



Entre
Nous
Femmes

HOUSING SOCIETY

TENANT SUPPORT SERVICES GUIDE

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The purpose of this document is to provide quick and easy information to the tenants of ENFHS who need access to support services within the Metro Vancouver area (GVRD).

ADDICTIONS

Mental Health & Addictions

300-10334-152 A Street

Surrey, B.C. V3R 7P8

Ph: (604) 587-4418 Fax: (604) 587-4665 e-mail: PamWhiting@fraserhealth.ca

Administers mental health and addiction services in the Fraser Health Authority.

Surrey Mental Health & Addiction Services

11th Flr, Station Tower, 13401-108 Avenue

Surrey, B.C. V3T5T3

Ph: (604) 953-4900 Fax: (604) 953-4901

Outpatient clinic provides assessment, treatment, and referral services to anyone adversely affected by substance misuse. Offers counseling for individuals, couples, families and groups. Services are available to youth, adults, seniors, persons with a coexisting psychiatric condition, and those with a physical disability. Prevention activities include presentations to special needs groups and professional groups. Topics covered include the effects of alcoholism on the family, process of dependency, and teens and addiction.

Mental Health & Addictions Administration

500-145 West 17th Street

North Vancouver, B.C. V7M 3G4

Ph: (604) 904-3577 Fax: (604) 904-3545 e-mail: barnabas.walther@vch.ca

Administers mental health and addictions treatment.

Stepping Stones North Shore Adult & Seniors Addiction Day Program

West Community Health Centre

2nd Flr – 990 22nd Street

West Vancouver, B.C. V7V 4C2

Ph: (604) 904-6180 Fax: (604) 904-6185

Six-week day program for adults and seniors dealing with problematic substance use. Individualized treatment plan developed to stabilize health and establish a path towards long-lasting improvements in function. Services include home withdrawal management, educational sessions, group counseling, nursing and medical care, psycho-pharmacology and mind-body interventions such as yoga and acupuncture. Open referral. Services North Shore/Coast Garibaldi communities.

Daytox Vancouver (Outpatient Withdrawal Services) 377 East 2nd Avenue

Vancouver, B.C. V5T 1B9

Ph: 1-866-658-1221 or (604) 658-1278 Fax: (604) 658-1223

Six-week outpatient withdrawal management program for adults, 19 years and older living in Vancouver. Tailored for more stable clients who have a safe, supportive living environment, the program provides medically monitored withdrawal services, assessment, individual and group counseling, psycho educational groups, acupuncture and other alternate therapies, as well as medical management for clients on supervised prescription withdrawal protocols. Also makes referrals to local community health centres for addiction counseling, detox support, needle exchange program and methadone services. Staff is culturally diverse and sensitive to LGBT issues.

North Addiction Services
202-1651 Commercial Drive
Vancouver, B.C. V5L 3Y3
Ph: (604) 215-3990 Fax: (604) 215-3991

Provides addiction counseling, support groups, needle exchange, methadone maintenance, withdrawal management (including home detox) and prevention for youth. Serves the North Community Health Area, which includes Strathcona and Grandview-Woodlands.

CAR SHARING

Jack Bell Foundation
700 West 57th Ave.
Vancouver, B.C. V6P 1S1
Ph: (604) 879-7433 or 1-888-593-7433 Fax: (604) 301-3831 e-mail: jbf@ride-share.com
Website: www.ride-share.com

Mandate is to reduce the number of single occupant commuter vehicles on roads throughout the lower mainland, Vancouver Island and BC as a whole. Provides vanpooling, carpooling, and ride-match services in order to reduce traffic congestion, air pollution and time/cost to commuters.

Cooperative Auto Network (CAN)
205-470 Granville Street
Vancouver, B.C. V6C 1V5
Ph: (604) 685-1393 e-mail: info@cooperativeauto.net
Website: www.cooperativeauto.net

A cooperative offering cars for use by members. For a refundable \$500 share purchase, members have access to a car; administration and usage fees apply. Within the lower mainland, cars are located in Burnaby, New Westminster, North Vancouver, Vancouver and UBC.

CHILDCARE

Child Care Options Resource and Referral Program
Early Years learning Centre
6878 King George Highway
Surrey, B.C. V3W 4Z9
Ph: (604) 572-8032 Fax: (604) 572-8185 e-mail: sryccrr@options.bc.ca

Offers free consultation, support and referral services to parents seeking child care in Delta, Surrey and White Rock.

Child Care Subsidy Service Centre
P.O. Box 9986 Stn Prov Govt
Victoria BC V8W 9R6
Ph: 1-888-338-6622 or (250) 953-4034 Fax: 1-877-544-0699 or (250) 387-0699
Website: www.mcf.gov.bc.ca/childcare/subsidy_promo.htm

Handles enquiries and registration for the child care subsidy program. In-person service available at Child Care Resource & Referral program offices, certain immigrant settlement service agencies and government agent offices.

North Shore Child Care Options Resource and Referral Program
Capilano Mall, 201-935 Marine Drive
North Vancouver, B.C. V7P 1S3
Ph: (604) 985-7138 local 303 Fax: (604) 985-0645 e-mail: nscr@nscr.bc.ca
Website: www.nscr.bc.ca

Serves parents, families and child care providers on the North Shore. Provides parents with access to community and library resources; information on topics such as selecting quality child care and referrals to child care. Offers drop-in programs, networking, workshops.

Westcoast Family Information and Referral
3rd Floor, 210 West Broadway
Vancouver, B.C. V5Y 3W2
Ph: (604) 709-5699 Fax: (604) 709-5688 E-MAIL: fir@wstcoast.org

Provides referrals to licensed and registered child care, and information and referral regarding child development and family support services. Service is sometimes also available in Cantonese and Mandarin.

EDUCATION

Adult Basic Education (ABE)
2055 Purcell Way
North Vancouver, B.C. V7J 3H5
Ph: (604) 983-7578 Fax: (604) 984-1718 e-mail: abe@capcollege.bc.ca

Offers paced and self-paced individualized academic upgrading, from basic literacy to Grade 12 equivalency, for vocational purposes or college/university entry. Students must be age 18 or older and out of school for at least one year. Tuition-free.

BC Student Assistance Program
Student Services Branch
Ph: (604) 660-2610

Provides financial assistance in the form of loans and grants to eligible students attending a designated post-secondary institution. The program is needs-based; calls for eligibility requirements.

Community Education Services – Adult Education Centres
South Hill Education centre
6010 Fraser Street
Vancouver, B.C. V5W 2Z7
Ph: (604) 713-5770 Fax: (604) 713-5769 website: <http://southhill.vsb.bc.ca>

Offers structured classes from literacy to Grade 12 secondary completion. Most academic credit courses follow nine-week quarter terms beginning in September, November, February and April. Continuous intake in the self-paced upgrading program. The Career Resource Centre is available for students who are attending any VSB Adult Education Centre programs. Summer courses are available in July and August.

Western ESL Services and Surrey Language Assessment Centre (#202, 7337-137 St. Surrey, B.C. Ph: (604) 507-4150 Fax: (604) 507-4155) are the access points to **English Language Services for Adults (ELSA)**, free basic English language instruction for adult immigrants. Western ESL Services serves prospective students living in Burnaby, New Westminster, **North Vancouver**, Richmond, South Delta, **Vancouver** and West Vancouver. **Surrey Language Assessment Centre** serves prospective students in Coquitlam, Maple Ridge, North Delta, Port Coquitlam, **Surrey** and the Fraser Valley. Some on-site child care services are available free of charge for students with dependents not yet in school. The website has a directory of ESL courses and employment programs for immigrants.

**Growing Together Education Program
Guildford Park Secondary School
10707 – 146 Street
Surrey, B.C. V3R 1T5
Ph: (604) 588-7601 Fax: (604) 588-7762**

Educational program for pregnant and parenting teenagers. Has an educational component as well as skill development in the areas of parenting, health, family management, and consumer education. Daycare facilities provided on the school grounds for parenting teens.

**English Language Services for Adults (ELSA) – Vancouver
501-333 Terminal Avenue
Vancouver, B.C. V6A 2L7
Ph: (604) 684-2561 Fax: (604) 684-2266 e-mail: lc.elsa@isscbc.org**

Provides English language training for adult immigrants and refugees in speaking, listening, reading, and writing. Students learn basic settlement language topics such as housing, banking, and Canada's political system and laws. Classes also include computer training and internet access at the student study centre. Levels 1, 2 and 3 ESL classes are offered in the morning, afternoon and evening, and can be part time or full time. Also offers a licensed day care centre for children aged 18 months to five years. Funded by MAG.

**Kwantlen University College
12666-72 Ave.
Surrey, B.C. V3W 2M8
Ph: (604) 599-2000 (Surrey Campus) Fax: (604) 599-2068 website: www.kwantlen.ca**

Qualifying Studies program offers courses to improve English (reading, writing, spelling and oral communication), math (basic arithmetic to advanced algebra and trigonometry, and science (general science, biology, and physics), toward a Grade 12 certificate or for upgrading of one or more subject areas. Courses can be taken either full-time or part-time, day or evening. Serves all skill levels, from literacy to Grade 12. Continuous entry and individualized pacing available.

**Learning Together Program
Sutherland Senior Secondary
1860 Sutherland Ave
North Vancouver, B.C. V7L 4C2
Ph: (604) 903-3518 Daycare: (604) 903-3519 Fax: (604) 903 – 3501**

Offers a secondary school program for young parents returning to school, and daycare for their children who are under three years of age. Referral is through the classroom at Sutherland Secondary, the daycare centre or North Shore Neighbourhood House Pregnant and Parenting Teen Program.

**Literacy BC
601-510 West Hastings Street
Vancouver, B.C. V6B 1L8
Ph: (604) 684-0624 or 1-800-1293 Fax: (604) 684-8520 e-mail: info@literacy.bc.ca
Website: www.literacy.bc.ca**

Connects adults who want to upgrade their reading and writing skills with local literacy programs. Also connects volunteers with adult literacy tutoring programs. Provides information, resources and support to adult, workforce and family literacy programs, as well as to business, labour, government and the general public. Operates a library of literacy resources, publishes a bimonthly newsletter, assists with the development of regional literacy networks, plans and implements training events, and hosts conferences.

SUCCESS Fraser Service Centre
5834 Fraser Street
Vancouver, B.C. V5W 2Z5
Ph: (604) 324-1900 Fax: (604) 324-3526

Provides settlement services in English, Cantonese, Hindi, Korean, Mandarin, and Punjabi. Also offers language training programs, including the **English Language Services for Adults (ELSA) program**.

SUCCESS Surrey Service Centre
206-10090 – 152 St.
Surrey, B.C. V3R 8X8
Ph: (604) 588-6869 Fax: (604) 588-6823

Provides settlement services including information and referral, adjustment counseling, group orientation, workshops and the **English Language Services for Adults (ELSA) program**. Service provided in English, Cantonese, Korean, Mandarin and Tagalog.

Teachers' Tutoring Service Society (TTS)
203-1929 West Broadway
Vancouver, B.C. V6J 1Z3
Ph: (604) 730-3410 or 1-888-266-1712 Fax: (604) 730-3416 e-mail: teacher@tutor.bc.ca
Website: www.tutor.bc.ca

Nonprofit teaching collective offers one-to-one tutoring by qualified teachers. Fees charged; some subsidies are available for low-income families with students in need. Serves the Lower Mainland.

Tupper School Young Parent Services
Sir Charles Tupper Secondary School
598 East 22nd Ave.
Vancouver, B.C. V5V 2A2
Ph: (604) 713-8233 Fax: (604) 713-8232 Child Care Centre (Ph/Fax) (604) 879-1121

Secondary school program provides a comprehensive education and life skills program so that young mothers can continue their education. On-site child care for children ages six weeks to three years is provided at Emma's Infant/Toddler Child Care Centre. Helps mothers achieve self-reliance and independence by combining academic work, counseling and vocational advice with health and parenting sessions, support groups, and recreational opportunities. Students are accepted any time during the school year. Offered in cooperation with VSB, VCHA and MEIA.

EMPLOYMENT

BC Employment & Assistance (BCEA) Programs
PO Box 9058 Stn Prov Govt
Victoria, BC V8W 9E2
Ph: 1-866-866-0800; (604) 660-2421; Automated: 1-800-663-7867

If a person is out of work or earning very little, awaiting other income, unable to work, he or she may be eligible for income assistance or referral to job and training programs. Eligibility and monthly assistance rates depend on income and asset levels, and the family situation. Applicants are expected to take advantage of all other sources of income and assets before qualifying. Employable people receiving income assistance must either be actively searching for employment or participating in a job placement or training for job program. All applicants must complete an orientation session as part of the application procedure. There are a few exceptions to this requirement, including applicants who have a physical or mental condition that prevents them from attending or are 65 or more years of age. The orientation session provides details about the necessary documents, income and assets levels, eligibility rules, and work

expectations. Hardship assistance may be issued in some situations when an individual is not eligible for income assistance. For example refugee claimants who arrive in BC may receive hardship assistance from the province until their claim for refugee status is determined. Income assistance programs include Persons with Disabilities (PWD) and Persons with Persistent and Multiple Barriers to Employment (PPMB).

Community Connections Programs
2425 Oxford Street
Vancouver, B.C. V5K 1M7
Ph: (604) 254-5401 Fax: (604) 254-7673

Employment support program for BC Employment and Assistance clients who reside in Vancouver. Provides individual support, referral, advocacy, life skills training, basic computer skills training, and next steps planning.

Community Employment Resource Centres
NewCHAPTER
2106 Commercial Drive
Vancouver, B.C. V5N 4B4
Ph: (604) 254-3353 Fax: (604) 254-3312 e-mail: newchapter@telus.net

Resource centre serve individuals who are unemployed, through case management, one-on-one employment/career assessment and counseling, and help developing job search strategies, return-to-work plans, and resumes. Also offers free phone, fax, photocopier, computer, and internet access for employment purposes. Funded by Service Canada.

North Shore COMPASS Centre
PJSA Career Development
311-255 West 1st Street
North Vancouver, B.C. V7M 3G8
Ph: (604) 984-4567 Fax: (604) 984-2224 e-mail: info@northshorecompass.com
Website: www.northshorecompass.com

Four-week career development exploration and job search program for unemployed individuals. Participants learn employment readiness skills, career action planning, cognitive development skills, personal and professional management skills, and have access to a computer lab, Implicit Career Search workshops and one-to-one career counseling. Serves the Lower Mainland. Funded by HRSDC.

North Shore Harvest Project
Change the World Foundation
201 Bewicke Ave
North Vancouver, B.C. V7M 3M7
Ph: (604) 983-9488 Fax: (604) 987-5813 website: www.harvestproject.org

Provides support to North Shore residents who are living in poverty or facing other life challenges that put them at risk of becoming homeless. Focus is to prevent homelessness and relieve poverty by empowering clients to become self-sufficient and to offer help before clients reach a crisis point. Offers one-to-one support, individual counseling, life skills training, information and referral, work clothing, and a month's supply of food. Assists job seekers receiving income or employment assistance with resumes, as well as phone, fax and photocopying services. The **Dress for Success** program provides free good quality clothing for individuals who are working, at school, or job searching.

Stepping Up Bridging Employment Program
501-333 Terminal Avenue
Vancouver, B.C. V6A 2L7
Ph: (604) 684-2561 Fax: (604) 684-2266

Pre-employment program for immigrant and refugee women who have English as a second/additional language, receive income assistance, are landed immigrants or citizens, and are survivors of violence or trauma, including family violence, sexual assault, a history of child abuse, torture, or the witnessing of violence in war situations. Provides English upgrading, life skills, career exploration, counseling support, advocacy, workshops and training in computing, first aid, food safety, and cashiering. Funded by MEIA.

Steps to Employment
206-2555 Commercial Drive
Vancouver, B.C. V5N 4C1
Ph: (604) 709-0440 Fax: (604) 709-0450 e-mail: steps@ywcavan.org
website: www.ywcajobseeker.org

12-week supportive program for women who are having difficulty finding or keeping a job due to life challenges. Program helps women discover resources, gain confidence, and develop skills for job success.

Surrey Employment Resource Centre – Newton
102-13771-72 A Ave
Surrey, B.C. V3W 9C6
Ph: (604) 501-2224 Fax: (604) 501-1356 e-mail: admin@serc-n.com
Website: www.serc-n.com

Provides employment counseling, information on education and training plans, and access to computers, internet, fax, and phones for job search and resume writing. Resource room features job search tools, resume and interview tips, training institute calendars, job postings, photocopying, and many other self-help services. Also offers specialized services to youth, immigrants and people with disabilities. Free language interpretation available.

Surrey Multilingual Employment Resource Centre
201-7337-137 Street
Surrey, B.C. V3W 1A4
Ph: (604) 595-4021 Fax: (604) 595-4028 e-mail: multi-erc@issbc.org

Employment search assistance for immigrants. Services include employment counseling, individual case management, return-to-work action plan development, information about language and skills training, and resume and referral services in clients' own languages.

Surrey Urban Mission Society (SUMS)
13388 – 104 Ave
Surrey, B.C. V3T 1V6
Ph: (604) 581-5172 Fax: (604) 581-9407 e-mail: sums@telus.net

Offers the **Hands Up** employment readiness and search program for low-income single parents living in North Surrey. Topics include communication skills, life skills, goal setting, parenting, career discovery and employment search techniques. Certificates provided in infant/child CPR, Food Safe and Service It Right: Responsible Beverage Server Program. 10-week program runs Tues. to Thurs. SUMS also offers free monthly community lunches Mon-Fri, a community dinner on the third Sunday of each month and an ongoing community kitchen. Offers week-long summer day camps and hosts a pro-bono law clinic and NA meetings.

Whalley Employment Resource Centre
1063 Central City Shopping Centre
10153 King George Highway
Surrey, B.C. V3T 2W1
Ph: (604) 585-0003 Fax: (604) 584-0002 website: www.scswerc.com

Provides assessment, employment counseling, information and referral, and case management for the unemployed. Also provides assistance with government-sponsored training applications. Offers a walk-in resource area with computers, telephones, faxes, and photocopiers. Maintains a library of current information on the labour market, career planning, job search, training, and other self-help information.

YWCA Career Services
113-255 W. 1st Street
North Vancouver, B.C. V7M 3C8
Ph: (604) 984-7630 Fax: (604) 984-7112 e-mail: careerzone@ywcavan.org
Website: www.ywcajobseeker.org

Drop-in career and job search centre for youth ages 15 to 30. Provides training and education information, case management, job postings, up-to-date career and labour market information, workshops, career counseling, a computer lab with internet access, and a comprehensive career resource library. Registered clients can access one-to-one employment counseling. Funded by HRSDC.

YWCA FOCUS at Work
602-1281 W. Georgia Street
Vancouver, B.C. V6E 3J7
Ph: (604) 688-4666 Fax: (604) 688-3774 e-mail: onestop@ywcavan.org
Website: www.ywcajobseeker.org

Employment assistance service for unemployed women who are job-ready provides one-to-one employment counseling, as well as employability, self-management, and job search skills. Financial assistance provided for those eligible. Funded by HRSDC.

FAMILY MAINTENANCE ENFORCEMENT PROGRAM OF BC

The FMEP monitors and enforces maintenance orders and agreements (for either child support or spousal support). Many maintenance payments are paid on time and in full, but some people like having a third party (FMEP) involved to track the payments.

If payments aren't made, they contact the payer to try to get payment voluntarily. If this doesn't work, they may take enforcement action such as:

- Notice of Attachment (garnishment for wages, bank accounts, etc)
- Federal Interception (Notice of Attachment for federal payments such as EI benefits and income tax returns)
- Land Registration (lien against real estate)
- Maintenance Lien (against personal property)
- Reporting to the Credit Bureau
- Drivers License Withholding
- Federal License and Passport Denial

They charge interest on late and unpaid maintenance. This interest goes to the recipient.

They can also charge the payer a default fee if two payments are late or missed within the same calendar

year. The default fee is equal to one month's maintenance, to a maximum of \$400.00. The fee goes to the BC government, not to the recipient.

Once a case is enrolled with them, they work with both the payer and the recipient to try and keep maintenance payments up to date. They will give you a case number and Personal Identification Number (PIN) so that you can get routine information about your case through:

- Their InfoLine (automated phone system - available every day, all day long @ (604) 775-0796)
- Their website @ <http://www.fmep.gov.bc.ca/contact-us/>
- Or by calling their office during business hours if you have questions @ (604) 678-5670/Fax: (604) 678-5679/Toll-free: 1-800-663-9666

You can obtain a Recipient Enrollment Package by asking your Property Manager for a copy or downloading one from the FMEP website listed above. You can also get the enrollment package from the courthouse, a government agent's office or the Ministry of Employment and Income Assistance office or call the FMEP at the phone number above and they will mail you one.

FAMILY VIOLENCE (ABUSE)

**Atira Women's Resource Society
Surrey & White Rock Office
#204, 15210 – North Bluff Road
White Rock, B.C. V4B 3E6
Ph: (604) 531-9143 Fax: (604) 531-9145**

**Vancouver Office
101 East Cordova
Vancouver, B.C. V6A 1K7
Ph: (604) 331-1407 Fax: (604) 688-1799 e-mail: office@atira.bc.ca
Website: www.atira.bc.ca**

Provides feminist-based services for women and/or their children who have experienced relationship violence.

**Family Programs
6470 Victoria Drive
Vancouver, B.C. V5P 3X7
Ph: (604) 324-6212 Fax: (604) 324-6116**

Provides referrals and advocacy to support families who are experiencing difficulties in their day-to-day lives. Offers Nobody's Perfect, a free six-week program for parents of children ages birth to five, child care and bus tickets included. Offered in English, Hindi, Punjabi, Spanish and Vietnamese. Also offers other parent programs and workshops for parents and grandparents with children ages six to 16. Offers the **Domestic Violence Support program to enhance the effectiveness of mothers' efforts to keep themselves and their children safe from family violence.** Funded by MCFD, services include counseling, advocacy, education, information, group activities, and help connecting to community resources. Family drop-in for parents/caregivers of children ages birth to six, includes stories, arts and crafts, and parenting info. Parents may borrow educational toys from the Toy Lending Library. **Family Nights** on the first Thursday of every month. Cost of \$3.50 per adult and \$1 per child covers the meal and special activities after dinner for parents.

Outreach Services15318 20th Ave.

Surrey, B.C. V4A 2A2

Ph: (604) 536-9611 Local 223 Fax: (604) 536-6362

Provides outreach services to women who have experienced relationship violence, sexual assault, or historical abuse. Funded by MCS.

Outreach Services Program (OSP)119-255 West 1st Street

North Vancouver, B.C. V7M 3G8

Ph: (604) 987-0366 Local 107 Cell: (604) 786-8508 Fax: (604) 987-1623

Provides support to adult women and their children who have escaped or are at risk of relationship violence, including stalking by a former intimate partner or stranger. Services include information and referral, advocacy, peer/lay counseling, support groups, court accompaniment and form completion assistance. Open to women living on the North Shore. Funded by MCS.

Stopping the Violence (STV) – Women’s Long-Term Counseling Program

10075-136 A Street

Surrey, B.C. V3T 4G1

Ph Support Line: (604) 583-1295 or (604) 589-1868 Fax: (604) 589-2812

Provides long-term, free, confidential, one-to-one counseling for women ages 19 and over who have experienced sexual assault, childhood abuse or violence in intimate relationships. Self-referral. Funded by MCS.

Stopping the Violence (STV) Counseling Program

P.O. Box 21503, 1424 Commercial Drive

Vancouver, B.C. V5L 5G2

Intake & Crisis: (604) 687-1867 Fax: (604) 687-1864

Provides counseling for women who have experienced relationship violence. Also offers the Aboriginal Women’s Counseling and Crisis Program. Funded by MCS.

FINANCIAL**Community Education & Development Services (CEDS)**

Ph: (604) 874-2938 Fax: (604) 874-9898

Offers a free **Financial Literacy** program for adults and youth.

Credit Counseling Society (CCS)

Head Office & Telephone Counseling Centre

330-435 Columbia Street

New Westminster, B.C. V3L 5N8

Ph: (604) 527-8999 or 1-888-527-8999 e-mail: info@nomoredebts.orgWebsite: www.nomoredebts.org

Offers confidential credit counseling, debt repayment and consolidation programs and personal budget planning. Counseling is in person or by telephone and is free, non-judgmental and solution-focused. Nominal sliding scale fee for debt repayment programs. Offers educational workshops and presentation on credit and debt management as well as budgeting.

Welfare Advocacy Program
116-1347-76 Ave.
Surrey, B.C. V3W 2W3
Ph: (604) 596-2311 Fax: (604) 596-2319

Provides information, referrals and advocacy for individuals accessing provincial income assistance and education about the right and responsibilities of income assistance recipients. Addresses issues such as eligibility, benefits and allowances, daycare subsidies, disability benefit applications, and denials and appeals.

FOOD

Food Program
225 East 2nd Street
North Vancouver, B.C. V7L 1C4
Ph: (604) 987-8138 Local 116 Fax: (604) 987-2107

Operates a food bank and the **Food Bank Soup Project** which offers hot soup to food bank clients, **Sweet Peas**, a program for parents with children from six months to six years, features a community kitchen and education speakers. Parents learn about child-friendly foods, healthy eating, shopping on a budget and food preparation. Provides opportunities for socializing, sharing information and learning about community resources. Lunch or food, recipes and child care are provided; registration is required. Participation in a subsidized fruit and vegetable hamper program is optional.

Food Security Programs
10732 135 Street
Surrey, B.C. V3W 9C6
Ph: (605) 581-5443 Fax: (604) 588-8697

Community Kitchen provides opportunities to cook tasty, nutritious and economical meals. **The Community Garden** sites provide gardening space for food bank clients, low-income families and individuals who wish to garden but do not have space; assistance may be provided with seeds, equipment and information.

Greater Vancouver Food Bank Society
1150 Raymur Ave.
Vancouver, B.C. V6A 3T2
Ph: (604) 876-3601 Fax: (604) 876-7323 e-mail: foodbank@foodbank.bc.ca
Website: www.foodbank.bc.ca

Provides food and related assistance through 18 distribution centres and over 100 meal-providing agencies. Once in a twelve-month period, emergency service is available at 1150 Raymur Avenue, but recipients are encouraged to call for their local depot location. Food is distributed Tuesday through Friday, except the week social assistance cheques are issued. All recipients must provide government-issued identification for themselves and each member of their household; first-time clients are also required to show proof of address.

Linking People to Food – Online Food Directory
10732 – 135 Street
Surrey, B.C. V3T 4C7
Ph: (604) 581-5443 Fax: (604) 588-8697 e-mail: info@surreyfoodbank.org
Website: www.surreyfoodbank.org/food

A free online directory of free and low-cost food sources in Surrey. Includes information about food hampers, grocery vouchers, emergency food hampers, infant food, meals, community suppers and community kitchens.

Surrey Food Bank Society

10732 135 Street

Surrey, B.C. V3W 9C6

Ph: (605) 501-2224 Fax: (604) 501-1356 e-mail: admin@serc-n.com

Website: www.serc-n.com

Registration and food distribution. **Tiny Bundles** is a special food bank program for pregnant women and families with babies up to one year old.

UsMoms (United Single Mothers Organic Market Support)

2650 Slocan Street, Mailing Address: P.O. Box 62002, 147-4255 RPO

Vancouver, B.C. V6J 1Z1

Ph: (604) 261-2282 e-mail: us_moms@yahoo.com

Website: www.us-moms.com

Provides free weekly boxes of nutritious food to families headed by female or male single parents, guardians, or foster parents, who are in need of nutritional support for the health and well-being of their family. Also offers free clothing, and furniture and household items. Provides self-reliance programs for parents, including career preparation and parenting courses. Courses for the children and youth cover gardening, cooking and nutrition as well as character building, personal development, leadership and social skills. Scholarship program offers financial aid to clients for education costs such as tuition, daycare and equipment. Offers four show giveaways per year at various locations, open to the public as well as clients. Food programs are hosted on Thursdays by CityReach Care Society.

Vancouver Community Kitchen Project

1150 Raymur Ave.

Vancouver, B.C. V6A 3T2

Ph: (604) 876-0659 Loc. 118 Fax: (604) 876-7323 e-mail: cooking@uniserve.com

Website: www.communitykitchens.ca

Provides referrals to community kitchens, where groups of people cook together and either eat together or take meals home. Offers resource materials, workshops and community contacts to anyone interested in starting a kitchen. See website for training info.

FURNISHINGS

Homestart Foundation

1708 West 16th Avenue

Vancouver, B.C. V6J 2M1

Ph: (604) 708-9556 Fax: (604) 708-9556 e-mail: info@homestart.ca

Website: www.homestart.ca

Helps low-income people with specific needs re-establish a home, by coordinating needs with donations. Goods are available only through referrals from a community organization that knows the person in need.

See also Salvation Army Family Services – North Shore under the General category & UsMoms (United Single Mothers Organic Market Support) under the Food category

GENERAL

Christmas Bureau - Lower Mainland

1370 Napier Street

Vancouver, B.C. V5L 2M4

Ph: (604) 253-7191 Fax: (604) 253-6911 e-mail: santa@imag.net

Website: www.lmcb.ca

Provides Christmas assistance in the form of food vouchers, clothing and toys to families in the Vancouver area who have a low income or who receive income assistance. Through the Camping Bureau Program, allocates funds to summer camps so that low-income children or families may attend.

The Peoples' Advocacy Society (TPAS)

1199 Main Street

Vancouver, B.C. V6A 4B6

Ph: (604) 682 – 8727 Fax: (604) 682-8729

Website: www.peplesadvocacy.ca

Aim is to provide access to social services to those in need. Trained volunteers provide information and referral to services such as food banks, affordable housing, health clinics, legal services and pension plans. Also assists with application forms, advocates for people appealing denial of benefits and those with landlord/tenants disputes, and helps clients appearing before tribunals. Serves the lower mainland.

Salvation Army Family Services – North Shore

105 West 12 Street

North Vancouver, B.C. V7M 1N2

Ph: (604) 988-7225 Fax: (604) 988-4140 website: www.northvansallyann.com

Provides emergency social services to individuals and families in distress, on site by appointment and through outreach. Offers spiritual guidance, referrals to community agencies, and assistance with food, clothing and furnishings. The **New Hope Training Program** provides a free, full-time apprentice chef training for a minimum of three months, with job placement upon successful completion; screening interview is required. Frozen gourmet dinners available for a minimal fee. A **FoodSafe Level 1** course is also available. Music therapy is available for individuals and groups on a sliding scale. A Stomp program for children ages 6-12 provides creative and rhythmic activities. Camp Sunrise is a week-long residential camp for children ages 7-13 and youth ages 13-19; subsidies are available.

Salvation Army Community Services

4-13570- 78 Ave

Surrey, B.C. V3W 8V3

Ph: (604) 507-4840 Fax: (604) 507-4849

Offers a meals outreach program, a pro-bono legal service that provides free legal assistance to those who cannot afford legal services, and do not qualify for legal aid, emergency provision of clothing and household goods to fire victims, and referrals for addicted adults.

Salvation Army Family Services – Vancouver

3213 Fraser Street

Vancouver, B.C. V5V 4B8

Ph: (604) 872-7676 Fax: (604) 872-7678

Provides individual and family counseling, assistance with food and clothing (by appointment), free legal services, an educational series on psychological and social issues, and free breakfast Mon-Fri. Also offers the **Show and Tell Parenting Club**, a support group for parents; a support group with meal included for single parents and support group for women who have experienced family violence. Operates summer residential camps for children ages 7-12 and for mothers with young children; sliding scale.

HEALTH

Healthy Kids Program 1-866-866-0800

Extends basic dental and vision care to children up to 18 years of age who are from low-income and modest-income families. Families qualify for this program if they are receiving full or partial MSP premium assistance and they are not already covered by federal or employer-sponsored insurance plans.

**Save a Smile
400-1765 West 8th Avenue
Vancouver, B.C. V6J 5C6
Ph: (604) 736-7202 or 1-888-396-9888 Fax: (604) 736-7588**

Provides financial assistance allowing underprivileged children and youth with urgent dental needs to receive dental care and oral hygiene counseling. Participants must meet specific financial and oral health criteria and not have any other dental plan coverage. Individuals cannot apply directly, referrals required from public health nurse or dentist.

**Variety – The Children’s Charity
4300 Still Creek Drive
Burnaby, B.C. V5C 6C6
Ph: (604) 320-0505 or 1-800-381-2040 Fax: (604) 320-0535 e-mail: infor@variety.bc.ca
Website: www.variety.bc.ca**

Provides grants to children and youth up to their 19th birthday for special equipment such as walkers, wheelchairs, lifts, medical supplies, pharmaceuticals, therapy and assessments and medical travel and accommodation expenses for children and their families. **The Heart of Variety Fund** allocates funds for services and equipment that meet urgent or long-range needs, including the **STAR (Steps Toward Ambulation and Reciprocity) Walker Program** for children referred by physiotherapists and orthotists, and the **Save-A-Smile Dental Referral Program**. **The I Can Talk Too Program**, located at Sunny Hill Health Centre, provides computers for children with communication disorders. **The Sunshine Coach Program** places coaches in communities to enable children’s organizations to transport children to education, therapy and recreation.

IMMIGRATION

**Immigrant Services Society of BC
501-333 Terminal Avenue
Vancouver, B.C. V6A 2L7
Ph: (604) 684-2561 Fax: (604) 684-2266 e-mail: info@imaginecanada.ca
Website: www.imaginecanada.ca**

Information, service and skills centre for immigrants, refugees and non-English speaking BC residents. Assists with settlement and integration needs. Provides cultural orientation classes; family, individual and job counseling; interpretation and translation; and information and referral services. Specially-funded programs focus on English language training, pre-employment skills training, and employment search assistance, including services for immigrant professionals. Operates a fully-equipped work resource centre with job-placement capability.

MOSAIC

2ND Flr – 1522 Commercial Drive

Vancouver, B.C. V5L 3Y2

Ph: (604) 254-0244 Fax: (604) 254-3932 e-mail Mosaic@mosaicbc.com

Website: www.mosaicbc.com

Assists immigrants and refugees with settlement and integration. Provides employment services, family services, interpretation and translation, language instruction, legal information, settlement services, and victim and family violence services. Offers **Nobody's Perfect**, a six-to eight week, free parenting program for parents with children up to five years of age. In partnership with Back in Motion Rehab, offers **ArriveBC**, an employment program for immigrants.

Settlement & Adaptation Program

3981 Main Street

Vancouver, B.C. V5V 3P3

Ph: (604) 879-7104 Fax: (604) 879-7113

Provides information, assistance, and referrals for new immigrants. Develops and supports community groups and assists individual in finding solution to specific problems. Provides orientation and cross-cultural counseling, community leadership, employment raining, and cross-cultural awareness training. Promotes equality and the full participation of minorities in Canadian society through self-help, volunteerism and education. Services provided in English, Oromo, Spanish, Vietnamese, and Arabic. No fee for service.

LEGAL SERVICES

Legal Services Society - Society Call Centre & LawLINE (604) 408-2172

If you have a legal problem but can't afford a lawyer, the Legal Services Society (LSS) may be able to help you. LSS is an independent, non-profit organization that provides legal aid for people with low incomes in BC.

Legal aid services range from legal information and legal advice to legal representation (a lawyer to handle your case). To get a lawyer to represent you, your legal problems must be covered by LSS and you must qualify under financial eligibility guidelines. There is also a financial eligibility test for legal advice services.

Serious Family Problems

You can get a lawyer to represent you in your family law case:

- In emergency situations, for example:
 - When you need an immediate court order to ensure you or your children's safety and security, or to resolve a serious denial of access to your children; or
 - You are responding to a maintenance enforcement hearing and you face a real and immediate likelihood of going to jail.
- In other situations, depending on available funding and your circumstances:
 - To resolve serious legal issues in high conflict cases, or
 - When all other efforts to resolve the case, including a written settlement offer to the opposing party, have been exhausted and resolving the case will make a significant difference to you or your children.

If you are not eligible for representation in court, but your case is a significant one and you face barriers to resolving it on your own, you may get help from a lawyer for dispute resolution services.

Child Protection Matters

You can get a lawyer to represent you if:

- The Ministry of Children and Family has taken or has threatened to take your child(ren) away from you, or
- There are custody and access issues related to a child in the care of the Ministry for Children and Family Development.

Immigration Problems

You can get a lawyer to represent you in your immigration law case if:

- You are facing an immigration proceeding that may result in your removal from Canada, or
- You wish to claim refugee status.

Their website http://www.lss.bc.ca/legal_aid/legal_aid_offices.asp provides information on the following:

- Legal representation services, including who is eligible, how to apply, and how to appeal if you are denied a legal aid lawyer;
- Legal advice services, including who is eligible
- Legal information services, including LawLINE, legal information outreach workers and publications

Legal aid office locations

North Vancouver office: Dan M. Sudeyko, Barrister & Solicitor
c/o North Vancouver Provincial Courthouse, 200 East 22nd Street
North Vancouver, B.C. V7L 4R4
Ph: (604) 980-7000/Fax: (604) 986-4872

Vancouver Regional Centre

#425, Burrard Street
Vancouver, B.C. V6C 3A8
Ph: (604) 601-6206/Fax: (604) 681-2719 or (604) 681-6942

Surrey Regional Centre

#1370, Central City Tower One
13450 – 102 Ave., Surrey, B.C. V3T 5X3
Ph: (604) 585-695/Fax: (604) 585-7898

See also Salvation Army Community Services in Surrey & Vancouver under the General category

MEDIATION

BC Arbitration & Mediation Institute (BCAMI)

500-1311 How Street
Vancouver, B.C. V6Z 2P3
Ph: (604) 736-6614 or 1-877-332-2264 Fax: (604) 736-9233 e-mail: info@amibc.com
Website: www.amibc.org

Provides trained, knowledgeable arbitrators and mediators to the professional and business community and to the general public. Ensures that the institute's code of ethics and professional standards are maintained.

Family Mediation Practicum Society of BC

3963 West 12th Avenue
Vancouver, B.C. V6R 2P1
Ph: (604) 221-1733 or 1-877-228-1802 Fax: (604) 221-1774 e-mail: familymediationbc@shaw.ca
Website: www.familymediationbc.ca

Provides mediation for all family matters, including separation and divorce, grandparent visitation, parent-teen issues, blended family issues, situations of chronic conflict and seniors' issues. Siding scale fees.

North Shore Integrated Family Program
819 Chesterfield Ave.
North Vancouver, B.C. V7M 2M8
Ph: (604) 980-4423 Fax: (604) 976-8122

Provides short-term intervention to families experiencing parent-teen conflict. Services include counseling, mediation and conflict resolution.

Youth Adolescent Response Project
100-6846 King George Highway
Surrey, B.C. V3W 4Z9
Ph; (604) 501-6854 Fax: (604) 572-7413

Serves families with youth ages 13-15 deemed at risk by MCFD, but assessed as lower risk in terms of child protection. Provides individual and family counseling for youth and their parents, parent-teen mediation, educational and support groups for parents, and referral to community resources. Youth may be experiencing conflict with parents, be street-involved or have emotional, social, behaviors, and/or mental health issues. Services are time-limited and based on individual goals of each clients. Referral from MCFD.

MENTAL HEALTH

Community Psychiatric Services
1350 Saint Andrews Avenue
North Vancouver, B.C. V7L 3L4
Ph: (604) 983-6020 Fax: (604) 983-6022

Provides services for people age 19 and over who have or may be developing a serious or persistent mental illness and affected family members. **Adult Community Support Services** include case management, psychiatric consultation, family therapy, group therapy, as well as psycho educational groups for people with bipolar disorder or depression. Offers support groups for people with bipolar disorder, and for family members of people with chronic mental health disabilities. **The Mental Health Rehabilitation Program** enables individual to participate as fully as possible in their community in areas of personal life, leisure, education and work. **Assertive Community Outreach** provides intensive support in order to reduce hospitalization and improve each person's level of functioning and quality of life. **The Community Residential Program** offers placement and case management in residential facilities. **The Concurrent Disorders Program** offers counseling, support groups and psycho educational groups for individual dealing with both mental illness and addiction and for their families.

Mental Health Emergency Services
24 Hours: (604) 874-7307 Fax: (604) 874-4096

Provides mental health consultation, outreach and referral for all ages. Staffed by registered nurses and psychiatric nurses in partnership with the Vancouver Police Department. Both the 24-hour crisis line and the **Car 87** outreach services (8 a.m. to 3 a.m.) are available seven days a week. This is also a designated agency responsible for looking into reports of suspected abuse and neglect of adults who cannot seek help for themselves.

Surrey Mental Health & Addiction Services
11th Flr, Station Tower, 13401-108 Avenue
Surrey, B.C. V3T5T3
Ph: (604) 953-4900 Fax: (604) 953-4901

Outpatient clinic provides assessment, treatment, and referral services to anyone adversely affected by substance misuse. Offers counseling for individuals, couples, families and groups. Services are available to youth, adults, seniors, persons with a coexisting psychiatric condition, and those with a physical disability. Prevention activities include presentations to special needs groups and professional groups. Topics covered include the effects of alcoholism on the family, process of dependency, and teens and addiction.

PARENTING

Community Action Program for Children (CAPC)
Community Education Office
1661 Napier Street
Vancouver, B.C. V5L 4X4
Ph: (604) 713-8273

Provides programs to parents and their children ages birth to six years who would benefit from extra support. Offers the **Lunch and Literacy** program for children of at-risk families. A food distribution program provides free groceries to families. Self-referral welcome. Also offers **Parent-Child Mother Goose** programs for parents of babies and toddlers, including for Spanish speakers. All programs require registration.

Family & Children's Programs
800 East Broadway
Vancouver, B.C. V5T 1Y1
Ph: (604) 879-8208 Fax: (604) 879-4136 e-mail: info@mpnh.org

Licensed daycare and preschool programs are offered for children ages three to five; registration required. Also offers drop-in programs for families and caregivers with children from birth to six years of age. The **Early Childhood Development (ECD) Program** provides information and referral, and teaches parenting techniques to families with children from birth to age six. Offers free programs such as **Nobody's Perfect**, **Parent Child Mother Goose**, and **Man on the Moon**, as well as some fee-for-service programs. Programs for children ages five to nine include computer instruction and science and fun activities. Offers spring and summer day camps for children ages five to 10. The **Pre-Teen Drop-In** program provides a positive and safe environment for pre-teens ages 10 to 12 to hang out and learn basic life skills, as well as incorporating homework, literacy, computer skills, and recreational skills. The **Teen Drop-In** program on Friday nights provides teens with dinner and the opportunity to gain leadership training and experience.

Family and Youth Services
28 West Pender Street
Vancouver, B.C. V6B 1R6
Ph: (604) 408-7266 Fax: (604) 408-7236

Provides individual and family counseling to all age groups, addressing issues such as personal growth, relationships, parenting and family violence. Also runs educational workshops about well-being, parenting, stress and social skills. Youth services include counseling, school-based skill development groups and volunteer groups. Offers **Parenting After Separation**, a program to help parents deal with the impact of separation on their children and learn about child support guidelines. Also provides counseling for perpetrators of family violence, in Vancouver and Richmond locations. All services offered in English, Cantonese and Mandarin.

Parent Education and Peer Support (PEAPS)

9815 – 140 Street

Surrey, B.C. V3T 4M4

Ph: (604) 584-5811 Fax: (604) 584-7628

Weekly drop-in program provides opportunities to share information, socialize, and enjoy a snack or meal for parents and their children ages birth to six. Transportation may be available for some drop-in times.

Parent Support Services of BC

201-1155 West Pender Street

Vancouver, B.C. V6E 2P4

Ph: (604) 669-1616 or 1-800-665-6880 Fax: (604) 669-1636 e-mail: office@parentsupportbc.ca

Website: www.parentsupportbc.ca

Offers **Parent Support Circles**, self-help groups for parents with children 12 years and under throughout BC. Circles are facilitated by professionally-trained volunteers and are confidential, anonymous and free. Child care and transportation subsidies are available if needed. Circles deal with parental stress, discipline, and building support systems for parents. Aboriginal, Chinese, Filipino, Latin American, grandparents and step-parent circles are also available. Through the **All Our Children (AOC) Primary Prevention Workshop**, provides information and resources to educate adults about preventing child abuse.

Parenting Programs

225 East 2nd Street

North Vancouver, B.C. V7L 1C4

Ph: (604) 987-8138 Fax: (604) 987-2107

The **Nobody's Perfect** six-week parenting program is offered to parents with children under five years of age. Topics include children's health, safety, development and behaviour. Program includes parenting books, child care, and snacks; registration required. The **Parent Community Developer Project**, funded by **Community Action Program for Children (CAPC)**, trains North Shore parents to develop community-based family programs and help parents with children up to age six access community resources. Other programs offered include **Red Rover**, a drop-in gym for children ages two to five, and **Music with Kerry** for children from one month to five years; registration required.

Parents' Coalition of BC (PCBC)

P.O. Box 41506, London Place, 923 12 Street

New Westminster, B.C. V3M 1K0

Ph: (604) 417-4045 e-mail: infor@parentswhocare.ca website: www.parentswhocare.ca

Provides support for custodial and non-custodial parents and grandparents who are involved in legal proceedings surrounding divorce and separation. Believes that every child has a right to the comfort and guidance of both parents equally in their lives. Educates the public and the government regarding the importance of equal parenting. Supports and encourages seniors to foster grandparent-grandchild contact by sharing their skills, experience and wisdom. Recognizes the destructive nature of parental alienation, and educates parents and professionals working with children about this topic.

South Vancouver Youth Centre (SVYC)

South Hill Resources (2004) Ltd.

4920 Fraser Street

Vancouver, B.C. V5W 2Y8

Ph: (604) 325-2004 Fax: (604) 325-2012 e-mail: info@svyc.ca

Website: www.svyc.ca

Provides youth services, family services and parent support.

Youth Services

Offers flexible support services to Vancouver youth, helping them achieve their goals, learn new skills and become more self-sufficient in the community. Services include one-to-one support, small group workshops, on-site resources (library, computers, brochures, forms) and assistance with referrals and access to community services. The **Transition to Adulthood** program assists youth ages 12-18 develop skills necessary for independent living, including budgeting and money management, pre-employment skills, employment search, communication and social skills, meal planning and shopping, self-care and access to services. Also offers emergency telephone consultation/response to youth clients.

Family Services

Provides individualized intervention to families and youth ages 13-18 in the Vancouver area that are experiencing parent-teen difficulties. Aims to improve family relationships, prevent out-of-home placements, and to reconcile families through solution-focused counseling and mediation. Service, provided on site or at home, is voluntary and there are no fees. Referral by MCFD social workers.

Parent Support Groups

Support groups for parents who want to improve relationships with their teenagers. Participants can share experiences and discuss creative solutions to ongoing conflict in the home. Special topics, offered on demand, can include single parenting, parenting teens with addictions, and culture-specific issues. There is no fee, and help with child care and transportation may be available.

YWCA Crabtree Corner

533 East Hastings Street

Vancouver, B.C. V6A 1P9

Ph: (604) 216-1650 Fax: (604) 216-1665

Provides a drop-in centre for women and their children, including boys 12 years and under. Offers single mother support groups, soup-and-bannock day, a breakfast program for daycare parents, hot lunch program, resource library, advocacy, and outreach services. Also offers information and referral concerning parenting, sexual abuse, family violence, and drug and alcohol dependency. Services for families include food bank trips and Saturday family activities. A community kitchen is offered for women. Also offers **Nobody's Perfect**, a six-to-eight-week, free parenting program for parents with children ages birth to five. The **Community Action Program for Children (CAPC)** provides a **Parent Action Group** 10 a.m. to 1 p.m. Thursdays for mothers that includes educational sessions on parenting, life skills, fitness and advocacy skills. Registration is required and child care is available for children ages six weeks to six years. Also offers the **Parent-Child Mother Goose** program. Accepts food and gifts for the **Presents of Peace** program in the holiday season. Check for drop-in hours.

SENIORS

411 Seniors Centre

411 Dunsmuir Street

Vancouver, B.C. V6B 1X4

Ph: (604) 684-8171/Fax: (604) 681-3589 e-mail: s411@411seniors.bc.ca

Website: www.411seniors.bc.ca

Multicultural resource centre providing free and low-cost social, educational, recreational and drop-in program for seniors age 55 and older. Activities include multicultural events and celebrations. **Aging with Pride** celebration during Vancouver's Pride Week, indoor games, sewing, walking club, trips and tours.

Classes offered include art, tai chi, yoga, ESL, Mandarin, and Spanish. Offers a computer lab, weekly radio programming, a bi-monthly newsletter and other publications. Thrift, gift and book stores, as well as a video library are available. A cafeteria provides low-cost nutritious meals Mon. to Fri. & Saturdays (check hours of operation). Membership is \$10/yr.

Advocacy Services

Same location as above; same ph. & fax numbers

The Seniors Advocacy Project encourages seniors with disabilities and their caregivers to participate in policy development and collaborate with other seniors' organizations on advocacy issues; funded by the Cdn. Public Health Assoc. **Women Elders in Action (WE*ACT)** is a provincial network of senior women living alone and in need of public pension reform to improve their living conditions. Funding from Status of Women Canada. Also hosts an annual Seniors' Summit where BC seniors gather to discuss social, economic, and cultural issues that impact their communities.

Health-related Services

Same location as above; same ph. & fax numbers

Health services include free blood pressure and podiatry clinics, and an annual dental screening clinic. Through the **Falls Prevention Project**, volunteers provide seniors and veterans with information on fall risks and prevention; funded by VAC. **The Multicultural Volunteer Project** is a peer outreach health information program for Chinese, Punjabi and Spanish-speaking seniors. Trained volunteers provide information about the health benefits of active living, senior-appropriate exercise, and community involvement. Offered in partnership with the VCHA **Multicultural Health Education Program** and funded by the Dept. of Cdn. Heritage.

Information & Referral Services

Same location as above; same ph. & fax numbers

Trained volunteer counselors provide information and referral regarding seniors' benefits and issues; also offered as an outreach service for homebound seniors and seniors in lower mainland care facilities. Information and referral is available 8:30 a.m. – 4 p.m. Monday to Friday. Also offers income tax clinics for low-income seniors and simple will preparation. **The Seniors Gateway Project** trains volunteers to provide legal information and referral via the internet.