# Community Resources for People with Diabetes

### Fraser Health Region

LAST UPDATED FEBRUARY 2016

The purpose of this guide is to provide healthcare providers and their clients a list of community resources located in the Fraser Health Region which may aid in improving and managing health. This guide is divided into four sections and lists the community programs by type of service and locations. The six sections are 1. Financial Assistance 2. Physical Activity Resources 3. Food and Nutrition Programs 4. Advocacy, Education, Literacy and ESL Programs 5. Medical Services (includes foot care) 6. Mental Health and Addictions Resources. As programs change regularly, users are urged to call or email the programs to ensure the information is up-to-date. A PDF version is available online at http://www.selfmanagementbc.ca. Please contact, Julieta Gerbrandt at julietag@uvic.ca to add a service that is missing or remove a service that is no longer available.

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#### Financial Assistance

BC PharmaCare – Fair PharmaCare Plan

- Ministry of Health

Phone: 1-800-663-7100

About: If you are a B.C. resident and enrolled with the Medical Services Plan (MSP), register your family to receive your maximum assistance under Fair PharmaCare.

Your family includes you, your spouse and any dependent children whose Medical Services Plan (MSP) coverage is on the same contract as you or your spouse.

If you or your spouse was born in 1939 or earlier, you may qualify for enhanced Fair PharmaCare assistance.

Website:

http://www.health.gov.bc.ca/pharmacare/plani/planiindex.html

Programs of Choice (POC) – Veterans Affairs Canada (VAC)

Phone: 1-866-522-2122

About: For Veterans only. This program provides extra medical benefits to persons who are veterans of Canada.

Website:

http://www.veterans.gc.ca/eng/services/treatment-benefits/poc#poc10

B.C. Employment and Assistance Program (BCEA)

Phone: 1-866-866-0800

About: Provides various medical supplements to people with disabilities including medical equipment, orthotics and bracing, medical supplies, hearing aids, etc. Eligibility for BC Employment and Assistance programs is based on your income and assets. The ministry has a responsibility to ensure that its limited resources go to those people who need them most. That is why applicants are expected to take advantage of all other sources of income and assets before qualifying Contact Ministry of Social Development for details

Website: http://www.eia.gov.bc.ca/bcea.htm

#### Financial Assistance

RxHelp.ca Pharmaceutical Companies – Patient Assistance Programs

Cameron Stewart LifeScience Inc. 2351 Royal Windsor Drive, Unit 1, Mississauga, Ontario, L5J 4S7

Phone: 1-866 -RxHelp 4 (794-3574) About: Patient payment assistance programs are run by many brandname pharmaceutical manufacturers to provide significant savings on brand-name prescription medicines. RxHelp.ca connects Canadian patients to these pharmaceutical manufacturer's payment assistance programs FREE of charge.

Website: <a href="https://www.rxhelp.ca">https://www.rxhelp.ca</a>

Email: questions@RxHelp.ca

Health Equipment Loan Programs and Services – Canadian Red Cross

Fraser Region Phone: 604-930-9073

Fax: 604-930-9075

About: Provides basic equipment on short term loan to assist people coping with illness, injury or recovery at home.

To ensure the safety of our clients, we require a referral from one of the regulated health care professionals listed below:

Doctor, Chiropractor, Licensed Practical Nurse, Nurse, Occupational Therapist, Physical Therapist, Respiratory Therapist

Website: <a href="http://www.redcross.ca/where-we-work/in-canada/british-columbia-and-yukon">http://www.redcross.ca/where-we-work/in-canada/british-columbia-and-yukon</a>

Email: <a href="mailto:lmr.help@redcross.ca">lmr.help@redcross.ca</a>

Aids to Independent Living Program – Canadian Red Cross

Phone: 604-859-5960 Fraser East Area About: Many seniors coping with long-term illness and injury do not have the financial resources required to purchase or rent medical equipment. The Aids to Independent Living program loans health equipment, free of charge, to Home Health clients. Clients must be referred by an occupational therapist or physiotherapist and must live in the areas listed above. Clients must also undergo a financial eligibility test.

Website:

http://www.hc-sc.gc.ca/fniah-spnia/pubs/nihb-ssna/yhb-vss/indexeng.php

Financial Assistance

BC Employment and Assistance Program (BCEA) (Optical Program) – Ministry of Social Development

Phone: 1 866 866-0800

About: The BC Employment and Assistance Program provides prescription eyeglasses coverage between \$108 and \$179 based on the type of eyeglasses required (e.g. single vision vs. bifocal lenses).

Coverage is available to all individuals receiving income assistance (children and adults) and also children in low-income families through the Healthy Kids Program.

Adults receiving income assistance between the ages of 19 and 64 are also eligible for replacement prescription eyeglasses every three years.

Website:

http://www.hsd.gov.bc.ca/factsheets/2005/optical.htm

Membership Assistance Program - Canadian MedicAlert Foundation

Phone: 1-800-668-1507

About: Membership Assistance program provides partial or full financial assistance for both ID bracelets and membership plans for eligible applicants.

Website: http://www.medicalert.ca/en/about/assistance.asp

Registered Disability Savings Plan (RDSP) -Canada Revenue Agency

Phone: 1-800-959-8281

About: A registered disability savings plan (RDSP) is a savings plan that is intended to help parents and others save for the long term financial security of a person who is eligible for the disability tax credit.

Contributions to an RDSP are not tax deductible and can be made until the end of the year in which the beneficiary turns 59. Contributions that are withdrawn are not included in income for the beneficiary when they are paid out of an RDSP. However, the Canada disability savings grant, the Canada disability savings bond, investment income earned in the plan, and rollover amounts are included in the beneficiary's income for tax purposes when they are paid out of the RDSP.

Website: <a href="http://www.hc-sc.gc.ca/fniah-spnia/pubs/nihb-ssna/yhb-vss/index-eng.php">http://www.hc-sc.gc.ca/fniah-spnia/pubs/nihb-ssna/yhb-vss/index-eng.php</a>

#### **Financial Assistance**

#### Ministry of Small Business and Revenue

Phone: 1-888-355-2700

About: The home owner grant reduces the amount of property tax you pay for your principal residence.

The grant is available to qualified residents that pay property taxes to a municipality or the province in a rural area. If you pay your property taxes to a First Nation, contact the First Nation directly.

#### Website:

http://www2.gov.bc.ca/gov/topic.page?id=1BDE78032A6F47A7938497BC9E63BD02

Email: hogadmin@gov.bc.ca

### Annual Bus Pass Program

Phone: 1-866-866-0800 1 Select either option 1 or 2 and then press 3

Fax: 855 771-8788

About: The BC Bus Pass Program offers a reduced cost, annual bus pass for low income seniors and individuals receiving disability assistance from the Province of British Columbia or their band office. Passes are valid in communities serviced by BC Transit or TransLink. The pass is only valid for the eligible rider and is non-transferable. Handy Dart is not included in this program.

Website: <a href="http://www.veterans.gc.ca/eng/services/treatment-benefits/poc#poc10">http://www.veterans.gc.ca/eng/services/treatment-benefits/poc#poc10</a>

Email: HSDBUSPA@gov.bc.ca

Employment and Income Assistance for Persons with Disabilities, Ministry of Social Development and Social Innovation

Phone:1-866-866-0800

About: There are a number of benefits available to disability income assistance recipients. Some examples include: identification fees, security deposits, co-operative housing purchase supplements, emergency moving supplements, natal supplements, guide animal supplements, and medical transportation.

Website: http://www.eia.gov.bc.ca/publicat/VOL1/Part3/3-5.htm

#### Financial Assistance

Free Camping in	BC
Provincial Parks,	ВС
Parks	

About: If you are a person with a disability who receives income assistance from the Ministry of Social Development and Social Innovation, or from a First Nations Administering Authority, or if you are a family with a child who receives funding through the At Home program, you may be eligible to camp for free. Obtain a Release of Information form from your Employment Assistance Worker, Social Development worker or the Ministry of Children and Family Development to show to campsite staff.

Website: http://www.env.gov.bc.ca/bcparks/fees/disability.html

Home and Community Care Services-Fraser Health Authority, Ministry of Health

Phone: 604 -587-4600 Toll-free: 1- 877 935-

5669

Fax: 604-587-4666

About: Health Authorities provide home and community care services for British Columbians with acute, chronic, palliative or rehabilitative health care needs. Services include home care nursing, palliative care, community rehabilitation, adult day centres, assisted living, home support, residential care and hospice. Health Authorities

may provide these services directly or through contracts with service providers.

Website:

http://www.fraserhealth.ca/your care/home-and-community-care/

Email: <a href="mailto:feedback@fraserhealth.ca">feedback@fraserhealth.ca</a>

### Registered Disability Savings Plan

About: This plan was designed to provide long-term financial security for a person with a disability. Tax-deferred investment growth, along with generous government grants and bonds make the RDSP a powerful investment tool. Perhaps the most attractive reason to open up an RDSP is to get access to the annual Canada Disability Saving Grants (CDSGs) which can provide 100%, 200% or 300% matching grants, depending both on the beneficiary's family income and the amount contributed, up to a lifetime maximum CDSG limit of \$70,000.

Website:

http://www.cra-arc.gc.ca/tx/ndvdls/tpcs/rdsp-reei/menu-eng.html

#### Financial Assistance

### Canada Disability Savings Bond

About: The Canada Disability Savings Bond is money the Government will deposit into the Registered Disability Savings Plans (RDSPs) of low-income and modest-income Canadians. If you qualify for the Bond, you will receive up to \$1,000 a year depending on your family income (see beneficiary's family income). There is a limit of \$20,000 over your lifetime. Bonds are paid into the RDSP until the end of the calendar year in which you turn 49 years of age. You do not need to make any contributions to your RDSP to receive the Bond.

#### Website:

http://www.esdc.gc.ca/eng/disability/savings/grants bonds.shtml

### Community Volunteer Income Tax Program, Multiple locations

About: The CVITP is a collaboration between the Canada Revenue Agency (CRA) and community organizations. The organizations host tax preparation clinics and arrange for volunteers to prepare income tax and benefit returns for eligible individuals who have a modest income and a simple tax situation. Volunteer tax preparation clinics are generally offered between February and April each year at various locations across Canada. See website below to find a location in your community.

Website: http://www.cra-arc.gc.ca/tx/ndvdls/vlntr/clncs/bc-eng.html

Income Tax Clinic at SOURCES BC, Surrey and White Rock

Newton: #102-13771 – 72A Ave Surrey BC Tel: 604-596-2311

White Rock: 882 Maple St. White Rock V48

4M2

About: Year round tax clinics. Don't need to live in Surrey, will accept any-one from anywhere as long as you qualify as low income. Tax information is dropped off and then done by volunteers. Offered at SOURCES's White Rock and Newton locations.

Website: www.sourcesbc.ca

#### Financial Assistance

Income Tax Clinic at
Surrey Libraries

About: Yearly income tax clinic for low income residents of Surrey. Typically held between late March and then through April. Ask at your local branch in early March for details.

Website: www.surreylibraries.ca

Oak Avenue Neighbourhood Hub Society, Income Tax Clinic, Surrey

12740 102 Avenue, Surrey BC V3V 3E5

Phone 604-582-7088 Fax: 778-395-0323 About: A FREE Income Tax Filing service for low income families and individuals from March to April 2015. Please phone the Hub to book your appointment.

Website: http://www.oanh.ca/communitykitchens.html

Email: info@oanh.ca

### Deltassist, Delta

North Delta: 9097 120 Street Delta, V4C 6R7 604-594-3455 Ladner: 4891 Delta Stree

4891 Delta Street Delta, V4K 2T9 604-946-9526 Tsawwassen:

#102-5405 12 Avenue Delta, V4M 2B2 604-594-3455 About: If you live in Delta and are facing a personal challenge, Deltassist is here to help. We offer:

- •counselling in a safe, supportive environment, to help with parenting, substance misuse, violence in relationships, and suicide prevention
- •community programs which provide emergency food and transportation, help preparing tax returns, a toy depot and Christmas hampers, and programs which address violence
- support for seniors: assistance with shopping, volunteer visits, professional counselling, volunteer driving, daily phone support and connection to other seniors' services

#### Physical Activity Resources

#### Physical Activity Line

Toll Free:

1-877-725-1149

Phone: 604-241-2266

About: The Physical Activity Line (PAL) is British Columbia's primary physical activity counselling service & your FREE resource for practical & trusted physical activity & healthy living information. Qualified Exercise Professionals are available Monday to Friday 9:00 AM - 5:00 PM PST, to assist you. Call our phone line for FREE exercise and fitness advice regardless of age and medical condition. You can also email the PAL staff around the clock with any of your questions or concerns and we will be sure to get back to you at our earliest convenience.

Website: <a href="http://www.physicalactivityline.com/">http://www.physicalactivityline.com/</a>

Email: info@physicalactivityline.com

#### **Active Choices Program**

Province Wide

Phone: 604-522-1492

Toll-free

1-877-522-1492 or 1-866-902-3767 About: Active Choices Program is a FREE six-month personal telephone support program that encourages regular physical activity. A telephone coach works with individuals one-to-one through regular telephone contacts to develop an exercise routine customized to the needs, abilities and goals of participants. Coordinator: Angela Sealy.

Website: http://www.selfmanagementbc.ca/activechoicesprogram

Email: angela.activechoices@shaw.ca

#### ConnecTra

Suite 318 – 425 Carrall

Street

Vancouver, BC V6B

6E3

Phone: 604-688-6464

ext. 115

Fax: 604-688-6463

About: The ConnecTra Society provides outreach services primarily for mobility and physically impaired individuals in Vancouver and the Lower Mainland. It serves as a connecting agency, linking people with physical disabilities to activities and programs that will, over time, allow them to grow, gain confidence and become increasingly more active and involved in community life.

Website: http://www.connectra.org/about.html

Email: info@connectra.org

#### Physical Activity Resources

### City of Abbotsford -Parks, Recreation and Culture

32315 South Fraser Way, Abbotsford

Phone: 604-853-2281

About: The Parks, Recreation and Culture Department are responsible for all City-owned recreational facilities and activities. The Abbotsford Recreation Department also offers many programs and services.

The City of Abbotsford now offers a PRC Special Needs Card, giving qualified people a 50% discount off of drop in admissions and memberships to the local recreation centres. The form and criteria can be found at the link below.

Website: http://www.abbotsford.ca/parksrecreationandculture.htm

### Abbotsford Recreation Centre

2499 McMillan Road, Abbotsford

Phone: 604-853-4221

About: The Abbotsford Recreation Centre offers swimming, skating, fitness and Community Recreation Programs, facility rentals and Senior and Youth Centres. Youth drop-in activity and sports times are offered Monday – Friday, see website for schedule. The Abbottsford Senior Centre is open 7days a week 9am-9pm and offers a variety of activities and programs available to older adults.

\$2 Swim Days

- Sunday 11:00am 12:00pm Toonie Family Swim
- Adults Only Tuesday, Thursday, Friday and Saturday Toonie Swim 9:00pm 10:00pm.

#### Website:

http://www.abbotsford.ca/parksrecreationandculture/recreation/facil ities schedules and admission.htm

Email: aoffice@abbotsford.ca

#### Physical Activity Resources

### Matsqui Recreation Centre, Abbotsford

3106 Clearbrook Road, Abbotsford

Phone: 604-855-0500

About: The Matsqui Recreation Centre contains a Wave pool swimming pool and offers swimming, skating, fitness, facility rentals, senior Centre and community programming. Youth drop-in activity and sports times are offered Monday – Friday, see website for schedule.

Toonie Swims: Monday, Wednesday, Friday and Saturday 9:00pm - 10:00pm Sunday 9:30am - 11:45am

\* Land and water fitness classes are included with recreation Centre admission.

#### Website:

http://www.abbotsford.ca/parksrecreationandculture/recreation/facilities schedules and admission.htm

Email: moffice@abbotsford.ca

#### Accessibility Assistance, Abbotsford

Forms in person at the Matsqui Recreation Centre and Abbotsford Recreation Centre (addresses listed in the two prior entries above)

About: The Abbotsford and Matsqui Recreation Centres may provide people on limited income with Recreation Service Credits. Visit them for application forms. Abbotsford provides \$120 towards participation in recreation programs (This program starts in May of each year; therefore, the amount may be decreased according to what time of year you apply).

To qualify you need to be below a certain threshold household income level and provide copies of prior year's Revenue Canada form. Swipe Cards or Drop-In tickets are more affordable options when using credits.

### Tai Chi Chilliwack/Abbotsford branch

25 - 8635 Young Rd. (TeksMed Centre) Chilliwack BC V2P 4P3

Phone: 604 795 4040

About: Taoist Tai Chi™ internal arts are specifically aimed at cultivating health and vitality. Master Moy synthesized the wisdom he learned during more than 50 years of training in meditation, qigong, Tai Chi and other arts into the practices taught by the Society and its sister organizations. There are special rates for students, seniors and those unable to pay the full amount due to financial hardship. Your contribution entitles you to attend as many available classes as you'd like, in your area.

### Physical Activity Resources

Burnaby Parks &	
Recreation	

About: Live an active and healthy lifestyle! Flip through their new leisure guides through the link below (it's interactive - just click the bar code and it links directly to WebReg).

25 - 8635 Young Rd. (TeksMed Centre) Chilliwack BC V2P 4P3

Website:

Phone: 604 795 4040

https://www.burnaby.ca/Things-To-Do/Be-Active-Programs/Leisure-Guide.html

City of Mission
Parks & Recreation and
Culture

About: Mission provides many ways to be active; this can be seen in the facilities they provide. Leisure Centre, Sports Park or the countless parks and picturesque trails are available in Mission BC.

7650 Grand Street, Mission Mission provides FREE admission to recreation facilities for 1 attendant supporting a person with a disability.

Website:

http://www.mission.ca/municipal-hall/departments/parks-recreation-culture/

Email: leisureservices@mission.ca

Phone: 604-820-5350

Mission Providing Leisure All Year (PLAY) Program About: The PLAY (Providing Leisure All Year) Pass Program is administered by the Parks, Recreation & Culture Department to provide Mission residents on limited income with the opportunity to participate in basic parks, recreation and culture activities at no cost.

The PLAY Pass Program provides qualified applicants with an Admission Card which offers free admission to a maximum of 52 swimming, skating, weight room and/or fitness drop-in sessions per year and a maximum of 12 free child minding sessions per year through the Play Care Program.

To apply, complete the application form and submit to Mission Parks and Recreation Department (listed above) along with a copy of your income information.

Website: <a href="http://www.mission.ca/wp-content/uploads/PLAY-Pass-Application-Form.pdf">http://www.mission.ca/wp-content/uploads/PLAY-Pass-Application-Form.pdf</a>

### Physical Activity Resources

Mission	Seniors	Activity
Centre		

33100 10th Avenue (at Talbut), Mission

Phone: 604-814-2188

About: The Mission Seniors Activity Centre provides seniors, 50 and over, with the opportunity to lead an active and healthy lifestyle. They offer numerous programs that include activities such as art classes, card tournaments, dancing and recreation classes. Membership to the Seniors Activity Centre is \$10 per year and the membership forms and information can be found online.

Website: http://www.missionseniorscentre.com/

Email: info@missionseniorscentre.com

#### Cheam Leisure Centre, Chilliwack

45501 Market Way, Chilliwack

Phone: 604-824-0231

About: Fitness programs, swimming lessons and drop-in programs are offered at the Cheam Leisure Centre. The complex contains: squash courts, weight training room, fitness equipment, gymnasiums, 25 meter swimming pool with leisure pool, lazy river, hot tub and sauna. Loonie/Toonie Swims: Adults \$2.00, Children/Youth \$1.00 – Sundays from 6:30pm - 9:30pm

Website: <a href="http://www.myreccentre.com/facilities/cheam-leisure-">http://www.myreccentre.com/facilities/cheam-leisure-</a>

<u>centre</u>

#### Chilliwack Landing Leisure Centre

9145 Corbould Street, Chilliwack

Phone: 604-793-7946

About: The Landing Leisure Centre includes an aquatic Centre, group fitness studio and weight room. The aquatic Centre features a large family wave pool with play features and a lazy river, waterslide, two swirl pools, sauna, steam room, and an eight-lane competition pool with a 1 meter diving board and adjustable shallow end floor. Gentle and Low impact classes are offered including Yoga and Cardio Light.

Loonie/Toonie Swims: Adults \$2.00, Children/Youth \$1.00 – Sundays from 6:30pm - 9:30pm

Sit and be Fit: Tuesdays and Thursdays: 1:15pm – 2:15pm. Cost: \$4.50 regular or \$3.75 for those over age 65

This program is available for persons with disabilities, and also seniors. For those who require assistance when attending a class: You can bring someone with you to classes, or If volunteers are available, they can assist you in-class. Call to check if volunteer assistance is available, since it is not guaranteed for each class.

Website: <a href="http://www.myreccentre.com/facilities/chilliwack-landing-leisure-centre">http://www.myreccentre.com/facilities/chilliwack-landing-leisure-centre</a>

### Chilliwack Prospera Centre

45323 Hodgins Avenue, Chilliwack

Phone: 604-702-0062

About: Local skating rink that offers drop-in and public skating sessions and lessons.

Website: http://www.prosperacentre.com/

Email: chilliwack@prosperacentre.com

### Physical Activity Resources

Chilliwack Leisure
Access Program

About: Chilliwack YMCA contains a shallow depth swimming pool and whirl pool, racquet ball and squash courts, fitness/cardio Centre, gymnasium and weight room. The Hocking Centre change room is accessible for people with disabilities.

Low impact and gentle group fitness classes are available.

Website: http://www.vanymca.org/centres/chilliwack/

E-Mail: chilliwack@vanymca.org

Pure: Integrative Pharmacy Wellness Studio, Chilliwack

110F 6640 Vedder Road, Chilliwack

Phone: 604-847-3496

About: Group fitness classes are offered in the Wellness studio within the pharmacy, including:

Zumba, Gentle, Hatha and Flow Yoga, Chair Yoga, Neuromuscular Integrated Action (NIA) Technique – Classes will combine traditions of yoga, dance and tai chi.

Drop-In Costs: Students/Seniors (Over 60 years old): \$7, Adults: \$10

Ten session punch card: \$69

Adult 1 Month Unlimited: \$59 – Beneficial for those attending more

than 3 times per week

Website:

http://www.purepharmacy.com/store-locations/chilliwack/pure-wellness-studio/

Email: Pure015rx@purepharmacy.com

Pacific Riding for Developing Abilities, Chilliwack

47240 Greenhill Road, Chilliwack

Phone: 604-858-2149

About: Pacific Riding for Developing Abilities (PRDA) has provided therapeutic horseback riding to individuals with physical, cognitive, and emotional disabilities since 1973. PRDA wants their riders to feel like they can challenge themselves knowing that there is a strong support system in place for them, should they require help.

Riders can attend four annual sessions, during which a wide variety of programs are offered. Riders from the ages of 2 to 78 participate in competitive, recreational, and/or strictly therapeutic riding. Contact PRDA for more information on how to become a rider.

Website: <a href="http://www.prda.ca">http://www.prda.ca</a>

Email: mklassen@prda.ca

### Physical Activity Resources

Chilliwack Outdoor
Gym

Watson Glen Park,
Chilliwack
Located on the corner
of Cumberland and
Tyson Ave. beside the

Twin Rinks Arena.

About: Outdoor gyms can provide a great opportunity for everyone to enjoy outdoor fitness and healthy active living for free. Outdoor Gyms contain many types of equipment from cross trainers to strength trainers that suit all needs and abilities. Instructions are provided as guidance throughout the stations.

Website: <a href="http://www.chilliwack.ca/main/page.cfm?id=149">http://www.chilliwack.ca/main/page.cfm?id=149</a>

City of Agassiz – Ferny
Coombe Pool

6820 Pioneer Avenue, Agassiz

Phone: 604-796-2451

About: Outdoor recreation pool in Agassiz, offers aquatic fitness

classes, swim lessons and drop-in swimming.

Website: http://www.district.kent.bc.ca/lik-pool.html

### District of Kent, Agassiz Fitness/Activity Centre

6660 Pioneer Avenue, Agassiz

Phone: 604-796-8891

About: The District of Kent Fitness/Activity Centre offers fitness and recreation opportunities for all ages and abilities. Offers weight room orientations, group fitness classes such as Yoga and Aerobics, and other programs. Affordable rates.

Website: http://www.district.kent.bc.ca/lik-fitness.html

#### Hope and District Recreation Centre

1005 - 6th Avenue, Hope, BC

Phone: 604-869-2304

About: The pool, arena, and fitness centre offer quality leisure services, programs and activities. Classes offered include aquafit, yoga, group fitness, and gym orientations.

Drop in Rates: Regular: \$5

- Mondays: \$2 admission for Seniors (55+) from 6:00am 5:00pm
- Wednesdays: \$2 admission for everyone!
- Fridays: 2 for 1 admission from 6:00am 5:00pm
- Sundays: 1/2 price for Families

#### Website:

http://www.fvrd.bc.ca/Services/HopeRecreationandCulture/Aboutthe HopeRecreationComplex

Email: leisure@fvrd.bc.ca

#### Physical Activity Resources

City of Langley -Recreation, Culture, and Community Services

Langley City Hall – 20399 Douglas Crescent, Langley

Phone: 604-514-2800

About: Langley Recreation, Culture, and Community (LRCC) Services is dedicated to creating a welcoming and safe environment where everyone can participate. LRCC offers a broad range of recreational programs and activities, which you can browse in the LRCC recreation guide:

www.city.langley.bc.ca/index.php/recreation-and-community/recreation-guide

A) Langley Adapted Programs & Services

Langley Recreation, Culture, and Community Services (LRCC) offer certain programs and services that are adapted to persons with disabilities. LRCC also manages multiple facilities throughout the City of Langley that offer wheelchair accessible features.

The following are recreational programs offered by LRCC that are either:

B) Langley Leisure Access Grant Program

Web: www.city.langley.bc.ca/index.php/recreation-and-community/recreation-programs

The Leisure Access Grant Program is designed to allow City of Langley residents to access leisure opportunities regardless of cost. The City of Langley will cover a percentage of an individual's chosen recreation program, depending on the financial needs of each applicant. Payment plans may also be set up to lighten the burden for individuals. All fees not covered by the grant must be paid in full at the time of registration.

Eligible applicants and their family members will receive a discount (25-75%) to cover the cost of either a City of Langley program, a City of Langley pass, or an aquatic pass to indoor pools (adults and seniors only). Applications are accepted once per season, and you must submit a new application each year to renew your Leisure Access Grant.

Website: http://www.city.langley.bc.ca/recreation.htm

Email: recreation@langleycity.ca

#### Physical Activity Resources

### Walnut Grove Community Centre

8889 Walnut Grove Drive, Langley

Phone: 604-882-0408

About: This community Centre contains a swimming and a leisure pool, a 300 ft. waterslide, diving boards, sauna, steam rooms, whirlpools and a fitness Centre and gymnasium. Aquatic fitness and group fitness classes are offered including low-impact aerobics, gentle stretch/core and yoga classes. This facility is accessible and contains wheelchair accessible pool and hot tub, easy transfer hot tub and a poolside chair lift.

Website: <a href="http://www.tol.ca/Parks-Recreation/Recreation-">http://www.tol.ca/Parks-Recreation/Recreation-</a>

<u>Centres/Walnut-Grove-Community-Centre</u>

Email: prinfo@tol.ca

### W.C. Blair Recreation Centre, Langley

22200 Fraser Highway, Langley, BC

Phone: 604-533-6170

About: The W.C. Blair Recreation Centre is disability and wheelchair accessible. The Centre consists of a swimming pool, fitness room, sauna, whirl pool and weight room. Drop in swim times are available and aquatic and group fitness classes are offered. Low-impact stretch classes are offered for those with limited mobility.

This facility contains wheelchair accessible pool and whirlpool entry, pool wheelchairs, and knowledgeable lifeguards trained in adapted aquatic and fitness programs.

Website: <a href="http://www.tol.ca/Parks-Recreation/Recreation-">http://www.tol.ca/Parks-Recreation/Recreation-</a>

Centres/W.C.-Blair-Recreation-Centre

Email: prinfo@tol.ca

### Willoughby Community Centre, Langley

Langley Events Centre -7888 - 200 Street, Langley

Phone: 604-455-8821

About: This community Centre contains a weight room and a fitness Centre, drop in fitness classes including low-impact aerobics, gentle stretch/core and yoga classes are offered here.

Website: <a href="http://www.tol.ca/Parks-Recreation/Recreation-">http://www.tol.ca/Parks-Recreation/Recreation-</a>

Centres/Willowbrook-Recreation-

Email: prinfo@tol.ca

#### Physical Activity Resources

Valley Therapeutic Equestrian Association, Langley

3330 256th Street, Langley

Phone: 604-857-1267

About: The Valley Therapeutic Equestrian Association (VTEA) is a non-profit charitable organization that has provided therapeutic horseback riding for children and adults with all forms of disabilities since 1983. Their goal is to enhance the quality of life for their clients by improving their physical, mental, and emotional well-being with the assistance of the horse.

New participants must provide a physician referral if they wish to become a rider. VTEA's Consulting Physiotherapist conducts an initial assessment and creates a unique riding program for each participant in conjunction with VTEA instructors. Special or adapted equipment may be used and one-on-one instruction and riding volunteers are organized to assist with each lesson. Financial assistance may be available to riders.

Website: <a href="http://www.vtea.ca">http://www.vtea.ca</a>

Email: info@vtea.ca

Aldergrove Community Arena

2882 - 272 Street, Langley

Phone: 604-530-1323

About: Ice Skating Rink located in Township of Langley. Drop-in

skating times are available.

Website: http://www.tol.ca/Parks-Recreation/Recreation-

Centres/Aldergrove-Community-Arena

Aldergrove Kinsmen Community Centre

26770 - 29 Avenue, Aldergrove

Phone: 604-856-2899

About: This facility contains a skating rink, and a curling rink.

Website: http://www.tol.ca/Parks-Recreation/Recreation-

Centres/Aldergrove-Kinsmen-Centre

Email: prinfo@tol.ca

#### Physical Activity Resources

### Leisure Access Program, Surrey

About: The City of Surrey's Leisure Access Program provides an opportunity for permanent city residents in financial need to participate in Parks, Recreation and Culture activities at a very low cost.

How to Apply: Download and complete the Leisure Access Application website: <a href="http://www.surrey.ca/files/Leisure Access Program - September 2014.pdf">http://www.surrey.ca/files/Leisure Access Program - September 2014.pdf</a>

Bring your application form along with all required original documents to your nearest Surrey Parks, Recreation and Culture facility for review.

#### Newton Wave Pool, Surrey

13730 - 72 Avenue Surrey, BC V3W 2P4

Phone: 604-501-5540 Fax: 604-501-5541 About: Come for a free swim, sponsored by Westminster Savings, on the second Sunday of each month from 6:00pm to 8:00pm. There are also value days drop in times when admission is only \$2.25 per person.

Monday - Wednesday: 11:00am - 3:00pm

Thursday - Friday: 6:00am - 8:30am Sunday: 8am - 8:30am, and 7pm - 8pm

Website: http://www.surrey.ca/culture-recreation/7325.aspx

### Maple Ridge & Pitt Meadows Fitness Centre, Low Cost Times

Maple Ridge Leisure

Centre

Phone: 604-467-7322

Pitt Meadows Family Recreation Centre Phone: 604-465-2452 About: These centres have specific times where the admission fee is reduced to \$1 admission for Child/youth/Senior and \$2 Adults.

Maple Ridge: Sundays 11:00 – 2:00PM, Tuesdays 10:00-11:30AM &

9:00-10:00PM, Thursdays 12:45-2:30PM

Pitt Meadows: Sunday 7:00-8:00PM, Tuesday 10:00-11:30AM,

Wednesday 8:30-9:30PM, Saturday 12:00-3:30PM

Website: https://mrpmparksandleisure.ca/

### Physical Activity Resources

Coquitlam Parks and
Recreation, Low or no
cost programs

About: Free Swimming at the City Centre Aquatic Complex and Poirier Sport & Leisure Complex, 7:00-9:00pm (Dates vary)

City Centre Aquatic Complex 1210 Pinetree Way

Free Skating at the Poirier Sport & Leisure Complex, 2:00-3:15pm (Dates Vary)

Poirier Sport & Leisure Complex 633 Poirier Street Please check website below for dates!

Website: <a href="http://www.coquitlam.ca/parks-recreation-and-culture/sport-and-recreation/recreation-access.aspx">http://www.coquitlam.ca/parks-recreation-and-culture/sport-and-recreation/recreation-access.aspx</a>

Corporation of Delta, Leisure Access Assistance Program

4500 Clarence Taylor Cres. Delta, BC V4K 3E2

Phone: 604-946-3298

About: The Corporation of Delta's Leisure Access Assistance Program allows eligible, low-income Delta residents (individuals or families) to access drop-in land & aquatic fitness classes, weight room sessions, public swims, open gyms & public skating. The Leisure Access Assistance Program determines eligibility for recreation & leisure subsidy based on the family net income as defined by the Canada Revenue Agency. For more information regarding the Leisure Access Assistance Program, please call.

Website: <a href="http://www.delta.ca/parks-recreation/sport-recreation/recreation-access">http://www.delta.ca/parks-recreation/sport-recreation/recreation-access</a>

Email:

#### Food and Nutrition Programs

#### Dietician Services at Health Link BC

Phone: 811

About: If you have any questions about healthy eating, food, or nutrition, call 8-1-1 toll-free in B.C. You can speak to a health service representative who can connect you with one of our registered dieticians, who are available 9am to 5pm Monday to Friday. You can also leave a message after hours.

Translations services are available in more than 130 languages.

HealthLinkBC Dieticians can also answer your questions by email through the website below.

Website: <a href="http://www.healthlinkbc.ca/healthyeating/">http://www.healthlinkbc.ca/healthyeating/</a>

### Fraser Health-Free and Low Cost Food Directory

About: Local communities in Fraser Health have services available to provide either low cost or free food to their residents. The resources have been organized by community. The website below will provide you with location, contact information, program details, cost (if any), days and times offered.

We recommend you call before attending any of the programs to ensure the times have not changed. It is update d yearly.

Website: <a href="http://www.fraserhealth.ca/your-health/best-beginnings/pregnancy/healthy-eating/free-and-low-cost-food-directory/free-and-directory/free-and-

### Abbotsford Harvest Box and Bulk Buying Club

You can order inperson by cash at our Unite Way office at the Sweeney Neighbourhood Centre: 33355 Bevan Ave. Abbotsford You can save up to 50% on produce and 60+% on non-perishable goods. You are saving time and avoiding the stress of after-work shopping and lining-up in crowded grocery stores. You are benefiting the health and well-being of yourself and your loved ones by improving your family Food Security (the accessibility and affordability of good-quality foods that are both enjoyable and healthful). You are supporting a non-profit Food Security project program that will expand to benefit more of your community and the individuals inneed. You are supporting local farmers. There is no membership fee, minimum purchase, obligated subscription or commitment.

Website: <a href="http://vibrantabbotsford.ca/projects/food-security/harvest-box/">http://vibrantabbotsford.ca/projects/food-security/harvest-box/</a>

#### Food and Nutrition Programs

Abbotsford Food Bank and Christmas Bureau

Phone: 604-859-5749

Fax: 604-859-2717

About: The mission of the Abbotsford Food Bank is "to strive to ensure that all the people of Abbotsford have the basic necessities of food, clothing and shelter on a daily basis."

Website: www.abbotsfordfoodbank.com

Email: afb@telus.net

Oasis Outreach Society Grocery Store, Chilliwack

46191 Yale Road, Chilliwack

Phone: 604-392-2091

About: This is a new type of members-only grocery store, catering exclusively to low-income residents. Membership referrals are available free at over various community service agencies throughout the Fraser Valley.

Website: http://www.oasisoutreachsociety.org/food-program.html

Email: oosoutlet1@gmail.com

Aldergrove Community Kitchen

27330-28<sup>th</sup> Ave, Aldergrove, BC V4W 3K1 (in the Family Place portable on the westside of Shortreed Elementary School) About: When people gather to cook for themselves, and each other they make new friends, they expand what they know about nutrition, so they can eat better, and they learn basic kitchen skills that enable them to provide for themselves while saving money.

#### Aldergrove Food Bank

Phone: 604-856-1664

27309 Fraser Highway Langley, BC V4W 3P9

Phone: 604-857-1671

About: Distributes food and other basic necessities to residents of Aldergrove. Registration by appointment; first-time visitors are required to bring picture ID and proof of residence. Hours of operation are 11:30 am to 2 pm on the first four Tuesdays of each month.

#### Food and Nutrition Programs

### SOURCES Food Bank, Langley

United Church of Langley 5673 200th St., Langley BC

Phone: 604-531-8168

About: Distributes food and other basic necessities to residents of Langley.

Hours of Operation are every Wednesday 11-3pm.

Website: <a href="www.sourcesbc.ca">www.sourcesbc.ca</a> Emails: foodbank@sourcesbc.ca

### Mission Community Services Society (MCSS) Food Centre

32646 Logan Avenue Mission, BC V2V 6C7

Phone: 604-814-3333

About: Provides food hampers, from 9 am to 12:45 pm on Fridays; patrons can use the hamper once a month. Free bread available on weekdays at 9 am. Emergency hampers can be obtained by Mission residents every two weeks, from 9 am to 11 am Wednesdays and Thursdays.

Website: <a href="http://www.missioncommunityservices.com/">http://www.missioncommunityservices.com/</a>
Email: <a href="mailto:mcssfoodcentre@missioncommunityservices.com">mcssfoodcentre@missioncommunityservices.com/</a>

#### Mission Friendship Centre Society

3106 Clearbrook Road, Abbotsford

Phone: 604-826-1281

About: The Mission Friendship Centre Society has provided services and programs to the community of Mission for 40 years. The centre was established to meet the needs of people of aboriginal and non-aboriginal decent who are making a transition to the urban community. All programs are FREE of charge.

Programs are open to all cultures in the community. Services provided include:

- Family, Elder, Drug and Alcohol and Employment, Counseling, Referral and Information Services.
- Hot lunch programs and bread
- Youth Centre Programs Drop in, Recreational Regalia making, Cultural Activities, E-Team and Pocket Money
- Ongoing Workshops and Special Events
- Thanksgiving and Christmas Dinners

Website: http://www.mifcs.org/

### Food and Nutrition Programs

Food Skills for Families Service, Surrey

10776 King George Boulevard

Surrey, BC V3T 2X7 Phone: 604-581-5172

Fax: 604-581-9622

About: Six-week program offers information, menu planning, shopping, and preparation of nutritious meals for families, single people, and seniors on a limited budget.

Website:

http://redbookonline.bc211.ca/service/9510161 9510161/food skills for families#sthash.o1py1fAe.dpuf

Surrey Food Bank Society Cloverdale Food Depot

Zion Lutheran Church 5950 179 Street Surrey,

Phone: 604-581-5443

About: Food hampers distributed every other Tuesday from 10:00 am to Noon. New registrations can be done at this location. Current and previous food bank clients are required to update here every six months. Serves Cloverdale and Surrey residents.

Website: http://www.surreyfoodbank.org#sthash.N8nTltu1.dpuf

Email: hampers@surreyfoodbank.org

Keys: Housing and Health Solutions Bread4Life Program, Surrey

10667 135A Street

Surrey, BC

Phone: 604-589-1002

About: Provides free, nutritious, daily meals seven days a week, with the participation and assistance of community-based organizations and individuals.

Email: <u>b4l@keyssolutions.org</u>

Surrey Urban Mission Society (SUMS) Community Meals

10776 King George Boulevard Surrey, BC V3T 2X7

Phone: 604-581-5172 Fax: 604-581-9622 About: They partner with other organizations and faith communities to offer free meals for anyone in the community. Breakfast is held from 9 am to 11 am Saturdays. Lunch is served at 12 noon Mondays, Wednesdays, and Fridays. Dinner is served from 5 pm to 6 pm on the first and third Sunday of the month. Special dinners are served on Thanksgiving Day, Christmas Day, and Easter Sunday. Doors open 15 minutes before the meal is served.

### Food and Nutrition Programs

Oak Avenue
Neighbourhood Hub
Society, Community
Kitchens & Dinner,
Surrey

12740 102 Avenue, Surrey BC V3V 3E5

Phone: 604-582-7088

ext 3 Email:

joycefan@oanh.ca.

Contact: Joyce

7086 Cheam Avenue Agassiz, BC VOM 1A0

Phone: 604-796-2585

About: Seniors Cooking Club- Designed for seniors (50+) to gather, share knowledge and stories while cook and eat together. Focus on nutritious soup & healthy baking. Every 1st and 3rd Monday of each month, 10:30am - 1:30pm.

Multi-cultural Cooking Club - Welcomes members from the neighbourhood who enjoy food and cultures. Each time the group picks a recipe from a different culture to try. Every 2nd and 4th Thursday of each month, 10:30am – 1:30pm.

Burmese-specific Community Kitchen- A program specifically designed for the newly arrived Rohingya refugees from Myanmar or Bangladesh. The group gathers at the Hub once a month, cook their traditional food together while learn English and Canadian culture. Currently in the third phase of the program – Canadian cooking is introduced to the group.

Community Dinner -Every 2nd Saturday of each month, Oak Avenue Keystone Mission hosts a free meal (drop-in) for the community at the Hub. A full meal is served. Doors open at 4:00pm and dinner is served at 4:30pm.

Website: http://www.oanh.ca/communitykitchens.html

### SOURCES Food bank, White Rock and South Surrey

2343 – 156 St., South Surrey, BC V4A 4V5

Phone: 604.531.8168

About: White Rock/South Surrey Food Bank provides weekly support services to more than 550 people living in the White Rock and South Surrey area (from 0 Ave to 40 Ave; from 120 St. to 196 St.).

Hours of operation: Tuesday 9:00am - 6:00pm, Wednesday 10:00am - 2:00pm and Thursday 10:00am - 2:00pm

### Agassiz-Harrison Community Services Emergency Food Bank

7086 Cheam Avenue Agassiz, BC VOM 1A0

Phone: 604-796-2585

About: Distributes staple food items on Thursdays from 10 am to 12 noon, and 1 pm to 3 pm. Depending on donations, other items (such as personal hygiene products and pet food) may be available. Clients can access the service once per month and must live in the Agassiz-Harrison area.

#### Food and Nutrition Programs

Share Family &	
Community Services	
Society, Food Hampers,	
Tricities	

Contact Heather Stacey Phone: 604-931-2451 About: provides food hampers for individuals and families in need who live in the Tri-Cities. Food hampers are distributed at three locations every Wednesday. Clients may attend once every 2 weeks.

2615 Clarke St., Port Moody (rear of building) Wednesday, 11:30 am - 2 pm

2211 Prairie Ave. , Port Coquitlam
Trinity United/.St. Catherine's Anglican Church
Wednesday, 12 noon – 2 pm

535 Marmont St., Coquitlam
Como Lake United Church
Wednesday, 12 noon – 2:30 pm

Email: <a href="mailto:heather.stacey@sharesociety.ca">heather.stacey@sharesociety.ca</a>

### Family Food Bank, Port Moody

St. John the Apostle Church/Quest Outreach Society 2208 St. Johns Street St. Port Moody

Phone: 604-936-7762

About: 1st and 3rd Thursday of each month. Noon  $-1:00 \ PM$ .

### Trinity United Church, Meal Program and Food Bank, Port Coquitlam

2211 Prairie Ave., Port Coquitlam

Contact Bernie Poitras, Phone: 604-941-2408 About: Soup Kitchen – every Wednesday, 12 noon – 2 PM

Provided by the congregations of St Catherine's Anglican Church, Soojung Presbyterian Church and the Buddhist faith community.

Food Bank: Wednesdays from 12:00 - 2:00 PM provides assistance to homeless persons who attend the meal program.

### Food and Nutrition Programs

Friendship Baptist Church, Meal Program,	About: Supper for homeless persons and those at risk - every Sunday, 4:30 – 6:00 PM
Coquitlam	
2950 Dewdney Trunk	
Road, Coquitlam	
Phone: 604-464-8888	

Boyd Auto Body, Meal Program, Coquitlam	About: Supper for homeless persons and those at risk – every Thursday, 4:00 – 6:30 PM
1099 Lansdowne	
Drive., Coquitlam	
Phone: 604-464-8888	

A Warm Place for Women, Port Coquitlam	About: A monthly social evening for women in need, hosted by Soroptimist International of the Tri-Cities in Port Coquitlam. The 1 <sup>st</sup> Thursday of Every Month. Women in need are invited to enjoy a hot
Kinsman Centre, Aggie Park (Shaughnessy and Lougheed) in Port	meal, beverages, dessert, friendly faces, clothes, shoes/boots, care packages and assistance (if requested – e.g. referrals for support services, resume writing, etc.)
Coquitlam Phone: 604-855-0500	Time: 6pm to 8pm. Dinner served at 6:15 pm
	Children are welcome to attend.  Note: A Warm Place for Women is a drug and alcohol-free event.

Boyd Auto Body, Meal Program, Coquitlam	About: Supper for homeless persons and those at risk – every Thursday, 4:00 – 6:30 PM
1099 Lansdowne	
Drive., Coquitlam	
Phone: 604-464-8888	

### Food and Nutrition Programs

### Friends in Need Food Bank, Maple Ridge/PItt Meadows

Head Office: #8-22726 Dewdney Trunk Road Maple Ridge, BC, V2X 3K2

Pitt Meadows: Grace Community Church 12240 Harris Road Pitt Meadows, BC, V3Y 2E9

Phone: 604-466-FOOD

About: Once registered, clients are eligible to visit one day each week; they have the option to choose various fresh produce, fresh bread, condiments and extras as available. One week during the month they can receive a hamper with a frozen meat item and cereals. It does not matter what week it is, they can just tell us this week we would like our hamper. Registrations for new clients will be taken Tuesday to Friday from 8:30am-12:00 noon.

Website: http://www.friendsneedfood.com/

### Single Parent Food Bank, Multiple locations

Phone: 778-552-4100

About: SPFB (spfoodbank) provides extra support to low-income single parents and their children through our HOME DELIVERY Food Bank service of quality, nutritional perishable foods and baby items.

SPFB service areas: Burnaby, Coquitlam, Port Coquitlam, Port Moody, New Westminster, Delta, Surrey, Ladner, Langley, White Rock, Maple Ridge, Vancouver, North Vancouver.

We encourage SPFB clients to utilize all available resources to off set those days of the month that may be most challenging. SPFB is not designed to be a long-term service.

How to receive service:

Call or email us with your contact information.

We return your call to complete a client application.

We arrange delivery/pickup based on your location.

When contacting us please leave your full name, # of children and city.

NOTE: Client information is kept private and confidential.

Website: http://www.singleparentfoodbank.org/

Email: info@singleparentfoodbank.org

#### Advocacy, Education, Literacy and ESL Programs

#### Canadian Diabetes Association

Fraser Valley and Vancouver Coastal Regional Office 360-1385 West 8th Avenue Vancouver, BC V6H 3V9

Phone: 604-732-1331

Toll Free:

1-800-665-6526

About: The mission of the Canadian Diabetes Association is to lead the fight against diabetes by helping people with diabetes live healthy lives while working to find a cure. Their website provides information on a vast array of topics that support the management of Diabetes.

Website: http://www.diabetes.ca

### Diabetes Health Centre, 13 locations, Fraser Health Region

Fraser Health Corporate Office: Suite 400, Central City Tower 13450 – 102nd Avenue Surrey, BC V3T 0H1

Phone: 1-877-935-5669 or 604-587-4600

Fax: 604-587-4666

About: Provide education and support to people living with diabetes, their family members and the community. Classes and individual counselling sessions address many topics including healthy eating, blood glucose testing, and exercise and staying healthy while living with diabetes. For those with type 1, type 2 or gestational diabetes, or those with impaired glucose tolerance. Services are provided at Fraser Health's three iConnect Centres in New Westminster, Surrey and White Rock as well as other diabetes education centres offices located throughout the region.

#### Website:

http://www.fraserhealth.ca/?section\_id=5202&section\_copy\_id=121 &program\_id=9557

#### Bcdiabetes.ca

Offices 4102 – 2775 Laurel Street Vancouver, BC V5Z 1M9

Phone: 604-875-5900

Toll Free: 1-855-323-7866 Fax: 604-875-5931 About: Here for all British Columbians with Diabetes. They offer all the services of a diabetes centre, including access to specialists and the latest in evidence-based approaches to care. We also offer fitness programmes and expansive research opportunities.

Website: http://www.bcdiabetes.ca/

Email: info@bcdiabetes.ca

### Advocacy, Education, Literacy and ESL Programs

Community Adult
Literacy Program,
Fraser Health Region

Abbotsford: University of the Fraser Valley/Abbotsford Community Services

Agassiz: University of the Fraser Valley/Agassiz-Harrison Community Services Society

Aldergrove: Kwantlen Polytechnic University/Aldergrove Neighbourhood Services Society

Burnaby: Douglas College/South Burnaby Neighbourhood House

Chilliwack: University of the Fraser Valley/Chilliwack Community Service/Chilliwack Learning Community Society

Hope and area: University of the Fraser Valley/New Page Human Services Society About: A key component of B.C.'s adult literacy strategy is support for community-based programs. For over 20 years non-profit organizations, in partnership with post-secondary education institutions, have been supported by the province to provide programs to adults wishing to improve their literacy.

The goals of the community adult literacy program are:

To increase the level of literacy and numeracy proficiencies among adults – 19 years and older – in order to meet the increasing demands of our knowledge-based economy.

To meet the varying needs of adult learners, including Aboriginal Peoples, immigrants and persons with disabilities.

To increase literacy awareness among British Columbians. In the 2013/14 program year, 82 community-based literacy programs have been supported. View the complete listing of programs in communities across the province at the website below.

Website: <a href="http://www.aved.gov.bc.ca/literacy/welcome.htm">http://www.aved.gov.bc.ca/literacy/welcome.htm</a>
Email: b4l@keyssolutions.org

Other Locations Continued:

Langley: Kwantlen Polytechnic University/Aldergrove Neighbourhood Services Society

Maple Ridge: University of the Fraser Valley/Maple Ridge Pitt Meadows Katzie Community Literacy Committee

Mission: University of the Fraser Valley/Mission Literacy in Motion

Surrey: Kwantlen Polytechnic University/Progressive Intercultural Community Services Society

### Advocacy, Education, Literacy and ESL Programs

Decoda Literacy Solutions, Fraser Health Region

Phone: 604-681-4199 Contact the Coordinator in your community.

Burnaby: Susan Cathcart susan c@telus.net

Chilliwack:
Debbie Denault
debbied@chilliwacklear
ning.com

Delta: Lynda Brummitt lpbrummitt@shaw.ca

Maple Ridge/Pitt Meadows: Elaine Yamamoto <u>facilitator@communityl</u> iteracy.ca

New Westminster:
Judy Venable
<a href="mailto:literacynewwest@fsgv.ca">literacynewwest@fsgv.ca</a>

Surrey/White Rock: Shanti Ang readswrs@gmail.com

Tricities:
Barb Mancell
bmancell@sd43.bc.ca

About: Decoda Literacy Solutions is the only province-wide literacy organization in British Columbia. Providing resources, training and funds, Decoda supports community-based literacy programs and initiatives in over 400 communities across B.C. Decoda supports children and families, youth, adults, Aboriginal and immigrant communities in an effort to build strong individuals, strong families and strong communities. As a non-profit organization, Decoda relies on the generosity of individual donors, corporate partners and government to fund literacy work.

Literacy Outreach Coordinators are the backbone of literacy work in communities across British Columbia. Currently there are 102 coordinators, serving more than 400 communities in our province. They work with literacy task groups in communities to identify and address local literacy priorities and achieve local literacy goals.

If you have a question about the literacy work being done in your community or if you are interested in a program or service, connect with your local outreach coordinator listed on the left by area.

Website: http://decoda.ca/

Email: info@decoda.ca

### Advocacy, Education, Literacy and ESL Programs

### Mission Literacy in Motion

Our office is located in Windebank Elementary School at 33570 11th Avenue in RM 172, Mission, BC. You can access our office by looking for the "Mission Literacy in Motion" sign in the window at the far right (west end) of the school

Phone: 604-820-2027

About: Mission Literacy in Motion believes that improving literacy skills enriches the quality of life for individuals and the community. Therefore, our purpose is to promote the growth of literacy in Mission.

Website: http://www.literacyinmission.org/index.php

Email: cloc@literacyinmission.org

Community Adult Literacy Program (CALP)

This program aims to meet the needs of each adult learner. We want to help you meet your goals. The learner will meet with our Adult Education Teacher to talk about their goals. Together they will make a plan about how to reach these goals. What works best for you the learner?

English as a Second Language Program (ESL/SAP)

In partnership with Welcome BC and the University of the Fraser Valley, our ESL/SAP program is a settlement program designed to assist individuals to improve their English language skills and give them the tools necessary to navigate a new country. Through, one on one tutoring and small learning groups, participants and volunteer tutors are supported by the Community Literacy Coordinator to reach their goals. ESL Services with Community Partners

#### **ESL Services with Community Partners**

Working in conjunction with our community partners, we are able to assist individuals in accessing a variety of resources such as the following: Conversation circles, Citizenship Classes, IELTS Classes, One to one tutoring, Topical workshops about living in Canada, Field trips, Scribe services (translation of basic English documents), Resource referrals

All our services are free. Subsidies are available for transportation costs.

### Advocacy, Education, Literacy and ESL Programs

### Literacy Matters Abbotsford

Contact:
Sharon Crowley,
Literacy Outreach
Coordinator
c/o 3277 Gladwin Road,
Abbotsford, BC V2T 4Y9

About: Free programs for English speakers to improve their literacy skills and English as Second Language learners. who can work with a trained volunteer tutor weekly for one on one support to improve basic reading, writing and numeracy skills. Learners can work on their personal goals and have the flexibility to meet their tutor at a day, time and location that works best for both of them.

Website: <a href="http://www.literacymattersabbotsford.com">http://www.literacymattersabbotsford.com</a>

Email: literacymattersabbotsford@gmail.com

Community Access to Literacy and Language (CALL) Program

Tutoring provided by volunteers for a total of 2-4 hours per week at locations throughout Abbotsford. Morning, afternoon, evening and week-end tutoring available.

Phone: 604-768-6277

Website: www.abbotsfordcommunityservices.com

Free ESL classes (Literacy – Level 7) for new immigrants Classes are offered morning & evening. On-site child minding is available for morning classes at some locations. Email: elsa@abbotsfordcommunityservices.com Phone: 604.859.7681 Local 216

Adult Basic Education (ABE) Program

Courses offered to help adults: Complete prerequisite courses for post-secondary programs. Upgrade their basic literacy and numeracy skills for personal benefit or entry into the work force. Complete high school to earn the BC Adult Graduation Diploma (Adult Dogwood). Meet employment requirements website: www.ufv.ca

Seven Oaks Alliance Church ESL (English Second Language)
Free ESL classes – Levels 1-4, Mondays and Thursdays, 9:00AM – 12:00PM, 6:30PM – 9:00PM

email: life@sevenoaks.org contact: Mala Webb

### Advocacy, Education, Literacy and ESL Programs

Progressive
Intercultural
Community Services
Society – Literacy and
language Programs,
Surrey, White Rock,
Delta

Surrey: #205 12725 80th Avenue Surrey, V3W 3A6

Phone: 604-596-7722

White Rock: 206-1461 Johnston Road White Rock, V4B 3Z4

Phone: 604-531-8299

Delta; Partner With Boys & Girls Club 301-11861 88th Ave Delta,

V4C 3C6

Phone: 604-591-9116

About: We are a United Way Agency with PCTIA certification. As a community services society we provide various programs and services including Employment Programs, Settlement Services, Language Services, Social Programs and Housing Services. Our services assist new immigrants, seniors, farm workers, women and youth. We work diligently to provide responsive programs that address various issues within our community by promoting harmony and intercultural understanding for the purpose of building a more inclusive and mutually respectful society.

Website: http://pics.bc.ca/

**Conversation Circles** 

Langley Community Services Society

When: Monday - Thursday from 12:00pm - 2:30pm

Where: Langley Community Services Society, 5339-207 St., Langley

Contact: Lillian at 604-534-7810 ext. 1405

Aldergrove ESL

When: Tuesdays from 7:00pm - 8:30pm

Where: St. Dunstan's Anglican Church, Aldergrove

Contact: Diane Fox at diane@thebcfoxes.ca

Immigrant Services Society of BC

Where: Immigrant Services Society, #204-20621 Logan Ave, Langley Level 1-

3, Friday from 9:30am - 10:30am Level 4-5, Friday from 10:45am-11:45am

Contact: Ana Marie at 604-510-5136 ext. 1855 for more information.

COOL (Community One on One Learning)

If you want to learn how to read or write, or to improve your skills, join COOL! A COOL coordinator will work with you to find out where your skills are, and will match you with a tutor. COOL tutors are volunteers who love to share reading and writing. They are friendly people who support you along the learning path. You will meet once a week, and work together to improve your reading and writing skills. Contact Kailey Erickson, Literacy Outreach

Coordinator, to find out more: kailey@encompass-supports.com,

Phone: 604-217-2642.

### Advocacy, Education, Literacy and ESL Programs

### South Delta Caregivers' Education & Support Network

Delta Hospice Society 4631 Clarence Taylor Crescent Delta, BC V4K 4L8

Phone: 604-943-3921

About: In many cases, family members become the primary caregivers who may have their own special needs for support. It is helpful to contact support early, so that a relationship can be built and help can be provided in determining needs, options and choices. They can help with the following:

Access to the Help-line, Information, Coordination of Care, Advocacy

One to One Companioning

**Relaxation Circle** 

Respite

Therapeutic Touch

Therapeutic Life Stories – Recording (audio)

Website: <a href="http://www.bsoss.org">http://www.bsoss.org</a>
Email: <a href="mailto:info@deltahospice.org">info@deltahospice.org</a>

### Burnaby Neighbourhood House, Community Adult Literacy Program (CALP)

Contact: Rajeeta Samala

Phone: 604-431-0400

About: A Free program for English speakers who can work with a trained volunteer tutor weekly for one on one support to improve basic reading, writing and numeracy skills. Learners can work on their personal goals and have the flexibility to meet their tutor at a day, time and location that works best for both of them.

Website: http://burnabynh.ca/

Email: rajeeta@sbnh.ca

## Burnaby Family Caregivers Project

#106 - 2101 Holdom Ave.

Burnaby, BC V5B 0A4

Phone: 604-291-2258

About: This program provides information which can help alleviate caregiver stress, and also help improve quality of life for the care recipient. We offer education sessions with outside speakers, as well as a self-help support group where family caregivers can share emotions and experiences, seek and give advice and exchange practical information with others, and create a network for mutual support. BSOSS volunteer Senior Peer Counsellors will also be available to offer confidential one-to-one support to family caregivers when requested.

Website: http://www.bsoss.org

Email: bsoss@telus.net

### Advocacy, Education, Literacy and ESL Programs

Langley Caregivers
Support Group

Langley Senior Centre Phone: 604-940-1273

Toll-free

1-866-902-3767 Fax: 604-940-2099 About: This support group is offered by Langley Seniors Resources

Society. They meet Thursdays, 1:15-2:30pm.

Website: http://www.lsrs.ca

Email: info@lsrs.ca

Tri-Cities Senior Caregiver Support Program

Various Locations in the Tri-cities area

Phone: 604-927-6098

About: Many family caregivers neglect their own needs and have difficulty asking for help. This program provides opportunities for caregivers 50+ who live in the Tri-Cities to learn and be supported in a welcoming, positive, safe, energized environment in their community. Free Monthly Tri-Cities Caregiver Support Meetings:

- •Astoria Retirement Resort in Port Coquitlam (2nd Wednesday at 10:00am 11:30am)
- Maillardville Community Centre: (2nd Wednesday at 6:30pm 8:30pm)
- Dogwood Pavilion: (2nd Friday and 4th Friday at 10:00am 11:30am)
- •Glen Pine Pavilion: (4th Thursday at 10:00am 11:30am)

Other Programs for caregivers 50+ who live in the Tri-Cities:

- •1-1 Support (in person or telephone)
- •Support Groups
- •Information/Educational Sessions
- •5 week Caregiver Education Series
- See more at: http://dementiasolutions.ca/products-services/tricities-senior-caregiver-support-program/#sthash.rJo5UjBK.dpuf

Website: <a href="http://dementiasolutions.ca/products-services/tri-cities-senior-caregiver-support-program/">http://dementiasolutions.ca/products-services/tri-cities-senior-caregiver-support-program/</a>

Email: seniorcaregiverprogram@gmail.com

### Advocacy, Education, Literacy and ESL Programs

### Diabetes Self-Management Program

Province Wide

Phone: 604-940-1273

Toll-free

1-866-902-3767

Fax: 604-940-2099

About: The Diabetes Self-Management Program is a FREE six-week workshop that helps people with diabetes to better manage their symptoms and their daily lives. The workshop provides information and teaches practical skills. It gives people the confidence and motivation they need to manage the challenges of living with diabetes. Workshops are conducted in the community and there are many locations and communities to choose from. Workshops available in English, Chinese and Punjabi. For a list of current locations and workshops please see the website or call the number listed.

Website: http://www.selfmanagementbc.ca/diabetesprogram

Email: selfmgmt@uvic.ca

#### Care-ring Voice Network, Canada wide

Canada wide hotline (toll free)

Phone: 1-866-396-2433 The line is open Monday-Friday from 9-5 pm (EST). About: A tele-session provides participants with information and support via the telephone. All participants are on the phone at the same time in a teleconference. A moderator is present on the telephone and they guide the presentation and the discussion or question and answer periods. In order to register for one of our tele-learning sessions, you must first register as a member of the Care-ring Voice Network either via the internet or by telephone. Registration is free. To register by telephone, call 1-866-396-2433 and speak to one of our helpful volunteers. To register by internet, click here:

http://www.careringvoice.com/tele-register.php

#### **Medical Services**

Fraser Valley Footcare	2
Services Inc.	

#3 - 2151 McCallum Road, Abbotsford, BC V2S 3N8

Phone: 604-859-7651

ext.4

Fax: 604-859-7651

About: Fraser Valley Footcare Services Inc. is a comprehensive therapeutic program provided by Marian Rankin, RN, CF, certified in Advanced Footcare. Our services are appropriate for anyone requiring help with their foot care. Our immediate goal is to help you with managing your feet. Our long term goal is to help you walk comfortably and avoid falls. We will help you to maintain your independence and the quality of your life.

### Fraser Valley Nursing Foot Care, White Rock

15008 26th Ave, White Rock BC, V4P 3H5

Phone: 604-626-5939

About: Dedicated to providing Professional Nursing Foot Care Services for 10 years.

Fraser Valley Foot Care's goal is to provide quality safe care and education to enable client independence and health.

#### FraserValley Footcare

46013 Gore Ave, Chilliwack, BC V2P 1Z5

Phone: 604-846-6271

About: No other information provided

#### Advanced Footcare By Nurses Ltd., Langley

20159 88 Ave, Langley, BC V1M 0A4

Phone: 604-533-3829

About: About: We are specialists in Foot Care conditions. Our clients include infants, children, teenagers, adults, and the geriatric population. We have a special interest in the care of the diabetic foot and its complications.

#### **Medical Services**

Melody's Ho	ouse	Calls,
Langley		

103-20353 64 Avenue Langley, BC, V2Y 1N5

Phone: 1-855-510-5155

About: Melody's House Calls offers a FREE In-Home Consultation at no obligation for all home care services.

We will match our caregiver to the client to ensure the most positive experience and have experienced and qualified Nurses and caregivers available 24 hours per day, seven days per week.

Melody's House Calls offers flexible services to fit our client's needs and budgets – from a few hours a week to full-time care. We have only a ONE HOUR MINIMUM for our services which make our services highly affordable to all walks of life.

Website: <a href="http://housecallsnursing.ca/services/">http://housecallsnursing.ca/services/</a>

Email: info@housecallsnursing.ca or melody@housecallsnursing.ca

### Magnolia Manor- Foot Care Services, Fraser Valley

Contact: Silviu Cordos,

LPN

Phone: 604-846-6271

About: Clinic and In-home visits for shut-ins. Foot care specialty from the University of the Fraser Valley: To promote comfort, mobility and independence and to help prevent falls.

Foot care visit includes assessment of feet, foot soak, filing, cuticles, care of corns and callouses, foot massage and discussion of self-care at home (topics include products, painful feet, bunions, ingrown and fungal nails, pressure points and foot complications from Diabetes, circulation problems, arthritis etc.

Website: http://www.magnoliamanorbc.com/page/page/2054106.htm

### Access Health Services, Footcare, Maple Ridge

1-22337 Dewdney Trunk Rd, Maple Ridge, BC, V2X 3J3

Phone: 604-467-1135

About: Assess for developing abnormalities & discuss a care plan

- Provide a soothing foot soak
- Provide nail care (cutting, filing, etc.) aimed at promoting comfort & function
- Remove sources of irritation, such as corns & calluses
- Reduce complications, such as ingrown, packed or fungal nails
- Provide client education to prevent further health & foot problems
- Provide foot massages
- Make referrals for special foot care (if needed)

Website: http://www.accesshealthservices.ca/foot care.html

Email: gailh@accesshealthservices.ca

#### **Medical Services**

Comfort Keepers,
Home Foot Care, Maple
Ridge/Pitt
Meadows/Coquitlam

Phone: 604-530-9111

About: We help all ages live happy, healthy lives in the comfort of their own homes by providing quality, compassionate care and safety technology solutions to preserve independence and contribute to a better life. Comfort Keepers® operates under a special philosophy of Interactive Caregiving that addresses the emotional and social wellbeing of our clients, along with their physical care. We provide comforting, in-home solutions to our clients, whether youths, adults or seniors, to give you peace of mind.

Website: <a href="http://comfortkeepers.ca/office-4004/">http://comfortkeepers.ca/office-4004/</a>

Email: andreadroege@comfortkeepers.ca

### Foot Care - Hope Central Mission

33129 Railway Avenue, Mission, BC

Phone: 604-796-0266

About: Free drop-in services every 3rd Wednesday of each month from 2pm -4pm.

Minor medical care and referrals can be addressed

First come... First Served

Website: http://www.fvessc.com/foot-care-hope-central-mission

#### Evergreen Foot and Ankle Specialist , Delta

Dr. Alice Wang

103-4515 Harvest Dr, Delta, BC V4K 4L1

Phone: 604-940-8377

Fax: 604-940-8367

About: End your foot and ankle pain! Call Dr. Alice Wang, Evergreen Foot and Ankle Specialist in Delta today to book a consultation. No referral needed. We provide advance medical and surgical treatment to both adult and pediatric foot/ankle problems. A limited portion of our services is covered under BC Medical Service Plan (MSP). If you have an extended health benefit plan, you may contact your insurance company to inquire about further coverage. You can also contact our office by phone to find out about our fee schedule.

Website: http://evergreenfootankle.com/

#### **Medical Services**

## Legacies Health Centre – Podiatrist, Surrey

Unit 143, 12080 Nordel Way, Surrey BC V3W 1P6

Phone: 604-591-5569

About: We are committed to exceptional professional foot care for our patients, at the highest standard possible. Every foot care specialist is well-versed in the health and function of the foot, and must complete comprehensive medical and surgical education before they can practice.

At Legacies Health Centre, we offer orthotics and basic care solutions to help correct a variety of mechanical dysfunctions of the foot. The Podiatrist will provide evaluation, diagnosis, treatment plans, and intervention to people of all age groups. As a recognized viable choice to foot health, Podiatry is often completely or partially covered through Extended Medical Plans, ICBC, MSP, WCB, and Veterans Affairs.

Consultations may be made at Legacies Health Centre for complex foot problems, but may be rescheduled at another allied health facility, with the same foot care specialist, when specialized equipment or surgery is required

Website: <a href="http://www.legacieshealthcentre.ca/service/foot-care-specialist/">http://www.legacieshealthcentre.ca/service/foot-care-specialist/</a>

College of Physicians and Surgeons of British Columbia- Physicians search About: Their search tool via the website listed below allows you to search for physicians (including specialists) who are accepting new patients by where you live, gender, languages spoken and distance to your postal code.

Website: https://www.cpsbc.ca/physician search

BC Podiatric Medical Association – Podiatrist Search

# 220 - 445 Mountain Highway,

North Vancouver, BC V7J 2L1

Phone: 604-985-3338 Fax: 604-682-2766 About: You can search for a podiatrist in your area via their website below.

Website: http://www.bcpodiatrists.ca/find-a-podiatrist

Email: info@bcpodiatrists.ca

#### **Medical Services**

#### 1-800 Sex Sense Line

Phone: 1-800-739-7367

About: Confidential, non-judgmental telephone service providing information and referral regarding reproductive health and sexuality. Also provides referrals regarding clinics, pregnancy and STI tests, and emergency contraception. Monday to Friday 9 am to 9 pm.

Website: https://www.optionsforsexualhealth.org/sex-sense

#### ImmunizeBC-Influenza Clinic Locator

About: This is BC's online Flu Clinic Locator. You can find a clinic near you based on your postal code or city. The Locator has now been populated with clinic information for the 2014/15 influenza season. Please be aware that supplies may vary in some locations. Please call ahead to confirm the vaccine is in stock.

If you would like to find a public health unit in your area, please visit ImmunizeBC's Public Health Unit finder. If you have questions about influenza immunization, please call HealthLink BC at 8-1-1 or visit www.HealthLinkBC.ca.

Website: http://immunizebc.ca/clinics/flu

#### Mental Health and Addictions Resources

BC Alcohol and Drug Information and Referral Service	About: Worried about drug and alcohol use? Whether it's for yourself or someone you care about, you can call us for information, options and support.
Phone: 604-660-9382	We can refer you to a full range of counselling and treatment services across BC.
Toll Free: 1-800-663-1441	Services on the Alcohol and Drug Line are confidential, multilingual, free, and available 24/7.

Mental Health Services-
Fraser Health

About: A variety of community and hospital-based mental health services and programs are available in Fraser Health communities. Please see the website below for a complete list. They include Adult Short-Term Assessment and Treatment Programs, Adult Community Support Services, Community Residential Emergency Short Stay Treatment, Concurrent Disorders Services, Eating Disorders Program, Mental Health and Substance Use Primary Care Clinics plus a few others.

Website: <a href="http://www.fraserhealth.ca/your\_care/mental-health-and-substance-use/mental-health-services/">http://www.fraserhealth.ca/your\_care/mental-health-and-substance-use/mental-health services/</a>

British Columbia Bereavement Helpline

Phone: 1-877-779-2223

About: Free and confidential service that connects the public to grief support services within the province of BC. Has referral service.

### Ministry of Health, Mental Health Topics

About: The Ministry of Health provides a list of organizations by mental health topic with links to their websites. The complete list can be found at the website below.

Website: http://www.health.gov.bc.ca/mhd/resources.html#Mental

#### Mental Health and Addictions Resources

#### HeretoHelp, Mental Health and Addictions

About: HeretoHelp is a project of the BC Partners for Mental Health and Addictions Information. We are a group of seven leading mental health and addictions non-profit agencies. Since 2003, we've been working together to help people live well and better prevent and manage mental health and substance use problems. You can find an array of self-help resources on their website listed below.

If you believe that your life or someone else's life is in danger, call 911.

Crisis lines aren't only for people in crisis. You can call for information on local services or if you just need someone to talk to. If you are in distress, call 310-6789 (do not add 604, 778 or 250 before the number) 24 hours a day to connect to a BC crisis line, without a wait or busy signal. The crisis lines linked in through 310-6789 have received advanced training in mental health issues and services by members of the BC Partners for Mental Health and Addictions Information.

1-800-SUICIDE: If you are in distress or worried about someone else, call 1-800-SUICIDE (1-800-784-2433). It's free and available 24 hours a day.

Beyond the Blues Education and Screening Days

The events are free, anonymous, confidential and walk-in. Most sites also host presentations, videos or games, and/or health fairs. Anyone is welcome to attend—whether you want to fill out a self-test or not. If you do choose to a screening, they are completely free and totally anonymous. For a list of dates and locations in the Fraser Valley click visit this website: http://www.heretohelp.bc.ca/beyond-the-blues/fraser-2014

For a list of dates and locations for Ladner, Langley, Surrey and Maple Ridge visit this website: <a href="http://www.heretohelp.bc.ca/beyond-the-blues/lowermainland-2014">http://www.heretohelp.bc.ca/beyond-the-blues/lowermainland-2014</a>

Website: <a href="http://www.heretohelp.bc.ca/">http://www.heretohelp.bc.ca/</a>

Email: bcpartners@heretohelp.bc.ca

#### Mental Health and Addictions Resources

Canadian Mental Health Association –BC Division

Main Office:

#1200 - 1111 Melville Street, Vancouver, BCV6E 3V6

Phone: 604-688-3234

Toll free:

1-800-555-8222

Fax: 604-688-3236

Delta Office:

4871 Delta St. Delta, BC, V4K 2T9

Phone: 604-943-1878

Vancouver-Burnaby

Office:

#110 - 2425 Quebec St. Vancouver, BC, V5T 4L6

Phone: 604-872-4902

About: The Canadian Mental Health Association (CMHA), BC Division exists to promote the mental health of British Columbians and support the resilience and recovery of people experiencing mental illness.

We do this through advocacy, education, community-based research, and services, well as the support we provide to the 19 CMHA branches throughout BC.

We're part of one of the oldest voluntary organizations in Canada, which provides direct service to more than 100,000 Canadians through the combined efforts of more than 10,000 volunteers and staff across Canada.

Bounce Back is an evidence-based program designed to help adults experiencing symptoms of mild to moderate depression, low mood, or stress, with or without anxiety. Bounce Back offers two forms of help. The first is a DVD video (available in English, Mandarin and Cantonese) providing practical tips on how to recognize and deal with depressive symptoms. The second service is workbook-based with telephone coaching (available in English, French and Cantonese). Bounce Back community coaches assist in the teaching of problem-solving and other skills to overcome difficulties such as inactivity, unhelpful thinking, worry, and avoidance. Access to the coaching component requires a doctor's referral.

Website: http://www.cmha.bc.ca/

Email: info@cmha.bc.ca

#### bc211

Text or call 211 from your phone or cell.

About: bc211 is a Vancouver-based nonprofit organization that specializes in providing information and referral regarding community, government and social services in BC. Our help line services include 211, the Alcohol and Drug Information and Referral Service (ADIRS), the Problem Gambling Help Line, VictimLink BC, and the Youth Against Violence Line.

Website: http://www.bc211.ca/

#### Mental Health and Addictions Resources

S.U.C.C.E.S.S Chinese
help lines

Phone: 604-270-8233 (Cantonese)

Phone: 604-270-8222

(Mandarin)

About: Our help lines services demonstrate equity, nondiscrimination, and respect for the client's privacy, consent and choice. We also demonstrate cultural sensitivity towards diverse values and beliefs.

Available 10am-10pm, 7 days a week.

Website: <a href="http://www.successbc.ca/eng/services/family-youth/counselling-service/358-chinese-help-lines">http://www.successbc.ca/eng/services/family-youth/counselling-service/358-chinese-help-lines</a>

### Seniors' Distress Line and The Crisis Line

Phone: 604-872-1234 (Seniors' Distress Line)

Phone: 604-872-3311 (The Crisis Line) About: These telephone lines are confidential and free where highly trained listeners support you during a difficult moment if you find yourself in distress and cannot wait to speak to others. An interpreter service is available in over 100 languages.

Available 24 hours a day, 7 days a week.

Website: <a href="http://www.crisiscentre.bc.ca">http://www.crisiscentre.bc.ca</a>

#### VictimLink BC

Phone: 1 -800- 563-0808 About: Are you concerned that someone is being abused, but don't know what to do? You may suspect abuse is happening to a neighbour, friend or family member, but do not know what to do or how to talk about it. You may worry about making the situation worse. You can call or encourage them to call VictimLink BC. This is a 24-hourcrisis line for B.C. in up to 110 languages

Your call will be completely confidential. All VictimLink BC staff are trained victim service workers and can connect people to a network of community, social, health, justice and government resources, including victim services, transition houses, and counselling resources. They also provide information on the justice system, relevant federal and provincial legislation and programs, crime prevention, safety planning, protection order registry, and other resources as needed.

Website: http://www.victimlinkbc.ca/