

BURNABY SENIORS' RESOURCE GUIDE



21ST EDITION
UPDATED WINTER 2023



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- 24 HOUR CARE

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www.comfortkeepers.ca/vancouver



THE OFFICE OF THE MAYOR

On behalf of Burnaby City Council, I would like to present you with the 2023 Burnaby Seniors Resource Guide.

You are an important member of our city and we want to make sure you have access to the services and programs that help keep you healthy and active. This valuable telephone directory is published every two years to make sure information about programs, services and benefits get into the hands of the people who need it most. It is our gift to you.

Burnaby is very fortunate to have an amazing Citizen Support Services Department who provide support to seniors in so many ways, including connecting volunteers with opportunities to make a real difference in our community. They take special pride in assisting our seniors to maintain a healthy and independent lifestyle.

We hope you find the directory helpful.

Sincerely,

A handwritten signature in black ink that reads "Mike Hurley".

Mike Hurley,
Mayor

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 BURNABY604-294-7980

www.burnaby.ca

See page 103

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

Hours: Monday-Wednesday, Friday8am-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 email volunteers@burnaby.ca

Acknowledgements

Many thanks to our volunteer researchers: Anna Chong, Eleanor Maryhuik, Nicole Walker, Shiny Katta, Val Burges and Yongchi Zeng.

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Burnaby Provincial and Federal Representatives

Members of the Legislative Assembly – MLAs – (Provincial)

BURNABY - EDMONDS:

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

BURNABY - NORTH:

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

BURNABY - DEER LAKE:

Anne Kang, NDP
Tel: 604-775-0565 | Fax: 604-775-2550
Email: anne.kang.mla@leg.bc.ca
105-6411 Nelson Avenue
Burnaby, BC V5H 4C3

BURNABY - LOUGHEED:

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

Members of Parliament– MPs – (Federal)

BURNABY - SOUTH:

Jagmeet Singh, NDP
Tel: 604-291-8863 | Fax: 604-666-0727
Email: jagmeet.singh@parl.gc.ca
Facebook: Kennedy Stewart
4940 Kingsway, Burnaby, BC V5H 2E2

NEW WESTMINSTER - BURNABY: Peter Julian, NDP

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

BURNABY NORTH – SEYMOUR: Terry Beech, Liberal

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

Mike Hurley
Fax:

604-294-7340
604-294-7724

mayor@burnaby.ca

COUNCILLORS

Pietro Calendino
Sav Dhaliwal
Alison Gu
Joe Keithley
Richard T. Lee
Maita Santiago
Daniel Tetrault
James Wang

604-614-7379
778-228-0247
604-417-7689
604-802-5722
604-307-2256
604-307-2285
604-307-5591
604-788-3109

pietro.calendino@burnaby.ca
sav.dhaliwal@burnaby.ca
alison.gu@burnaby.ca
joe.keithley@burnaby.ca
richard.lee@burnaby.ca
maita.santiago@burnaby.ca
daniel.tetrault@burnaby.ca
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

- **CUSTOMER SERVICE CENTRE**

Our customer service centre will be open Monday-Wednesday and Friday from 8am-4:45pm and Thursday from 8am-8pm. You can reach our new customer service representatives by calling 604-294-7944 or emailing CustomerService@burnaby.ca.

See **VOLUNTEER SERVICES** (page 103) for a list of programs provided by Citizen Support Services.

Community Food Programs

FOOD BANKS AND HUBS

■ GREATER VANCOUVER FOOD BANK SOCIETY..604-876-3601

www.foodbank.bc.ca

8345 Winston Street, Burnaby

Hours: Please call for weekly schedule

Closed on Sundays, Mondays and Statutory Holidays

■ THE NEIGHBOURHOOD CHURCH..... 604-259-0170

www.southside.ca/edmondsoutreach

7135 Walker Avenue, Burnaby

Food Hub (food bank): a neighbourhood food pantry where neighbours can select Food Bank groceries for the week.

Tuesdays, 3-5pm

Neighbourhood Table: A community dinner as we get to know neighbours, drink coffee together, and spend time around the table. Wednesdays, 5-7pm

■ DON'T GO HUNGRY – FOOD SUPPORT.....604-836-8400

www.dontgohungry.ca

Trinity Presbyterian Church Edmonds

7457 Edmonds Street, Burnaby

Hours: Saturdays, 12:30-2pm

Provides free grocery hampers every Saturday for anyone in need. Standard hampers may include dry goods, meat, dairy, breads, and produce. Gluten-free and vegetarian options are also available. Delivery available to those who are medically or mobility challenged with a referral. Please call to register.

■ **RYAN'S RAINBOW EMERGENCY
FOOD OUTREACH SOCIETY..... 604-761-4357**

1600 Cliff Ave, Burnaby

Hours: Thursdays, 10:30am-3pm

■ **BURNABY NEIGHBOURHOOD HOUSE – FOOD HUBS**
www.burnabynh.ca/get-involved_community

- Supporting individuals and families who have loss of employment and/or are low income with food hampers and grocery gift cards
- Supporting low income seniors with prepared meals and food hampers
- Grocery shopping and free delivery for Burnaby residents who are unable to get out
- Coordinating response in Burnaby for food sourcing, storage facilities, transportation and volunteer management relating to food security issues

Please contact respective location to register or for more information on available food resources:

■ **North House (for North Burnaby Residents).....604-294-5444**

foodhubcoord@burnabynh.ca

Food pick-up: Thursdays, 10am-1pm at BNH North House (4908 Hastings St). In-person registration during office hours (Monday-Friday, 9:30am-4:30pm)

■ **South Food Hall (for South Burnaby residents).....604-307-2945**

southfoodhub@burnabynh.ca

Food pick-up: Wednesdays, 1-5pm at BNH Community Hall (5024 Rumble St). In-person registration only during these hours.

■ Community Kitchen

A weekly program offered at Burnaby Neighbourhood House-South and Gilmore Community School that involves cooking, eating, and lots of great conversation and laughter. Families or individuals who have limited income join together to prepare healthy meals to take home, and to have lunch together. Free childminding is available. If you are interested in joining us, please call 604-431-0400.



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-4pm

- **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.

■ **UBC 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.

UBC 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.....604-436-5400**

6100 Willingdon Avenue

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

Hours: Monday-Friday, 9am-9pm
Saturday, 9am-6pm
Sunday, noon-5pm

■ **Cameron Library..... 604-421-5454**

9523 Cameron Street
New Temporary Cameron Library
9855 Austin Avenue (opening in fall 2023)

Hours: Monday-Thursday, 10am-9pm
Friday-Saturday, 10am-6pm
Sunday, noon-5pm

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

7311 Kingsway

Hours: Monday-Friday, 10am-9pm
Saturday, 10am-6pm
Sunday, noon-5pm

■ **McGill Library..... 604-299-8955**

4595 Albert Street

Hours: Monday-Friday, 10am-9pm
Saturday, 10am-6pm
Sunday, noon-5pm

Financial Help

Help for the Disabled

- **DISABILITY ALLIANCE BC..... 604-875-0188**
Advocacy Line..... 604-872-1278
TTY..... 604-875-8835

www.disabilityalliancebc.org

Email: feedback@disabilityalliancebc.org

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/en/employment-social-development/corporate/contact/cpp

The CPP provides income replacement to contributors and their families in the event of retirement, disability or death. The CPP is a statutory program that is governed by the federal government and the provinces. It is enabled by the CPP legislation. Eligibility criteria must be met in order to receive benefits.

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



■ **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 BC.....1-866-866-0800**

(press 1, press 3, then 2)

www2.gov.bc.ca (search for seniors supplement)

The Senior's Supplement is a monthly payment provided by the Province of British Columbia. It ensures a conditionally guaranteed income level for BC 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

- **SERVICE 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.

- **MINISTRY OF SOCIAL DEVELOPMENT
AND POVERTY REDUCTION**

www2.gov.bc.ca

Email: enquirybc@gov.bc.ca

(Employment and Income Assistance)..... 1-866-866-0800

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

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

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

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

- **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..... 1-800-273-8255**
TDD..... 1-800-799-4889
- **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 ASSOCIATION OF BC..... 1-250-592-3213

Toll-free..... 1-800-665-3899

www.bcfunerals.com

Email: info@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..... 1-800-465-7113

www.lastpostfund.ca

Email: info@lastpost.ca

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

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

Grief Counselling

- **COMPASSIONATE FRIENDS OF CANADA (The)**
Burnaby Branch..... **778-222-0446**
www.tcfcanada.net
Email: MetroVancouverBurnaby@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
Email: info@burnabyhospice.org
Donate

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.bcbh.ca
Email: contact@bcbh.ca

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

Healthlink BC8-1-1 (Live help 24/7)
For people with hearing impairments.....7-1-1
For help finding health services anytime

Abuse

■ SENIORS FIRST BC

General Inquiries.....604-688-1927
SAIL – Seniors Abuse and Information Line.....604-437-1940
Toll-free..... 1-866-437-1940
TTY..... 604-428-3359

www.seniorsfirstbc.ca

Email: info@seniorsfirstbc.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: Monday-Friday, 9am-4pm (excluding holidays)

- 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 (24h)

www.vancouveraa.ca

People who have a drinking problem help each other.

Office Open: Monday-Friday, 9am-6:30pm
Saturdays, 9:30am-1pm
Sundays, 9:30am-1pm
Statutory Holidays, closed

■ **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-1pm

■ **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.....604-777-6882**

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

■ **BURNABY SUBSTANCE USE SERVICES**

(older adult outreach program).....1-866-624-6478

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, 11:30am-6pm

Clinics and Rehabilitations

■ **BURNABY PARTNERS IN SENIORS' WELLNESS (55+)**

www.bpsw.ca

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 55+..... 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

New temporary Cameron Recreation Centre

9855 Austin Ave (opening Fall 2023)

Blood Pressure Clinic and other health services

Second Wednesday of each month.

Hours: 8:45-11:30am

HEALTH WATCH:

EDMONDS COMMUNITY CENTRE:.....604-297-4901

7433 Edmonds Street, Burnaby

Hours: 9:30-11:30am (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**

www.kinsmenfoundationofbc.ca

Email: kinsmenfoundationofbc@shaw.ca

Kinsmen Rehabilitation Foundation of British Columbia, known as the Kinsmen Foundation of BC, is a not-for-profit, Canadian registered charity. Our mission is to raise funds to support many worthwhile organizations and individuals facing the daily challenges of living with a physical disability to improve their quality of life and independence.

- WAVEFRONT CENTRE FOR COMMUNICATION AND ACCESSIBILITY.....604-736-7391**
TTY.....604-736-2527
www.wavefrontcentre.ca

Email: info@wavefrontcentre.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-Friday, 9am-5pm (closed between noon-1pm)
 Saturday, 8:45am-4:45pm (closed between noon-1pm)

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

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.

Email: joan.mann@gv.ymca.ca

#208 - 245 East Columbia Street, New Westminster

Hours: Monday-Friday, 9am-5pm

Dental Care

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

Email: info@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 (closed noon-1pm)

■ **REACH DENTAL CLINIC..... 604-254-1331**

1145 Commercial Drive, Vancouver

www.reachcentre.bc.ca

Email: dental@reachcentre.bc.ca

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

Closed Sunday and Statutory Holidays

■ **UBC DENTAL CLINIC..... 604-822-2112**

www.dentistry.ubc.ca/treatment/about

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, 8:15am-12:30pm & 2-5pm

■ **VANCOUVER COMMUNITY COLLEGE**

DENTAL HYGIENE CLINIC

(Recorded Message)..... 604-443-8499

250 West Pender Street, Vancouver

Clinic offers quality, low-cost dental care to the general public. Services are delivered by students from VCC's dental hygiene program, under the guidance of experienced instructors.

Hours: Monday-Friday, 9am-noon & 1-4pm

Clinic is closed during Summer (June, July and August)

Fraser Health ---

■ **FRASER HEALTH.....604-918-7605 / 604-918-7447**

HOME HEALTH CARE.....1-855-412-2121

CARE COMPLAINTS.....604-918-7683

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 Press #2**

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

Email: enquiryBC@gov.bc.ca

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: 604-215-8110
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.....1-800-461-3008
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

TTY.....1-866-872-0113

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

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

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

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

Hours: Daily, 10am-10pm

Cantonese..... 604-270-8233

Mandarin.....604-270-8222

Korean.....1-888-721-0596 Ext.3

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.

- 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.

FALL IN LOVE

BETTER



Experience the difference **BETTER** hearing makes.



BURNABY NORTH
604.569.1162
 3776 Hastings Street

BURNABY METRO TOWN
604.434.6446
 1698-4500 Kingsway



Katie Darooqneh
 RHIP, RAUD
 Burnaby North



Raymond Belmonte
 RHIP / Owner Operator
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90 DAY TRIAL
NO MONEY DOWN FOR 30 DAYS



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NEXGEN HEARING

a **HearingLife** company

nexgenhearing.com

WorkSafe BC and other Provincial WCB Networks, VAC, MSDPR, and FNHA/NIHB accepted. Registered under the College of Speech and Hearing Health Professionals of BC.

- **MOBILE FOOT CARE.....778-228-6021**
Email: decoxon@gmail.com
Registered Nurse - Evelyn

- **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**
Help Line..... **1-866-787-4050**
www.asthma.ca
Email: info@asthma.ca

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

- **A.L.S. SOCIETY (Amyotrophic Lateral Sclerosis Society of British Columbia (Lou Gehrig's Disease).....604-278-2257**
www.alsbc.ca
Email: info@alsbc.ca

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

- **ALZHEIMER SOCIETY OF BC..... 604-681-8651**

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

Cantonese and Mandarin (M-F, 9am-4pm).....1-833-674-5007

Punjabi (M-F, 9am-4pm)..... 1-833-674-5003

Hours: Monday-Friday, 9am-8pm

- **ARTHRITIS SOCIETY..... 1-800-321-1433**

www.arthritis.ca

The Arthritis Society has a long tradition of providing educational programs, to professionals and those with arthritis, as well as innovative solutions aimed at helping people affected by arthritis have the best possible quality of life.

General Inquiries: info@arthritis.ca

- **REGIONAL CENTRE (Mary Pack Arthritis Centre)..604-875-4040**

3rd floor - 895 West 10th Ave, Vancouver

Email: info@bc.arthritis.ca

- **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.bclung.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 604-587-7866 or 8-1-1

Email: fallsprevention@fraserhealth.ca

For further information on Fall Prevention go to

www.fraserhealth.ca (click on “locations and services”, then in the search tool type “falls prevention”)

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. The clinic travels to many different locations in the Fraser Health region including community centres, seniors housing complexes and other locations where seniors gather. Pre-registration is required.

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

www.burnabyhospice.org

Email: info@burnabyhospice.org

Hours: Monday-Friday, 9am-4pm

Not-for-profit organization dedicated to providing compassionate care to individuals and families during the end-of-life journey.

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..... 1-800-226-8464

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.

■ **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)**
Vancouver Office..... 604-431-2121
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
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.....604-372-8000**
or.....1-888-473-4636
www.heartandstroke.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.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.

■ **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.

■ **MUSCULAR DYSTROPHY CANADA.....1-800-567-2873**

www.muscle.ca

Email: info@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.

■ **OSTEOPOROSIS CANADA BC DIVISION.....1-800-463-6842**

Local Support Group.....604-685-2582

www.osteoporosis.ca

Email: matthes@shaw.ca

Osteoporosis Canada provides medically accurate information to patients, health care professional and the public. They offer services to individuals with osteoporosis and the public including free publications, a bilingual toll-free information line, educational programs and referrals to self-help groups and community resources, as well as their website.

■ **PACEMAKER & ARRHYTHMIA**

SELF-HELP GROUP (PASH)..... 604-806-8267

St. Paul's Hospital Healthy Heart Resource Centre

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

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

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-noon) 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).

■ **South Burnaby Stroke Recovery Club..... 778-230-4008**

Email: burnabysouthstrokerecovery@gmail.com

Meetings are held at Edmonds Community Centre (7433 Edmonds St, Burnaby, BC V3N 1B1) 2nd and 4th Friday of each month. Outings are on the third Friday.

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

Hours: Fridays, 10am-12pm

They also offer other virtual programming for Burnaby stroke survivors. Virtual programs such as Fraser Region 1, TALK Program, Young Stroke Survivor Program, Musical Minds Program etc.

For registration, please contact an After Stroke Coordinator via email: afterstrokebc@marchofdimes.ca or call 1-888-313-3377 ext.6201

■ **UNITED OSTOMY ASSOCIATION**

OF AMERICA..... 1-800-826-0826

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..... 604-520-4253**
- St. Paul’s Hospital..... 604-806-9090**
- 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

Email: customerservice@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.

- **FRASER NORTH LIFELINE
OF FRASER HEALTH..... 604-953-4960**

**www.fraserhealth.ca/Service-Directory/Services/Seniors---
Community-Services/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.

Medical Equipment and Supplies

- **BC MEDEQUIP.....604-888-8811**

■ **TECHNOLOGY FOR LIVING.....604-326-0175**

www.bcits.org

Email: info@technologyforliving.org

Technology for Independent Living (TIL) - Biomedical technicians will supply and set up home automation and assistive technology (including Google Home) to control the home environment such as lights, blinds, TV, automatic doors etc. The service is for severely disabled people living at home, equipment is loaned to qualified applicants. The service is extending to people with disability due to aging on a pay-for-service basis.

■ **THE CANADIAN RED CROSS SOCIETY.....604-709-6600**

www.redcross.ca

Burnaby Short Term Equipment Loan Service....604-522-7092

Edmonds Neighbourhood Resource Centre

105-7355 Canada Way, Burnaby

Equipment (canes, crutches, raised toilet seats, bath boards, bedpans, wheelchairs, walkers, etc.) is available for up to 1 month. 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.

Mental Health

- **CANADIAN MENTAL HEALTH ASSOCIATION.....604-526-9606**
www.cmha.ca
Email: info@cmha.ca
Vancouver-Fraser Branch.....**604-872-4902**
www.vancouver-fraser.cmha.bc.ca
Suite 110 – 2425 Quebec Street, Vancouver
Hours: Monday-Friday, 9am-5pm
- **DEMENTIA HELPLINE.....604-681-8651**
- **FAMILY SERVICES OF GREATER VANCOUVER**
Burnaby/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**
[www2.gov.bc.ca/gov/content/health/health-drug-coverage/
pharmacare-for-bc-residents](http://www2.gov.bc.ca/gov/content/health/health-drug-coverage/pharmacare-for-bc-residents)

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

TTY.....1-866-786-3934

Volunteer Driver Cancer Society.....604-515-5400

www.cancer.ca

General inquiries: connect@cancer.ca

Cancer information and support: info@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

Support Services

- **BURNABY COUNSELLING..... 604-430-1303**

www.counsellinggroup.org

Email: bookings@counsellinggroup.org

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

2055 Rosser Avenue, Burnaby

www.bsoss.org

Email: faryar@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-Friday, 9:30am-4:30pm

- **BURNABY COMMUNITY RESPONSE NETWORK
(CRN)..... 604-291-2258**

Burnaby CRN Coordinator: Terrie Orthner

Contact: (604) 250-6503

torthner@mulberryparc.ca

Visit the BCCRN website: <https://bccrns.ca>

A Community Response Network is a diverse group of concerned community members who come together to create a coordinated community response to abuse, neglect, and self-neglect in vulnerable adults. Please join us.

■ **BURNABY NEIGHBOURHOOD HOUSE**

South Burnaby.....604-431-0400

www.burnabynh.ca

Email: info@burnabynh.ca

4460 Beresford Street, Burnaby

Hours: Monday-Thursday, 9am-8pm

Friday, 9am-5pm

North Burnaby.....604-294-5444

Email: northinfo@burnaby.ca

4908 Hastings Street, Burnaby

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

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.

■ **QMUNITY (LGBT2Q+).....604-684-5307 ext. 110**

www.qmunity.ca

Email: reception@qmunity.ca

■ **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)

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 mowing, 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, 9am-5pm

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www.nursenextdoor.com



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This is not intended to induce or breach an existing agency relationship.

Groceries

- **DAIRYLAND HOME SERVICE**

Toll-free.....1-800-667-1228

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 City of Burnaby staff deliver your order to your residence.

Payment method: credit card or debit card. Minimum order of \$30.00. Free delivery.

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/hlas

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

Meals

■ BURNABY MEALS ON WHEELS604-299-5754

www.burnabymeals.ca

Email: kim@burnabymeals.ca

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

Repairs

■ SENIOR CITIZENS' REPAIR SERVICES

Dispatcher (9am-4pm).....604-438-6990

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:.....\$60.00 per hour

Travel time:

(Burnaby, Coquitlam, New Westminster, Port Moody, Vancouver to Main Street): charged based on mileage/travel time

Hours: Monday-Friday, 9am-4pm



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Personalized care services for aging loved ones



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- Memory Care
- Companionship
- Meal Prep & Nutrition
- House Keeping
- Errands & Transport
- Respite Services
- Hospice Support
- Chronic Conditions Support



Call (604) 432-1139 • Burnaby@HomeInstead.com

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Housing and Accommodation

Home Adjustments

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

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



AgeCare HARMONY COURT ESTATE

*Discover what 55+ Retirement Living
for one affordable monthly fee is all about!*

WHATS INCLUDED WITH YOUR OWN PRIVATE SUITE:

- 3 Delicious Meals & Refreshments
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- Phone & Cable
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Starting From
Only \$2510

ONE BEDROOM SUITE



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BOOK YOUR TOUR TODAY!

(604) 527-3323 | agecare.ca/Harmony

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.

- **BC NON-PROFIT HOUSING ASSOCIATION..... 604-291-2600**
Toll-free..... 1-800-494-8859
www.bcnpha.ca
Email: admin@bcnpha.ca
Hours: Monday-Friday, 9am-4:30pm

- **CO-OPERATIVE HOUSING FEDERATION OF BC.... 604-879-5111**
www.chf.bc.ca
Email: info@chf.bc.ca
Hours: Monday-Friday, 9am-4:30pm

- **BRIGHTSIDE COMMUNITY**
HOMES FOUNDATION.....604-684-3515
www.brightsidehomes.ca
Email: info@brightsidehomes.ca
Provides low rent housing in Vancouver. You may qualify if you are 50 years or older and have a low income.
Hours: Monday-Thursday, 9am-4pm
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
Email:info@georgederby.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
Email: info@thepoppyresidences.com

■ **POST 83 CO-OPERATIVE HOUSING**

ASSOCIATION.....604-434-4699
www.post83housing.ca
Email: post83@gmail.com

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:

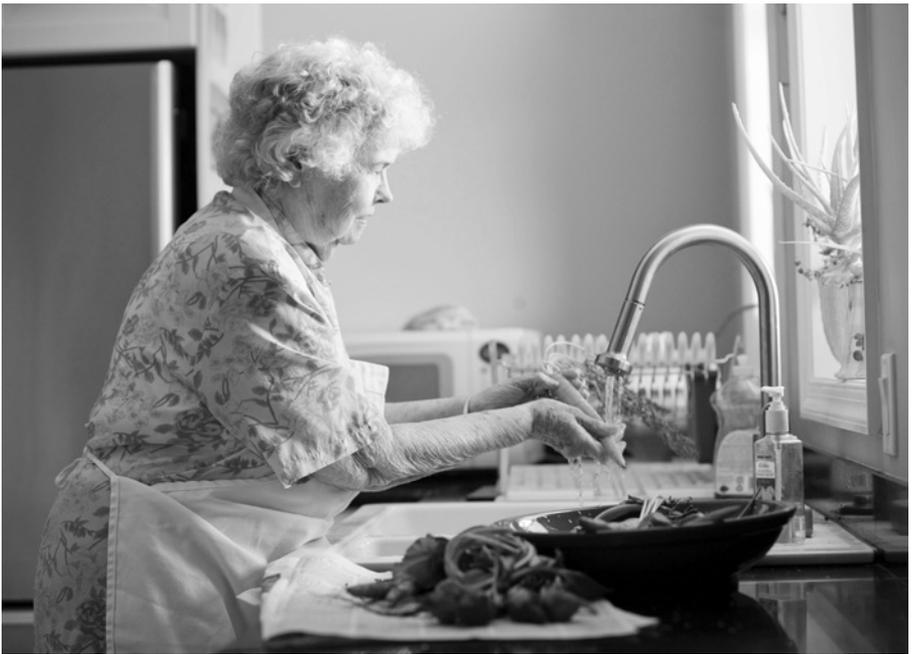
Post 83 Co-operative Housing Association
#106 - 4221 Mayberry Street, Burnaby, BC V5H 4E8

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

www.seniorshousing.bc.ca

Email: housing@seniorsservicessociety.ca

Seniors Services Society provides information on housing options for seniors (60+). We are not a housing provider nor are we able to provide housing placements; however we provide information and guidance on seniors' housing options in British Columbia. Seniors Services Society is the only non-profit society working specifically with seniors to assist them with information on various housing options



■ 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
www.setonvilla.com
Email: info@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
Email: info@danialbc.ca
- **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** (Cascade Gardens)..... 604-434-2666
Fax..... 604-439-7448
www.finncairebc.ca
- **Kingsway Court**
(seniors only - not for disabled)..... 604-434-3724
- **New Vista**..... 604-521-7764
Email: info@newvista.bc.ca
- **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..... **604-669-1616**
www.parentsupportbc.ca
Email: office@parentsupportbc.ca
#204-5623 Imperial Street, Burnaby
Hours: Monday, Tuesday, Thursday & Friday, 10am-2pm
Also provides peer support circles for grandparents in Burnaby.
- **ELDER LAW CLINIC**..... **604-336-5653**
- **OMBUDSPERSON**.....**1-800-567-3247**
- **SENIORS ADVOCATE**.....**1-877-952-3181**

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.seniorsfirstbc.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..... 604-687-3221**
(Operated by the Canadian Bar Association)
Toll-free..... 1-800-663-1919 (BC only)
www.cbabc.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-5pm

- **PEOPLE'S LAW SCHOOL**
Publications for Seniors.....604-331-5400
www.peopleslawschool.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

Email: appointments@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.
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
Email: info@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, noon-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, noon-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 Culture facility for programs and admission services. Application forms are available at all Burnaby Parks, Recreation and Culture facilities. Certain criteria apply.

Hours: Monday-Friday, 10am-3pm

■ **SHADBOLT CENTRE FOR THE ARTS.....604-297-4440**

6450 Deer Lake Avenue, Burnaby

Hours vary during the summer. Please call for information.

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



Community Centres

These recreation centres are run by the City of Burnaby Parks, Recreation & Culture 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
New Temporary Cameron Community Centre
9855 Austin Avenue (opening fall 2023)

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, noon-4pm

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

7433 Edmonds Street, Burnaby

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

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 Street, Burnaby V5C 2G6

Hours: Monday-Friday, 9am-9pm

Saturday, 10am-4pm

Sunday, noon-4pm

■ **EDMONDS COMMUNITY CENTRE:**

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

7433 Edmonds Street, Burnaby

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

Re-open for Christmas - phone for more details.

Special Interest Group

■ **BURNABY NEIGHBOURHOOD HOUSE**

South Burnaby.....604-431-0400

www.burnabynh.ca

Email: info@burnabynh.ca

4460 Beresford Street, Burnaby

Hours: Monday-Thursday, 9am-8pm

Friday, 9am-5pm

North Burnaby.....604-294-5444

Email: simoneb@burnabynh.ca

4908 Hastings Street, Burnaby

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

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

■ **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-noon – Discussion group or
Health information topics
Seniors Program, noon-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 PROGRAM.....604-294-7980**

Provided by the City of Burnaby, Citizen Support Services.

Volunteer drivers bring housebound seniors 65+ from their home to a local Seniors' Centre for lunch. Volunteers greet and assist clients. A great social outing. Small fee applies.

■ **NEW HORIZONS.....604-435-5544**

www.willingdon.org

Email: wpatterson@willingdon.org

Willingdon Church
4812 Willingdon Avenue, Burnaby

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.

Bus trips for housebound seniors 65+, living independently, who have some mobility challenges. Volunteer drivers escort clients to and from the bus or event, and also assist on the outings. Small fee applies.

■ **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/Active

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

6550 Bonsor Avenue, Burnaby

Hours: Monday-Friday, 6am-10pm

Saturday, 9am-9pm

Sunday, 10am-8:30pm

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: abbotsfordretiree@gmail.com

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.

Edmonds Centre Branch #12

Hours: Monday, noon-2:30pm

■ BC SENIORS ADVOCATE:

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

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

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

www.411seniors.bc.ca

Email: info@411seniors.org

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

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

Toll-free..... 1-888-363-2279

North Fraser Chapter (Coquitlam & Burnaby)..... 604-367-0012

North Fraser Chapter: For membership..... 1-833-211-2277

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 provides 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).....604-630-4201

www.coscobc.org

Email: pres@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

Email: info@seniorsservicessociety.ca

750 Carnarvon Street, New Westminster

Hours: Monday-Thursday closed for lunch noon-1pm

The following are services offered by the Seniors Services Society:

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

Email: support@seniorsservicessociety.ca

- 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

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

Welcome Centre - Head Office 604-684-2561

2610 Victoria Drive, Vancouver

Email: info@issbc.org

Burnaby Office..... 604-395-8000

207-7355 Canada Way, Burnaby

Email: settlement@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**
Burnaby Centre (5902 Kingsway)..... 604-438-8214
www.mosaicbc.org

Email: info@mosaicbc.org

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

Hours: Monday-Friday, 9am-5pm

- **MULTICULTURAL SERVICES (South Asian).....604-596-4357**
Options BC Main Office..... 604-584-5811
New to BC.....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 604-430-1899
www.successbc.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
.....Toll Free 1-888-436-1025
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:

Thursday, 10:30am-1pm

Location:

Lougheed Mall/Metrotown Mall

Protection

■ **BETTER BUSINESS BUREAU OF MAINLAND BC**

Public Inquires.....604-682-2711

www.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, 9am-4pm

Recorded Message 24 Hours

Complaints in writing only to:

Better Business Bureau

500-1190 Melville Street, Vancouver

- **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-5pm
Sunday, 9:30am-4pm

- **CANADIAN DIABETES CLOTHES LINE..... 1-800-505-5525**
www.declutter.diabetes.ca

Pick-up service for reusable clothing and household items.

Hours: Monday-Friday, 8am-6pm

- **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-4pm

- **ST. STEPHEN'S ANGLICAN CHURCH**
THRIFT SHOP..... 604-421-0472
 9887 Cameron Street, 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 King.

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.gov.bc.ca/officeofprotocol

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

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

Phone.....604-646-9700

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-Friday, 7am-7pm
Weekends/Holidays, 8am-4pm

Elderdog Canada

Phone.....1-855-336-4226

www.elderdog.ca
info@elderdog.ca

ElderDog Canada is a community-based, non-profit and National registered Charity, volunteer run and provides services free of charge. Their mission is to assist and support older adults in the care and well-being of their canine companions. Dog care support might involve assistance with minor grooming/hygiene, dog walking; vet, transportation, temporary fostering or permanent placement if necessary.

Provincial Victimlink BC 1-800-563-0808 _____

Text.....604-836-6381

www.victimlinkbc.ca

Email: victimlinkbc@bc211.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-11pm Eastern Time (ET)

Weekends, 9am-9pm Eastern Time (ET)

Philatelic Service (Stamps)..... 1-800-565-4362

Hours: 8am-8pm 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

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, Tuesday, Wednesday and Friday
1-5pm
Weekends 1pm-4pm



Telephone

■ TELUS SPECIAL NEEDS CENTRE

Accessible Communication Services:

TTY Users

TTY or Voice Relay Services.... dial 7-1-1 or call 1-800-459-4225

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

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

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

Voice to TTY..... 1-800-855-0511

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

■ **BLOCK WATCH (BURNABY)**

CRIME PREVENTION.....604-294-7795

Email: blockwatch@burnaby.ca

Block Watch encourages residents to take a proactive approach to preventing crime. Neighbours get to know one another, working together and with police to prevent crime in their neighbourhood. Benefits of the program include greater connections with your neighbours, information on crime prevention and increased communication with police.

Hours: Monday to Friday, 8am-4pm



Tax Information and Assistance

Fuel Taxes

- **FEDERAL EXCISE**

GASOLINE PROGRAM..... 1-800-267-6999

www.canada.ca (search for Excise Gasoline Tax Refund)

Information regarding gas tax refund.

Goods and Services Tax (GST)

- **CANADA REVENUE AGENCY (CRA)..... 1-800-387-1193**

www.canada.ca (search for Canada Revenue Agency)

If your income is low, you may qualify for a 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.

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.

■ BURNABY NEIGHBOURHOOD HOUSE INCOME TAX CLINIC

South Burnaby: 604-431-0400 - 4460 Beresford Street
North Burnaby: 604-294-5444 - 4908 Hastings Street

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.

Hours: South Burnaby: Monday-Friday, 9am-5pm

North Burnaby: Monday-Friday, 9:30am-4:30pm

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-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

<https://www2.gov.bc.ca/gov/content/taxes/sales-taxes/motor-fuel-carbon-tax/fuel-tax-refund>

Email: CTBTaxQuestions@gov.bc.ca

Registration Information: revregcl@victoria1.gov.bc.ca

Information regarding fuel tax rebate for the disabled person.

Transportation

Driver's Information

- **I.C.BC 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
Toll free 1-800-910-4222

- **MEDICAL TRANSPORTATION..... 604-292-3901**

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

- **DRIVER'S LICENSE.....1-800-950-1498**
or.....604-661-2255
or.....604-982-2250
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-6pm
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.

General Inquiries..... 604-953-3680

Hours: Monday-Saturday, 8am-4pm

Book or cancel a trip..... 604-575-6600

Hours: Monday-Friday, 8am-6pm

Weekends and holidays, 8:30am-4:30pm

■ SOCIAL PLANNING & RESEARCH COUNCIL OF BC (SPARC)

General Inquiries..... 604-718-7733

For Parking Permit..... 604-718-7744

Toll Free..... 1-888-718-7794

www.sparc.bc.ca

4445 Norfolk Street, Burnaby Email: info@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. Call 604-718-7744 for the form, download form from our website.

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-6pm
Saturday, 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

www.translink.ca

Hours: Monday-Friday, 5:30am-12:30am

Saturday-Sunday, 6:30am-11:30pm

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

www.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
Saturday, noon-4pm*

*Saturday hours are for walk-in customers only. Phone lines will not be active

Travel

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 Information 1-888-937-8538 or check website www.westjet.com

Ferries

■ BC FERRIES

General Information and Reservations

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

TTY..... 1-888-223-3799

www.bcferrries.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-10pm

Weekends, 7am-7pm

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..... 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: Weekdays, 8am-10pm

Weekends, 8am-8pm

Volunteer Services

- **CITIZEN SUPPORT SERVICES** (CITY OF BURNABY).....**604-294-7980**
www.burnaby.ca

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

(Gadabouts) Outings for the Elderly

Bus trips for housebound seniors 65+, living independently, who want to enjoy social connection. Volunteer drivers escort clients to and from the bus or event, and also assist on the outings. Small fee applies.

Wheelers

Outings for elderly housebound seniors 65+ who use a wheelchair/scooter and live independently come together for a lunch outing. Small fee applies. Senior must be registered with HandyDART.

Lunch Program

Volunteer drivers bring housebound seniors 65+ from their home to a local Seniors' Centre for lunch. Volunteers greet and assist clients. A great social outing. Small fee applies.

Phone Buddies Program

Volunteers call clients 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 will be delivered to your residence. Payment method: Credit Card or Debit Card (Visa or Master only). Minimum order amount \$30.

Shopping Buddies Program

Seniors 65+ with disabilities are matched with a volunteer to help with their personal shopping at a local mall. HandyDART charges apply. Senior must be registered with HandyDART.

Volunteer Visitor Program

One to one visiting in the client's home to provide companionship for isolated, lonely seniors 65+ who are living independently.

■ **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.....604-294-7944

Email: getprepared@burnaby.ca

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

www.volunteerburnaby.ca

Email: info@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, 9:30am-1:30pm
Weekends, closed

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

Fax.....604-294-6814

www.volunteergrandparents.ca

Email: info@volunteergrandparents.ca

Volunteer Grandparents has been dedicated to being a leader and advocate of intergenerational bonds among youth and seniors. Their programs are instrumental in linking low-income, underprivileged children without the immediate presence of grandparents with local senior volunteers. The volunteers provide families and the community with support and encouragement by sharing their skills, knowledge and experience.



Burnaby Seniors' Resources Society
www.burnabyseniors.org

The Burnaby Seniors Resources Society is comprised of not-for-profit agencies & businesses in Burnaby serving seniors in the community.

BSRS provides: educational programs, networking opportunities and has a wealth of information and resources for seniors and their families.

Deb's Mortgages



Burnabynow



www.burnabyseniors.org

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