural Service facilities. Certain criteria apply.

Hours: Monday-Friday, 10am-3pm

■ **SHADBOLT CENTRE FOR THE ARTS.....604-291-6864**

6450 Deer Lake Avenue, Burnaby

Hours: (Spring, Fall & Winter)
Monday-Thursday, 9am-7:30pm
Friday, 9am-6pm
Saturday, 9am-3:30pm
Sunday, 10am-2:30pm

Hours vary during the summer. Please call for information.

Box Office:..... 604-205-3000

Hours: Tuesday-Friday, 12noon-5pm
Saturday, 12noon-4pm
Closed Sunday and Monday

► COMMUNITY CENTRES

These recreation centres are run by the City of Burnaby Parks, Recreation & Cultural Services Department, and have many social, recreational and educational programs for seniors.

- **BONSOR RECREATION COMPLEX INFO LINE..... 604-297-4597**
55+ LINE..... 604-297-4580

6550 Bonsor Avenue, Burnaby

Hours: Monday-Friday, 6am-11pm
Saturday, 7:10am-10pm
Sunday, 7:10am-11pm

- **CAMERON RECREATION COMPLEX..... 604-297-4456**

9523 Cameron Street, Burnaby

Hours: Monday-Friday, 6am-11pm
Saturday, 7am-6pm
Sunday, 7am-9pm

- **CONFEDERATION COMMUNITY CENTRE..... 604-294-1936**

4585 Albert Street, Burnaby

Hours: Monday-Friday, 9am-9pm
Saturday, 10am-4pm
Sunday, 12noon-4pm

- **EDMONDS COMMUNITY CENTRE**
FOR 55 PLUS..... 604-297-4838

7433 Edmonds Street, Burnaby (new location)

Hours: Monday-Friday, 6am-10:30pm
Saturday-Sunday, 6am-9pm

- **WILLINGDON HEIGHTS COMMUNITY CENTRE..... 604-297-4526**

1491 Carleton Avenue, Burnaby

Hours: Monday-Friday, 9am-9pm
Saturday, 9am-4pm

► BURNABY PARTNERS IN SENIORS' WELLNESS

Our weekly drop-ins offer blood pressure monitoring, reflexology, massage, nutrition/health related books, guest speakers, and other services.

■ **BONSOR 55+ CENTRE: HEALTH ALERT..... 604-297-4956**

6533 Nelson Avenue, Burnaby (new location)

Hours: Monday (leave message), 9am-4pm

Health and senior related presentations at Noon. Foot clinic once a month (paid service). By appointment only.

■ **CAMERON RECREATION HEALTH FOCUS..... 604-297-4456**

Meet every second Wednesday of each month.

Hours: 8:30-11:30am

Blood Pressure Clinic, foot care, chair massage, presentations and health information.

■ **CONFEDERATION COMMUNITY CENTRE:**

SAIL (Seniors Active in Living)..... 604-294-1936

Fax: 604-299-3161

4585 Albert St., Burnaby V5C 2G6

Hours: Monday-Friday, 9am-9pm

Saturday, 10am-4pm

Sunday, 12noon-4pm

■ **EDMONDS COMMUNITY CENTRE:**

HEALTH WATCH:..... 604-297-4901

7433 Edmonds Street, Burnaby (new location)

Hours: Thursday, 10-11:45am

Health and senior related presentations every Thursday at 11am. Foot clinic once a month (paid service). By appointment only.

► CULTURAL SERVICES

■ BURNABY HISTORICAL SOCIETY..... 604-297-4565

Non profit society. Meetings held every second Wednesday, (except July, August & December) 7:30pm in the carousel building at Burnaby Village Museum. (Guest speakers)

■ BURNABY VILLAGE MUSEUM..... 604-297-4565

www.burnabyvillagemuseum.ca

Office Hours: Monday-Friday, 9am-4:30pm (Year Round)

Summer Hours: Daily, 11am-4:30pm
(first week in May to Labour Day)

Re-open for Christmas - phone for more details.

► SPECIAL INTEREST GROUPS

■ BURNABY NEIGHBORHOOD HOUSE SOCIETY

(formerly South Burnaby Neighbourhood House).... 604-431-0400

Fax:..... 604-431-9499

www.burnabynh.ca

Email: info@burnabynh.ca

4460 Beresford St.
Burnaby, BC

The Burnaby Neighbourhood House is a place that welcomes people into the community and provides information and support. Seniors are encouraged to drop in anytime for a free cup of coffee and to meet neighbours. BNH is a community based social service agency that involves neighbours in the development of supportive programs and services to people of all ages. New volunteers are always welcomed. Call for more information.

Hours: Monday-Thursday, 9am-8pm
Friday, 9am-5pm

Tax clinic for low income:

March & April..... Monday-Friday

■ **SENIORS TOGETHER PROGRAM**
- BURNABY NEIGHBOURHOOD HOUSE

Hours: Wednesday, 11am-3pm
Wednesday, 1-2:30pm – ESL entry level
Friday, 9:30am-4pm
Friday, 9:30-10:30am – ESL class
Friday, 10:30am-12noon – Discussion group or
Health information topics
Seniors Program, 12noon-3pm
Fridays: 10-11am – ESL class
Discussion Group or Health Information topics.
11am-12:30pm

Light lunch is available for \$5 or 6 lunches for \$27

■ **LUNCH BUNCH.....604-294-7980**

Provided by the City of Burnaby, Citizen Support Services.

Volunteers bring clients to a local Seniors' Centre for lunch.

Volunteers greet and assist clients.

After lunch, volunteers drive them back home.

A great social outing. Small charge.

■ **NEW HORIZONS..... 604-435-5544**

www.willingdon.org

Willingdon Church
4812 Willingdon Avenue,
Burnaby V5G 3H6

Recreational, social and spiritual events for people 55 years or older held every Thursday.

Hours: Thursdays, 1-4:15pm

■ **OUTINGS FOR THE ELDERLY..... 604-294-7980**

Provided by the City of Burnaby, Citizen Support Services.

The Gadabouts bus trips are for housebound seniors and those with disabilities. Volunteer drivers escort clients to and from the bus or event, and also assist on the outings. Small charge.

■ **ROAD SCHOLAR (Formerly Elderhostel Canada)**

Toll Free..... 1-800-454-5768

www.roadscholar.org

Not-for-profit Road Scholar inspires adults to learn, discover and travel. Our learning adventures engage expert instructors, provide extraordinary access, and stimulate discourse and friendship among people for whom learning is the journey of a lifetime.

▶ **SWIMMING POOLS**

www.burnaby.ca

BONSOR RECREATION COMPLEX.....604-297-4597

6550 Bonsor Avenue, Burnaby

Hours: Monday-Friday, 6am-10pm

Saturday, 9am-9pm

Sunday, 10am-8:30pm

C.G. BROWN MEMORIAL POOL.....604-297-4520

3702 Kensington Avenue, Burnaby

Hours: Monday-Wednesday, 6am-10pm

Thursday & Friday, 6am-9pm

Saturday, 10am-9pm

Sunday, 10am-4pm (4-5:30pm Women only)

EDMONDS COMMUNITY CENTRE POOL

AND FITNESS CENTRE.....604-297-4838

7433 Edmonds Street, Burnaby

Hours: Monday-Friday, 6am-10pm

Saturday & Sunday, 8:30am-9pm

EILEEN DAILY LEISURE POOL

AND FITNESS CENTRE..... 604-298-7946

240 Willingdon Avenue, Burnaby

Hours: Daily, 6am-10pm

► SENIOR CITIZENS' ORGANIZATIONS

■ BC OLD AGE PENSIONERS' AND SENIORS' ORGANIZATION.

www.bcoapo.ca

Email: jerry.gosling@bcoapo.ca

Jerry Gosling, President

A group that talks to government about seniors' matters. They have branches all over BC. Anyone who wants to work for the welfare of seniors can join.

Confederation Centre Branch #22

Hours: 1st & 3rd Wednesday of the month, 1-4pm

Edmonds Centre Branch #12

Hours: 1st Monday of the month, 1-3pm

■ BC SENIORS ADVOCATE:

On March 19, 2014, the government of BC announced the appointment of Canada's first Seniors Advocate.

As the voice for seniors in BC, the advocate has broad mandate to monitor and review system-wide issues affecting the well-being of seniors, and raise awareness about resources available to them.

The advocate also makes recommendations to government and to those who deliver seniors' resources related to health care, personal care, housing, transportation and income support.

The advocate's office is located in Victoria.

Contact information is available on the website:

www.seniorsadvocatebc.ca

Toll free.....1-877-952-3181

- **411 Seniors Centre.....604-684-8171**

www.411seniors.bc.ca

Email: contact411@411seniors.bc.ca

Network of seniors' advocates across the province providing needed supports to seniors in crisis. Also provides social, recreational, nutritional and counseling needs.

For more information, contact:

Seniors Program Coordinator
704-333 Terminal Avenue,
Vancouver, BC

Drop-in Centre Hours:

Monday-Friday, 9am-4pm

- **A NEW VISION OF AGING FOR CANADA (CARP)**

Toll Free..... 1-888-363-2279

North Fraser Chapter (Coquitlam & Burnaby).....604-522-9020

www.carp.ca

Email: northfraser@carp.ca

“*A New Vision of Aging for Canada*” CARP is a nation-wide non-profit, non-partisan organization for people aged 45 and older. It is involved in advocacy activities for seniors, and also provided practical information, tools and services to help members get the most out of life. There is a modest membership fee of \$19.95 per year.

- **COUNCIL OF SENIOR CITIZENS'**

ORGANIZATIONS IN BC (COSCO).....604-523-1977

www.coscobc.org

The Provincial Government recognizes this organization as a representative of seniors in BC.

Please leave a message.

SENIORS SERVICES SOCIETY

General Enquiries on Seniors Services..... 604-520-6621

Fax:..... 604-520-1798

www.seniorsservicessociety.ca

750 Carnarvon Street,
New Westminster, BC V3M 1E7

Hours: Monday-Friday, 8:30am-4:30pm

The following are services offered by the Seniors Services Society:

Support Services:..... 604-520-6621

- Meals on Wheels - New Westminster
- Lunch Club - New Westminster
- Dining Club - New-Westminster
- Friendly Morning Calls - New Westminster
- Grocery Shopping - New Westminster
- Annual Tax Clinic - New Westminster

Housing Services..... 604-520-6621

- Client outreach - New Westminster and Vancouver
- Housing Counselling and Information - Lower Mainland
- Housing Directory - Province Wide

Community Education..... 604-520-6621

- Workshops and Presentations - Lower Mainland
- Housing Directory - Province Wide
- Housing Counsellor Training - Lower Mainland

Volunteer Opportunities..... 604-520-6621

► SERVICES FOR NEW CANADIANS

- **BURNABY MULTICULTURAL SOCIETY..... 604-431-4131**

Fax:..... 604-431-4137

Email: info@thebms.ca

www.thebms.ca

ESL (English as a Second Language) training and support for immigrants. Helps immigrants and refugees settle in. Workshops for community needs available.

Hours: Monday-Friday, 9am-5pm

- **IMMIGRANT SERVICES SOCIETY OF BC..... 604-684-2561**

www.issbc.org

Email: info@issbc.org

Helps immigrants and refugees settle in. Has ESL classes at beginner level.

Hours: Monday-Friday, 8am-5pm

- **INDIA MAHILA WOMEN ASSOCIATION..... 604-321-7225**

A help line for people in emotional or personal trouble. They will tell you about other agencies that can help you. Services in Hindi, Punjabi, Urdu and other dialects.

Hours: Please leave a message.

- **M.O.S.A.I.C. 604-254-9626**

Seniors' Club..... 604-438-8214

Burnaby Centre,
5902 Kingsway, Burnaby

www.mosaicbc.com

Email: mosaic@mosaicbc.com

Gives information and advice to immigrants and newcomers. Translation/interpretation services and language centre. Employment programs.

Hours: Monday-Friday, 9am-5pm

- MULTICULTURAL SERVICES..... 604-596-4357**
or..... 604-572-4060
www.options.bc.ca

Information for new immigrants. Services available in: Arabic, Chinese, English, Hindi, Korean, Punjabi, Somalian, Spanish and Vietnamese.

Hours: Monday-Friday, 9am-5pm

- PROBLEM GAMBLING PREVENTION AND TREATMENT PROGRAM BURNABY.....dial 2-1-1**
or Toll Free Help Line..... 1-888-795-6111
www.bc211.ca

Help for members of the Cantonese or Mandarin Community who have or know someone who has a gambling problem. Helps you to determine if there is a problem. Free counselling is available for individuals, couples, families, and groups.

Hours: Available 24/7

- SOUTH ASIAN SENIORS FRIENDSHIP SOCIETY..... 604-297-4902**
www.burnaby.ca

A social group that meets once a week at Edmonds Community Centre. It is free of charge. The languages spoken are Punjabi, Hindi and some English.

Hours: Wednesday, 10am-1pm for women

- S.U.C.C.E.S.S.**
Burquitlam Service Centre..... 604-936-5900
Fax:..... 604-936-7280
Burnaby Settlement Service
(includes New Westminster):..... 604-430-1899
www.success.bc.ca

Offers several programs to help immigrants learn about living in Canada and how to become part of the Burnaby community.

Hours: Monday-Friday, 9am-5pm

- **VANCOUVER AND LOWER MAINLAND
MULTICULTURAL FAMILY SUPPORT
SERVICES SOCIETY..... 604-436-1025**
Fax..... 604-436-3267
www.vlmfss.ca
Email: againstviolence@vlmfss.ca

A non-profit agency providing culturally sensitive free and confidential services to immigrant and visible minority women and children who are experiencing family violence. Bi-lingual, bi-cultural workers provide counselling in many languages at the office, outside the office and over the phone.

Hours: Monday-Friday, 9am-5pm

Shopping

► PERSONAL SHOPPING

- **SHOPPING BUDDIES PROGRAM..... 604-294-7980**
www.burnaby.ca

Provided by City of Burnaby, Citizen Support Services.

Helps seniors and people with disabilities with their personal shopping at local malls.

Shopping Days:

Monday & Thursday, 10:30am-1pm

Location:

Mondays: Brentwood Mall/Lougheed Mall

Thursdays: Metrotown Mall

► PROTECTION

- **BETTER BUSINESS BUREAU OF MAINLAND B.C.**
(Recorded Message).....604-682-2711

www.mbc.bbb.org

Email: contactus@mbc.bbb.org

The Better Business Bureau gives you information and advice about businesses. You can complain about a business to the Better Business Bureau using their dispute resolution service.

Hours: Monday-Friday, 9:30am-3pm
Recorded Message 24 Hours

Complaints in writing only to:

Better Business Bureau
#404-788 Beatty Street
Vancouver, BC
V6B 2M1

- **CONSUMER PROTECTION BC**.....604-320-1667
or toll free..... 1-888-564-9963

www.consumerprotectionbc.ca

Email: info@consumerprotectionbc.ca

This service helps you deal with bad business methods (for example: door to door salespeople who harass you, etc.)

Provides education about your rights as a consumer, enforces consumer protection law, and operates a toll-free complaint line.

Hours: Monday-Friday, 8:30am-4:30pm

► THRIFT SHOPS

■ BURNABY HOSPICE SOCIETY

THRIFT STORE..... 604-520-5082

www.burnabyhospice.org

6843 Kingsway,
Burnaby (between Griffiths & Sperling)

Come check out our great deals on men, women and childrens clothing, furniture, household goods, books, collectibles and so much more...Get a lot for a little at the Burnaby Hospice Society Thrift Store.

Hours: Monday-Saturday, 9:30am-7pm
Sunday, 9:30am-4:30pm

■ CANADIAN DIABETES CLOTHES LINE..... 1-800-505-5525

www.diabetes.ca

Pick-up service for reusable clothing and household items.

Hours: Monday-Friday, 8am-4pm

■ JUBILEE UNITED

CHURCH THRIFT SHOP.....604-434-8323

www.jubilee-uc.ca

7591 Gray Avenue (at Rumble),
Burnaby

Sells things for the home, clothing, shoes, toys, games, books, etc. at a low price.

Hours: September to June
Thursdays, 10am-2pm

■ ST. BARNABAS ANGLICAN CHURCH..... 604-526-6646

1010 5th Avenue,
New Westminster, V3M 1Y5

Hours: Wednesday-Saturday, 10am-3pm

- **ST. STEPHEN'S ANGLICAN CHURCH**
THRIFT SHOP..... 604-421-0472
 9887 Cameron St.,
 Burnaby
Hours: 3rd Saturday of the month 10am-2pm

Special Services

▶ ANNIVERSARIES AND BIRTHDAYS

You can ask the Government to send greetings from the Prime Minister and the Premier for anniversaries (25th and over), and for birthdays (75th and older). On 90th birthdays and 50th anniversaries, you can get greetings sent from the Governor General and the Lieutenant Governor. When you are 100 years old or celebrate a 60th anniversary, a greeting can be sent from the Queen.

Protocol and Events Branch
 PO Box 9422 STN PROV GOVT
 Victoria, BC V8W 9V1

Phone: 1-250-387-1616
 Fax: 1-250-356-2814

www.protocol.gov.bc.ca
Email: protocol@gov.bc.ca

You can ask the City of Burnaby to send greetings for anniversaries (50th and over), and for birthdays (90th and older). Phone at least one month ahead.

Mayor's Office: 604-294-7340
 or 604-294-7992

Hours: Monday-Friday, 8am-4:45pm

► **BANKS**

Disabled people can get special help at many banks like large print cheques or a plastic guide for writing cheques. Call your bank for information.

► **BURNABY RCMP VICTIM SERVICES... 604-294-7602**

Provides emotional support, practical assistance, information and referrals to victims of crime and trauma in Burnaby. If you have been the victim of a criminal incident, our caseworkers may be able to provide you with the following:

- support and crisis intervention
- investigation and court updates
- information on the criminal justice system
- witness preparation
- court orientation and accompaniment
- assistance with completing Victim Impact Statements and Crime
- Victim Assistance Applications
- safety planning and personal security information
- referrals to counseling and other resources

Services are free of charge and delivered by highly trained caseworkers.

Hours: Monday-Saturday, 9am-5pm
or leave message

► **PROVINCIAL VICTIMLINK BC.....1-800-563-0808**

www.victimlinkbc.ca

A toll-free, confidential, multilingual telephone service available across BC, 24 hours a day, 7 days a week. It provides information and referral services to all victims of crime and immediate crisis support to victims of family and sexual violence, including victims of human trafficking, exploited for labour or sexual services.

► **POSTAL SERVICES**

■ **CANADA POST**

www.canadapost.ca

General Information and Delivery Inquiries

Customer Service.....**1-866-607-6301**

Hours: Monday-Friday, 7am-9pm Eastern Time (ET)
Saturday, 10am-6pm Eastern Time (ET)

Philatelic Service (Stamps).....**1-877-632-6347**

Hours: 7am-9pm Eastern Time (ET)

National Philatelic Centre
Canada Post Corporation
Antigonish, Nova Scotia B2G 2R8

You can buy stamps by mail, by telephone or online. To order, call the toll-free number and use Visa, MasterCard, or American Express or you can mail an order with a cheque or money order to the above address.

TDD for the Deaf or Hard of Hearing.....**1-800-267-2797**
and.....**1-800-732-0038**

► **SPCA**

■ **BURNABY SPCA**..... **604-291-7201**

Emergency After Hours..... **604-879-7343**

Animal Cruelty Hotline..... **1-855-622-7722**

Branch website: www.sPCA.bc.ca/burnaby

Email: burnaby@sPCA.bc.ca

3202 Norland Avenue, Burnaby, BC

Hours: Monday-Friday, 9am-6pm
Weekends, 9am-5pm

Adoption Hours: Monday-Friday, 12noon-5pm
Weekends, 12noon-4pm

► TELEPHONE

■ TELUS SPECIAL NEEDS CENTRE

Accessible Communication Services:

TTY Users

TTY or Voice Relay Services.....dial 7-1-1 or call 310-2255

Voice to TTY.....7-1-1

TTY to TTY.....7-1-1

Hearing impaired:.....7-1-1

Visually impaired:..... Call CNIB Hotline 1-800-563-2642

Hours: Telus Relay services are available 24 hours a day,
7 days a week

- For more information refer to the “Directory Information” section of the Telus phone books.
- If you have a hearing problem, you can get an amplifier for your regular phone, loud bells, buzzers, chimes or flashing lights to show that the phone is ringing.
- If you have had an operation and cannot speak normally, you may have a special voice box put on your phone.
- If you have problems seeing, you can get a touch button telephone, or a dial plate with large, raised numbers.
- If you have trouble holding a phone, you can get a lightweight headset.
- If you have trouble dialing, you can get phones with preset numbers, so that you can dial a number by pressing only one button.
- If you have had a stroke and have problems with speaking, or if you are deaf, you can use the Message Relay Centre. Call 7-1-1.

www.telus.com/relay

Tax Information and Assistance

► FUEL TAXES

■ FEDERAL EXCISE

GASOLINE PROGRAM.....1-800-267-6999
www.cra.arc.gc.ca

Information regarding gas tax refund.

Hours: Monday-Friday (Atlantic time), 8am-5pm

► GOODS AND SERVICES TAX (GST)

■ **CANADA REVENUE AGENCY (CRA).....1-800-959-1953**
www.cra.gc.ca

If your income is low, you may qualify for an GST credit which is paid four times a year. Tick “YES” to the question: “Are you applying for GST credit?” on your income tax form. Call for more information.

Hours: Monday-Friday, 8:15am-5pm

► INCOME TAX

■ FREE HELP WITH YOUR INCOME TAX RETURN

Free help available at Burnaby Community Services 604-299-5778 to make an appointment. Seniors with low income may obtain assistance filing income tax forms.

■ **CANADA REVENUE AGENCY (CRA).....1-800-959-8281**

For information and questions about seniors’ taxable income.

Hours: Monday-Friday, 8:15am-5pm

■ BURNABY NEIGHBOURHOOD

HOUSE INCOME TAX CLINIC..... 604-431-0400

4460 Beresford Street, Burnaby & 4908 Hastings Street, Burnaby

Hours: Monday-Thursday, 5:30-7:30pm

Friday, 10am-4:30pm

The clinic is run by volunteers (including students) with knowledge and experience in income tax returns. All advice is free of charge, but a minimum donation of \$5.00 is requested for each return filed to cover administration costs. This will include a free BNH membership. Call to book an appointment.

► PROPERTY TAX

■ HOME OWNER GRANT FOR SENIORS.....604-294-7350

www.burnaby.ca

If you are a resident of BC living in your own home, and are paying the property taxes on that home, you can apply for a Home Owner's Grant (HOG). This grant reduces the amount of property tax you have to pay.

Hours: Monday, Tuesday, Wednesday & Friday, 8am-4:45pm

Thursday, 8am-8pm

■ PROPERTY TAX DEFERRAL, BURNABY..... 604-294-7350

www.burnaby.ca

If you are 55 years or older, living in your own home and cannot pay the property taxes, or if you are a widow or widower of any age living on your own, you can delay payment of the taxes until you sell your home.

► PROVINCIAL

■ PROVINCIAL CONSUMER TAXATION BRANCH

Information Service (fuel tax rebate)..... 1-877-388-4440

www.gov.bc.ca/pft

Email: CTBTaxQuestions@gov.bc.ca

Information regarding fuel tax rebate for the disabled person.

Hours: Monday-Friday, 8:30am-4:30pm

► DRIVER'S INFORMATION

- **I.C.B.C. INFORMATION UNIT..... 1-800-663-3051**
Or..... 604-661-2800
www.icbc.com

If you own a car and are 65 years of age or older, you may qualify for a lower rate of insurance. Call AutoPlan for more information.

To report an accident call

DIAL A CLAIM (24 hour service)..... 604-520-8222

- **MOTOR VEHICLE BRANCH..... 604-661-2255**
www.icbc.com

- **DRIVER'S LICENSE..... 1-800-950-1498**
or..... 604-661-2255
www.icbc.com

If you are 65 years or older, you will pay less for your driver's licence. The driver examination and the reexamination are both free.

If you are 80 years or older, you must have a medical examination, and send in a medical report every 2 years to the Motor Vehicle Branch. The Motor Vehicle Branch will mail you a medical report form.

Enquiry Hours:

Monday-Friday, 8am-7pm

Saturday, 9am-5pm

► SERVICES FOR THE DISABLED

- **BURNABY COMMUNITY SERVICES.....604-299-5778**
www.bbyservices.ca

2055 Rosser Avenue, Burnaby

A volunteer will drive you to your doctor or to a physiotherapy appointment. You must arrange for this service at least five working days ahead. There is a small fee.

Hours: Monday-Friday, 9am-4pm

- **HandyDART SERVICE..... 604-575-6600**

Transportation for seniors and people with disabilities who cannot ride on the bus. You must arrange for this service at least three working days ahead. Phone the above number for information about cost and hours of service.

To register for service call.....778-452-2860

Hours: Monday-Friday, 8am-6pm

Holidays & Weekends, 8:30am-4:30pm

- **SOCIAL PLANNING & RESEARCH COUNCIL OF BC (SPARC)**
General Inquiries..... 604-718-7733
For Parking Permit..... 604-718-7744
www.sparc.bc.ca

Parking Permits available for people with disabilities.

You can apply for a parking permit for disabled drivers or passengers. Your doctor has to sign a form. Phone 604-718-7744 for the form, download form from our website, or pick one up at the Information Desk, Burnaby City Hall. 4949 Canada Way, Burnaby.

City Hall Hours:

Monday, Tuesday, Wednesday & Friday, 8am-4:45pm

Thursday, 8am-8pm

SPARC Hours: Monday-Friday, 9am-4:30pm

■ **TAXI SAVER & HANDYCARD PROGRAM**

APPLICATIONS..... 604-953-3680
www.translink.ca

This program helps people who cannot use public transportation because of a physical or mental disability. You must have a HandyCard before you can use this program. Phone for an application form 604-953-3680.

When you have a HandyCard you can buy a book of Taxi Saver tickets at half price. To buy Taxi Saver tickets, phone your local HandyDART office. When you have a HandyCard and the Taxi Saver tickets, you can call the taxi company yourself.

Remember, with a HandyCard you get a lower fare on buses, SeaBus, SkyTrain and West Coast Express. If you must have someone along to help you, that person can travel free.

Hours: Monday-Friday, 8am-4pm

■ **GOVERNMENT OF BC**

BUS PASS PROGRAM..... 1-866-866-0800

www.bctransit.com/regions/vic/fares/bcbuspass.cfm

A universal bus pass that allows for unlimited travel on your conventional transit system is available to seniors and persons with a disability on a restricted income.

To qualify for the BC Bus Pass Program, you must be receiving any of the following:

- Old Age Pension and Federal Guaranteed Income Supplement or Federal Spouse's Allowance;
- Spouses Allowance to Old Age Security;
- Over 65 years: would qualify for OAS and GIS except having less than 10 years residency in Canada;
- BC Employment and Assistance (60 years and older); or
- BC Employment and Assistance PWD Disability Assistance (18-64 years).

For more information, contact:

Ministry of Social Development and Social Innovation
Bus Pass Program
9985 STN PROV GOVT
Victoria V8W 9R6

Phone (Toll Free) 1-866-866-0800, then follow the prompts.

Hours: Monday-Friday, 9am-4pm

► TRANSLINK

■ TRANSLINK INFORMATION

(SkyTrain, West Coast Express and SeaBus)..... 604-953-3333

Customer Relations..... 604-953-3040

www.translink.ca

Email: custrel@translink.ca

Hours: Daily, 6:30am-11:30pm

■ TRANSLINK LOST & FOUND.....604-953-3334

www.translink.ca

Email: lostproperty@translink.ca

If you have lost something on a bus, the SkyTrain, or the SeaBus, you can call and check to see if it has been found.

Hours: Monday-Friday, 8:30am-5pm

► AIRLINES

■ AIR CANADA

Reservations.....1-888-247-2262

Arrivals/Departures.....1-888-422-7533

www.aircanada.com

■ WESTJET

Reservations and Information..... 1-888-937-8538

Arrivals/Departure Information1-888-937-8538 or check website

www.westjet.com

► BUSES

■ PACIFIC COACH LINES

Reservations, sightseeing, hotel packages,

and other general inquiries..... 604-662-7575

or Toll Free.....1-800-661-1725

Airport to Victoria.....604-662-7575

Vancouver to Victoria.....1-888-788-8840

www.pacificcoach.com

BC Senior's Fare only applies to British Columbia seniors. Senior's Fare is valid Monday to Thursday except statutory holidays. From Friday to Sunday and statutory holidays, Adult Fare applies.

Call Centre Hours: Daily, 6am-5:30pm

■ GREYHOUND CANADA

Toll Free

Fare and schedule information:..... 1-800-661-8747

or..... 604-683-8133

www.greyhound.ca

10% off on fares for seniors 62 years of age or older.
You need proof of age (ID Card).

Hours: (Lower Mainland) Daily, 5am-11:59pm

▶ FERRIES

■ BC FERRIES

General Information and Reservations

(24 hour recorded message)..... 1-888-223-3779

www.bcferries.com

Email: customerservice@bcferries.com

BC seniors travel at reduced fares Monday through Thursday except on statutory holidays. This applies only to holders of the BC Gold CareCard or BC Services Card. This applies to passenger fares only, not vehicles.

If you are a BC resident and have a permanent disability, reduced passenger fares are available.

Hours: Weekdays, 7am-8pm
Weekends, 8am-6pm

▶ INSURANCE

■ TRAVEL INSURANCE

Make sure you buy extra health insurance when you travel. Outside BC, medical costs may be much higher than you are insured for by your BC Health and Hospital Plan. Make sure that the insurance company knows about any medical problems you have.

▶ TRAINS

■ VIA RAIL CANADA

Information and Reservations.....1-888-842-7245

TTY Users.....1-800-268-9503

www.viarail.ca

10% off for people 60 years of age or older. You need proof of age (ID Card). Special services for people who have disabilities.

Hours: 8am-9pm, 7 days a week

Volunteer Services

■ BLOCK WATCH (BURNABY)

CRIME PREVENTION..... 604-294-7781

or..... 604-294-7859

Gives advice on how to make your home more secure against robbery, and information on how to mark your property.

Will tell you and your neighbours how to keep your neighbourhood safe from crime.

Hours: Please leave a message.

■ BURNABY EMERGENCY VOLUNTEERS

The Burnaby Emergency Program is enhanced by volunteerism, and in many instances the delivery of services is dependent on the willingness of individuals in the community to help plan for the well-being of their neighbours and fellow citizens in the event of a disaster. A variety of volunteer opportunities exist with the Burnaby Emergency Program and include:

Individual and Family Emergency Preparedness Program

This program is available to community groups, businesses and individuals interested in increasing their emergency awareness and preparedness. Presentations can be tailored to your audience and provide valuable preparedness information as well as the distribution of a variety of self-help pamphlets.

Neighbourhood Emergency Preparedness Program (NEPP)

This neighbour-helping-neighbour program is designed to encourage residents to work together in their emergency preparedness activities. The program is divided into two components: developing individual and family emergency plans; and, identifying available skills and resources within the neighbourhood.

Burnaby Radio and Communications Emergency Services (BRACES)

Burnaby Radio and Communications Emergency Services (BRACES) is a group of agency representatives and volunteers organized to support Burnaby's Emergency Program through the provision of expertise, knowledge and skills by means of amateur radio operators, terrestrial and non-terrestrial communications methods.

Emergency Support Services/Personal Disaster Assistance

Emergency Support Services (ESS) is a component of the Provincial Emergency Program of the Province of British Columbia and is delivered locally in Burnaby by a dedicated team of staff and volunteers. ESS provides short-term assistance to British Columbians who are forced to leave their homes because of fire, floods, earthquakes or other emergencies.

For more information on any of Burnaby's Emergency Preparedness Programs, to become a Burnaby Emergency volunteer or to request a preparedness presentation, contact:

Burnaby Emergency Program Office.....604-294-7097
Email: getprepared@burnaby.ca

■ CITIZEN SUPPORT SERVICES

(CITY OF BURNABY).....604-294-7980

www.burnaby.ca

These programs are provided by City of Burnaby,
Citizen Support Services.

Hours: Monday, Tuesday, Wednesday & Friday, 8am-4:45pm
Thursday, 8am-8pm

(Gadabouts) Outings for the Elderly

Trips for housebound seniors and those with disabilities.
Volunteer drivers escort clients to and from the bus or event,
and also assist on the outings. Small charge.

Lunch Program

Volunteer drivers bring clients to and from their home to a local
Seniors' Centre for lunch. Volunteers greet and assist clients.
Small charge.

Phone Buddies Program

Volunteers call clients to visit with them over the phone.
They can call every day or occasionally, for a friendly
conversation and to make sure everything is okay.

Shop by Phone Grocery Program

Order groceries by phone once a week. Volunteers take orders
by phone and shop at a local supermarket. Groceries are then
delivered by the store, credit card only. Small charge.

Shopping Buddies Program

Helps seniors and people with disabilities with their personal
shopping at a local mall. Call for more information. HandyDART
charges.

Volunteer Visitor Program

One to one visiting in the client's home to provide
companionship for isolated, lonely, elderly people and
persons with disabilities.

■ **VOLUNTEER BURNABY.....604-294-5533**

www.volunteerburnaby.ca

Finds volunteers for community service. Call if you want to volunteer, and are not sure what kind of volunteer work you want to do.

Hours: Monday-Thursday, 9:30am-4:30pm
Friday By Appointment

■ **VOLUNTEER GRANDPARENTS..... 604-736-8271**

Fax:.....604-294-6814

www.volunteergrandparents.ca

#203-2101 Holdom Avenue, Burnaby

Hours: Please leave message.

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