



LBGTQ Contact	604-684-5307 1-800-566-1170	Toll free

## INFORMATION AND REFERRAL

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

SERVICE	CONTACT NUMBER	NOTES
Geriatric and Other programs for Seniors		
Veterans Affairs Canada	1-866-522-2122	
Seniors Outreach	604.684.8171 (232)	411 Seniors Centre
Community Services	604-718-5837	Britannia 55+
Problem Gambling Helpline	1-888-795-6111	
Alcohol and Drug Referral		<a href="http://www.vch.ca/your-care/mental-health-substance-use/substance-use-services">http://www.vch.ca/your-care/mental-health-substance-use/substance-use-services</a>
Alcoholics Anonymous	604-434-3933	

## HEALTH/MENTAL HEALTH

SERVICE	CONTACT NUMBER	NOTES
Mood Disorders Association of BC	604-873-0103	
Providence Health Mental Health Emergency Services	604-872-3311	24 hour Crisis Line
Mental Health and Addiction Services	(604) 875-8289	
Home and Community Health	(604) 675-3990	Robert & Lily Lee Community Health Centre
Adult Day programs	(604) 251-9024  (778) 558-1894	Lion's Den Adult Day Centre  Paul's Club (for early onset dementia)
Hospital	(604) 682-2344 (604) 875-4111 (604) 874-1141	St. Paul's Hospital Vancouver General Hospital Mt. Saint Joseph's Hospital
MSP and PharmaCare	604-683-7151 1-800-663-7100	Vancouver Toll Free
BC Health Line	811	Info by registered nurses – 130 + languages
Assisted Living Registry	1-866-714-3378	
Online Medical Support - Medeo	1-800-438-1277	
Canadian Mental Health Association	(604) 688-3234	Downtown Vancouver
Home Health Services	604-263-7377	Intake line for home health

		support
Older Adult Mental Health Team	604-873-6733	
REACH Community Health Center	604-254-1354	
ReAct Adult Protection	1-877-732-2899	
Addiction Outreach	604-777-6870	
Gambling Help Line	1-888-795-6111	
UBC Dental Clinic	604-822-2112	
VCC Dental Clinic	604-443-8499	
CNIB Vision Loss	604-431-2121	

## HOUSING

SERVICE	CONTACT NUMBER	NOTES
BC Housing	604-433-1711 1-866-465-6873	Vancouver Toll Free
Vancouver Native Housing	604-320-3312	
Luma Native Housing	604-876-0811	Vancouver
Kekinow (Surrey)	604-591-5299	Serves Surrey
Helping Spirit Lodge 1 <sup>st</sup> Stage	604-872-6649	
Spirit Way – 2 <sup>nd</sup> Stage	604-873-2217	
Home Adaptations for Independence	1-800-257-7756	
Advocacy and Appeals re Housing	604-681-8365	First United Advocacy
Residential Tenancy Branch	604-660-1020	
Tenant Resource & Advisory Centre	604-255-0546	
Shelter Aid For Elderly Renters (SAFER)	604-433-2218	
Brightside Community Homes Foundation	604-684-3515	
LookOut Society	604-255-0340	
RainCity Housing	604-662-7023	
Shelter / Transition House	211	At 11 AM
Property Tax Deferment Program	604-660-2421	

## HOME SUPPORT

SERVICE	CONTACT NUMBER	NOTES
Better at Home	604-408-7260 604-408-7274	Light Home Support
Grocery Shopping	604-709-6402	Safeway Shop By Phone
Peer Counselling	604-267-1555	Jewish Seniors Alliance
Friendly Visit	604-267-1555	Jewish Seniors Alliance
PAFNW Home Support Services	604-872-1849	Fee for Service

## TRANSPORTATION

SERVICE	CONTACT NUMBER	NOTES
Handy Dart/Taxi Saver/Handy Card	778-452-2860	
Travel Assistance Program	604-683-7151	Medical transportation
Bus Pass Program	1 866-866-0800	Seniors' Subsidized Pass
Yellow Cab	604-681-1111	
Vancouver Taxi	604-871-1111	
Parking Permit (person with disability)	604-718-7744	SPARC BC
Translink Trip Planner	604-953-3333	Lower Mainland

## LEGAL

SERVICE	CONTACT NUMBER	NOTES
Native Courtworkers Counselling Assoc of BC Services	604-985-5355	
Vancouver Aboriginal Transformative Justice Society	604-251-7200	
Service Canada	1-800-277-9914	Canada Pension Plan, Old Age Security, Guarantee Income Supplement
BC Senior Supplement	1-866-866-0800	
CRA Income Tax Services	1-800-959-8281	
First United Church Community Income Tax Clinic	604-681-8365	
MOSAIC Legal Advocacy	604-254-9626	
Kettle Society Advocacy	604-253-0669	
Seniors First BC	604-688-1927	Office
Seniors Abuse and Information Line (SAIL)	604-437-1940 1-866-437-1940	Victim Services and legal support

Community Legal Assistance Society – CLAS	604-685-3425	
Legal Services Society	604-408-2172	Legal Aid
Justice Access Centre	604-660-2084	
NIDUS – Representation Agreements	604-408-7414	
Public Guardian and Trustee	604-660-4444	
Peoples Law School	604-331-5400	
Lawyer Referral Services	604-687-3221	
Access Pro Bono Legal Services	604-878-7400	
Britannia Legal Clinic	604-822-5791	UBC Law Students Legal Advice Program

### SUPPORT GROUPS

SERVICE	CONTACT NUMBER	NOTES
Dementia Help Line	604-681-8651	
Metro Vancouver Indigenous Services	604-255-2394	
AA	604- 434-3933	<a href="http://www.vancouveraa.ca">www.vancouveraa.ca</a>
NA	604- 873-1018	
Al-Anon	604- 688-1716	
Nar-Anon	604- 878-8844	
Alzheimer Society of BC	604- 681-6530	
Caregiver support groups	604- 430-1441	
MS Society	604- 689-3144	
Arthritis Society BC and Yukon	604- 714-5550	
Diabetes Canada BC and Yukon	604-732-1331	
Western Institute for Deaf and Hard of Hearing	604-736-7391	

### FIRST NATIONS/INDIGENOUS SERVICES

SERVICE	CONTACT NUMBER	NOTES
Vancouver Aboriginal Friendship Centre	604- 251-4844	
The Vancouver Metis Community	604-682-2933	
First Nations Health Authority	604-693-6500	
Metro Vancouver Aboriginal Executive Council	604-255-2394	
Aboriginal Mothers Centre	604-558-2627	
Helping Spirit Lodge	604-874-6629	

### IMMIGRANT SERVICES

SERVICE	CONTACT NUMBER	NOTES
BC Seniors Information Line	1 800-465-4911	Lower Mainland
Immigrant Services Society	604-684-2561	I.S.S. of BC

M.O.S.A.I.C Settlement Services	604-254-9626	MOSAIC
Translation & Interpretation Services	604-254-9626	
S.U.C.C.E.S.S.	604-684-1628	
REACH Multicultural Family Center	604-251-3000	

### **MUNICIPAL SERVICES**

<b>SERVICE</b>	<b>CONTACT NUMBER</b>	<b>NOTES</b>
Parks and Recreation - facilities		
Parks and Recreation - programs		
Library(s)		
Britannia Community Centre	604-718-5800 (ext 1)	Parks and Recreation – facilities & programs
Britannia Branch Library	604-665-2222	Britannia Branch VPL
Vancouver Central Library	604-331-3603	

### **INCOME AND BENEFITS**

<b>SERVICE</b>	<b>CONTACT NUMBER</b>	<b>NOTES</b>
CPP, OAS, GAIN	1-800-622-6232	Service Canada
CPP, OAS, GIS	1 800-277-9914	Service Canada
Service BC (Employment and Income Assistance)	1-800-206-7218	
411 Seniors Services (Community Volunteer Income Tax Prep.)	(604) 684-8171	
Employment and Income Assistance		Service BC
Community Volunteer Income Tax Prep.		

### **DEATH, DYING AND GRIEF SERVICES**

<b>SERVICE</b>	<b>CONTACT NUMBER</b>	<b>NOTES</b>
Vancouver Hospice Society	(604) 737-7305	
Bloom Group May's Place (Hospice)	(604) 606-0380	
BC Bereavement Helpline (Information & Referral)	(604) 738-9950	Grief Counselling
Living Through Loss Counselling Society	604.873.5013	Grief Counselling

### **FOOD PROGRAMS**

<b>SERVICE</b>	<b>CONTACT NUMBER</b>	<b>NOTES</b>
Greater Vancouver Food Bank	604-876-3601	
Grocery Delivery	604-709-6402	Safeway Shop by Phone
Meals on Wheels	604-732-7638	

Chinese Meals on Wheels	604-733-6615	
Better Meals	604-299-1877	
Grandview Woodland Food Connection	604-718-5895	
Britannia 55+ Hot Lunches	604-718-5837	
Quest Food Exchange	604-605-0735	

### **GOVERNMENT REPRESENTATIVES**

<b>SERVICE</b>	<b>CONTACT NUMBER</b>	<b>NOTES</b>
Melanie Mark	(604) 660-0707	MLA
Jenny Kwan	(604) 775-5800 (BC) (613) 992-6030 (ON)	MP
Service Canada	1-800-622-6232	