



Burnaby Senior Citizens' Telephone Book

SIXTEENTH EDITION UPDATED SUMMER 2010



The Mulberry
Retirement Residence

New! Harmony Court Estate



Welcome to
Burnaby's Affordable
Premier Seniors Community

Featuring

- Newly renovated suites, with built in breakfast bar, fridge, microwave
- Spacious Garden Room entertainment centre, with plasma TV, fireplace, dance floor and outdoor garden patio area
- Country Kitchen for fun family gatherings
- Fireside and Coffee Lounge where easy and rewarding friendships start
- Games Room with flat screen TV and New Library
- Fitness Centre with Personal Trainer

For More Information & Tour
Call (604) 527-3300



Where Service Matters


AgeCare.ca
Communities of
Care and Wellness

Harmony Court
7197 Canada Way, Burnaby BC
Tel: 604.527.3300



THE OFFICE OF THE MAYOR

Dear Friend:

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

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

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

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

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

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

Yours truly,

A handwritten signature in cursive script that reads "Derek Corrigan".


Derek R. Corrigan

M A Y O R

HOW TO USE THIS BOOK

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

The Alphabetical Index is at the back of the book.

A picture of a wheelchair  beside municipal buildings shows that both the building and the bathrooms can be used by a person who is in a wheelchair.

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

CITIZEN SUPPORT SERVICES

(CITY OF BURNABY)604-294-7980
www.burnaby.ca

SEE PAGE 90

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

HOURS: Monday, Tuesday,
Wednesday, Friday..... 8:00am to 4:45pm
Thursday..... 8:00am to 8:00pm

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

ACKNOWLEDGEMENTS

Many thanks to our researcher Hazel Caley and editor Carole Kaye.

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BURNABY FEDERAL & PROVINCIAL REPRESENTATIVES

MEMBERS of the LEGISLATIVE ASSEMBLY **(Provincial) – MLAs**

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

BURNABY-NORTH: Richard T. Lee
Tel: 604-775-0778
E-Mail: richard.lee.mla@leg.bc.ca
Fax: 604-775-0833
Web site: www.richardleemla.bc.ca
1833 Willingdon Avenue,
Burnaby, BC V5C 5T1

BURNABY-DEERLAKE: Kathy Corrigan
Tel: 604-775-2414
E-mail: kathy.corrigan.mla@leg.bc.ca
Fax: 604-775-2550
150 – 5172 Kingsway
Burnaby, BC V5H 2E8

BURNABY-LOUGHEED: Harry Bloy
Tel: 604-664-0847
E-mail: harry.bloy.mla@leg.bc.ca
Fax: 604-664-0815
Web site: www.harrybloymla.bc.ca
220 – 3355 North Road
Burnaby, BC V3J 7T9

MEMBERS OF PARLIAMENT (Federal) – MPs

BURNABY-DOUGLAS: Bill Siksay
Tel: 604-291-8863
E-Mail: siksay.b@parl.gc.ca
Fax: 604-666-0727
Web site: www.billsiksay.ca
4506 Dawson St,
Burnaby, BC V5C 4C1

BURNABY - NEW WESTMINSTER: Peter Julian
Tel: 604-775-5707
E-Mail: Julian.P@parl.gc.ca
Fax: 604-775-5743
Web site: www.peterjulian.ca
7615 6th Street (Main Office),
Burnaby, BC V3N 3M6

CITY of BURNABY

MAYOR

DEREK CORRIGAN 604-294-7340 mayor.corrigan@burnaby.ca
Fax: 604-294-7724

COUNCILLORS

| | | |
|------------------|--------------|-----------------------------|
| RICHARD CHANG | 604-435-6691 | richard.chang@burnaby.ca |
| PIETRO CALENDINO | 604-299-3105 | pietro.calendino@burnaby.ca |
| SAV DHALIWAL | 604-420-8188 | sav.dhaliwal@burnaby.ca |
| DAN JOHNSTON | 604-540-6766 | dan.johnston@burnaby.ca |
| COLLEEN JORDAN | 604-299-4249 | colleen.jordan@burnaby.ca |
| NICK VOLKOW | 604-430-6747 | nick.volkow@burnaby.ca |
| ANNE KANG | 604-439-1574 | anne.kang@burnaby.ca |
| PAUL MCDONELL | 604-525-5856 | paul.mcdonell@burnaby.ca |

CITY SERVICES

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

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

- **CITY COUNCILLORS604-294-7109**

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

See VOLUNTEER SERVICES for a list of programs provided by Citizen Support Services.

COMMUNITY FOOD PROGRAMS

GROCERIES AND MEALS

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

DISTRIBUTION LOCATIONS:

1. SOUTHSIDE COMMUNITY CHURCH

7135 Walker Ave., Burnaby

**HOURS: Every Tuesday except the
last of the month**.....10:00am to 11:00am
(be there at 9:30)

2. WEST BURNABY UNITED CHURCH

6050 Sussex Ave., Burnaby

Lunch: Every TuesdayNoon to 1:00pm
foodbank@foodbank.bc.ca.

3. ST. TIMOTHY'S CHURCH

4550 Kitchener St., Burnaby

**HOURS: Every Thursday except
the last of the month**Noon to 1:00pm
www.foodbank.bc.ca

- **COMMUNITY BREAKFAST**.....604-521-2511
www.htc.shawbiz.ca

Free breakfast for those in need.

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

HOURS: Thursday
(except stat. holidays)8:00am to 9:00am

- **COMMUNITY KITCHENS.....604-764-1358**
OR 778-885-5165
Coordinator: pmdavison@hotmail.ca

St. Stephen's Anglican Church
9887 Cameron Street, Burnaby

Shiloh Sixth Avenue United Church
1111 Sixth Avenue, New Westminster

Queensborough Community Centre
920 Ewen Avenue, New Westminster

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

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

Free lunch for the community.

Queens Avenue United Church
529 Queens Avenue
New Westminster V3L 1K2

HOURS: Wednesday 11:30am to 1:00pm

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

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

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

HOURS: Community Lunch Thursday..... 11:00am
Emergency Food
Cupboard Friday 10:00am to Noon

- **ETERNITY CLUB MINISTRY.....604-437-5500**
www.audreymabley.org
www.etsnityclub.org

Free lunch for those who attended a service from 11:00am to 12:30pm.

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

Time: 11:00am

- **WEST BURNABY UNITED CHURCH.....604-434-4747**

Free Community lunch.

6050 Sussex Avenue,
Burnaby, V5H 3C2

HOURS: Tuesday Noon to 1:00pm
Food Bank HOURS: Friday (not welfare week)... 10:00am

EDUCATION AND LIBRARIES

EDUCATION

- **BURNABY SCHOOL BOARD**
CONTINUING EDUCATION604-664-8888
www.burnabyce.com

Offers many different kinds of courses. Many of the courses are half price if you are 65 years or older. You must show your Gold CareCard.

HOURS: Monday to Friday 8:30am to 4:30pm

- **COMMUNITY CENTRED COLLEGE**
FOR THE RETIRED604-517-8732
www.cccrburnaby.org
Email: cccr@telus.net

Courses in computers, art, music, languages, creative writing, geneology, forensic science, Bridge levels 1 and 2, technology courses, flower arranging, and community concerns for people 55 years or older. Classes are held from 9:00am to 3:30pm, Monday to Friday.

HOURS: Monday to Friday
(registration) 9:00am to 3:00pm

- **DOUGLAS COLLEGE**604-527-5400
www.douglas.bc.ca

For-credit courses, no charge for seniors 65 years and older, call 604-527-5486 (Student Services) or 604-527-5478 (Registration). For information on seniors' fees for general interest courses, call 604-527-5472

HOURS: Monday, Tuesday, Thursday . 9:00am to 4:00pm
Wednesday 9:30am to 4:00pm

- **SIMON FRASER UNIVERSITY**
CONTINUING STUDIES778-782-5212
www.sfu.ca/seniors
Email: seniors@sfu.ca

The SFU Seniors Program began in 1975 as part of Continuing Studies' commitment to lifelong learning. Every semester - September, January, and May - the Seniors Program offers non-credit courses at our downtown Harbour Centre building and at Central City in Surrey for anyone 55 years of age or older, regardless of educational background. Courses generally run for 8-10 weeks and meet once a week for two hours. Fees are deliberately kept as low as possible.

Seniors 60 years of age or older who are admitted to the University as undergraduate credit students may take courses, tuition free, at any campus. However, special seniors' credit courses are offered only at the downtown Harbour Centre building.

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

HOURS: Monday to Friday 8:30am to 4:30pm

- **UNIVERSITY OF BC.....604-822-2844**
www.students.ubc.ca

Full or part-time academic credit courses for seniors 65 years and older. The courses are free depending on availability.

Summer HOURS: (May to August)

Monday, Wednesday,

Thursday and Friday 8:00am to 4:00pm

Tuesday..... 9:30am to 4:00pm

Winter HOURS: (September to April)

Monday, Wednesday

Thursday and Friday..... 8:30am to 4:30pm

Tuesday..... 9:30am to 4:30pm

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

Program Assistance 3rd Age Partners in Learning 604-822-1462 Non-credit, general interest courses. Ask about reduced fees for seniors and special programs.

HOURS: Wednesday9:15 to 11:30am
(Seniors rate available)

Ageless pursuits (55+) Pt Grey

LIBRARIES

- **HOME LIBRARY SERVICE604-436-5423**
www.bpl.burnaby.bc.ca
email: bplhomes@bpl.bc.ca

See page 52 for more information.

HOURS: Monday to Friday 9:00am to 4:30pm

PUBLIC LIBRARIES (BURNABY)

- ♿ **BOB PRITTIE METROTOWN BRANCH (MAIN BRANCH)**
Reference & Information604-436-5400
Fiction.....604-436-5410
Non-Fiction604-436-5400

6100 Willingdon Avenue

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

HOURS: Monday to Friday 9:00am to 9:00pm
Saturday 9:00am to 6:00pm
Sunday 1:00pm to 5:00pm

 **CAMERON BRANCH604-421-5454**

9523 Cameron Street

HOURS: Monday to Thursday..... 10:00am to 9:00pm
Friday, Saturday 10:00am to 6:00pm
Sunday 1:00pm to 5:00pm

 **TOMMY DOUGLAS LIBRARY604-522-3971**

7311 Kingsway

HOURS: Monday to Friday 10:00am to 9:00pm
Saturday 10:00am to 6:00pm
Sunday 1:00pm to 5:00pm

 **MCGILL BRANCH.....604-299-8955**

4595 Albert Street

HOURS: Monday to Friday 10:00am to 9:00pm
Saturday 10:00am to 6:00pm
Sunday 1:00pm to 5:00pm

FINANCIAL HELP

HELP FOR THE DISABLED

- **COALITION OF PEOPLE WITH DISABILITIES**.....604-875-0188
Advocacy Line: 604-872-1278
www.bccpd.bc.ca

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

HOURS: Monday to Friday 8:30am to 4:30pm

FEDERAL HELP WITH MONEY

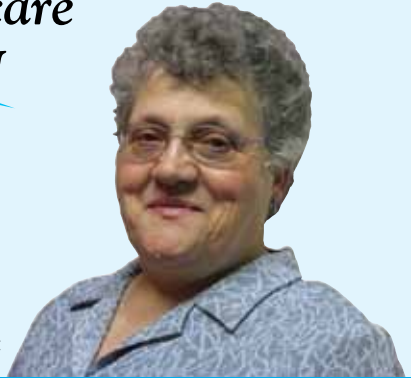
- **CANADA PENSION PLAN (C.P.P.) INFORMATION**..... 1-800-277-9914
www.sdc.dsc.gc.ca
www.servicecanada.gc.ca

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

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

HOURS: Monday, Tuesday,
Wednesday, Friday..... 8:30am to 4:30pm
Thursday..... 9.30am to 4:30pm

Taking the time to care and truly help YOU plan for the future



Anita M. Bordon, EPC, CLU
Independent Wealth Consultant



As a lifestyle planner working in your community since 1987 let me help with your future goals. Together we can develop a personalized strategy that works for you and your family to lift money worries and make your future brighter.

SPECIALIZING IN:

- retirement lifestyle planning
- estate & eldercare planning
- personal financial coaching

Guidance through lifestyle issues, transitions associated with the 50+ community

“I can meet with you in your home and bring with me the trust and integrity to help with your lifestyle planning”

**Helping our clients realign their
financial expenditures with their core values and priorities**

604-522-3570 | bordonanita@telus.net

- GUARANTEED INCOME SUPPLEMENT (G.I.S.)**
INFORMATION..... 1-800-277-9914
www.hrdc-drhc.gc.ca
www.servicecanada.gc.ca

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

HOURS: Monday to Friday 8:30am to 4:30pm

- INFORMATION ON THE GOVERNMENT**
OF CANADA SERVICES..... 1-800-622-6232
www.servicecanada.gc.ca

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

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

If you are hearing impaired, call 1-800-926-9105 TTY.

HOURS: Monday to Friday 8:00am to 8:00pm
local calling time

- OLD AGE SECURITY (O.A.S.)**
INFORMATION..... 1-800-277-9914
www.hrdc-drhc.gc.ca
www.servicecanada.gc.ca

You can apply if you are a Canadian or a legal resident, and are 65 years or older. It doesn't matter if you have other

income or funds, but you must have lived in Canada for at least 10 years. You should apply 6 months before your 65th birthday. If you need help, call the above number.

HOURS: Monday to Thursday 8:30am to 4:30pm

- **O.A.S. SPOUSE'S ALLOWANCE 1-800-277-9914**
www.servicecanada.gc.ca

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

HOURS: Monday to Friday 8:30am to 4:30pm

- **SENIOR'S SUPPLEMENT 1-866-866-0800**
(PRESS 4, THEN 1)
www.mhr.gov.bc.ca/programs/other.htm#ss

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

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

The Senior's Supplement is also paid automatically to persons 60-64 years of age who are eligible, in receipt of

federal Allowances, and married to an Old Age Security pensioner. Senior's Supplement rates are based upon income reported to Canada Revenue Agency or declared on the federal Guaranteed Income Supplement application if a senior is required to complete one.

HOURS: Monday to Friday 8:30am to 4:15pm

■ **WIDOWED SPOUSE'S**

ALLOWANCE 1-800-277-9914
www.servicecanada.gc.ca

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

HOURS: Monday to Friday 8:30am to 4:30pm

PROVINCIAL HELP WITH MONEY

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

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

Phone: Monday to Friday 7:30am to 5:00pm

■ **MINISTRY OF EMPLOYMENT**

AND INCOME ASSISTANCE 1-866-866-0800
Email: OFF313@gov.bc.cawww.gov.bc.ca/eia

Burnaby Metro Pointe Office604-664-0135
Bus Pass Information 1-800-866-0800
(Press 4 for first menu -- Press 3 for second menu)
www.mhr.gov.bc.ca/programs/other.htm#bp

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

HOURS: Monday to Friday 8:30am to 4:30pm

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

SAFER is a non-taxable rent subsidy program for people who are 60 years or older and are currently paying more than 30% of their income towards rent. To be eligible, seniors 65 years or older must be renting, be entitled to receive Old Age Security, and have lived in BC for one year prior to applying. The applicant or spouse must have resided in Canada for one year.

Seniors aged 60 to 64 must meet all the above requirements and be a Canadian citizen or landed immigrant.

HOURS: Monday to Friday 8:30am to 4:30pm

VETERANS

- **VETERANS AFFAIRS CANADA.....TOLL FREE 1-866-522-2122**
www.vac-acc.gc.ca

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

HOURS: Monday to Friday 8:30am to 4:30pm

FUNERALS

FUNERAL INFORMATION

- **BC VITAL STATISTICS AGENCY..... 1-888-876-1633**
www.vs.gov.bc.ca

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

- **FUNERAL SERVICE ASSOCIATION OF BC..... 1-800-665-3899**
www.bcfunerals.com

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

HOURS: Monday to Friday 8:30am to 4:30pm

- **LAST POST FUND, BC BRANCH604-572-3242**
www.lastpostfund.ca

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

HOURS: Monday to Friday 8:00am to 4:00pm

GRIEF COUNSELLING

- **COMPASSIONATE FRIENDS OF BRITISH COLUMBIA (THE) MONIQUE 604-291-1732**

Please leave a message.

A support group for parents who have lost a child or

grandchild. Offers support and understanding. Meets the 3rd Thursday of each month at 7:30pm, Como Lake United Church, 535 Marmont Street, Coquitlam.

- **BURNABY HOSPICE SOCIETY604-520-5087**

- **BC BEREAVEMENT HELPLINE:604-738-9950**
TOLL FREE: 1-877-779-2223

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

HEALTH SERVICES

ABUSE

- **ADULT INFORMATION ABUSE NETWORK
(BURNABY/NEW WESTMINSTER CRN)
Public Guardian and Trustee of BC604-775-1001**
Email: bbynwcrn@yahoo.ca

This Community Response Network is a community group of individuals and agencies who work together to provide public education about the prevention of abuse, neglect and self-neglect of adults. For immediate questions or concerns about a specific adult who is being abused or neglected, contact the following designated agencies:

- **Burnaby Home Health.....604-918-7447**
- **Burnaby Mental Health604-453-1900**
- **Community Living BC604-660-8124**
- **BC Centre for Elder Advocacy
and Support604-437-1940**
Toll free: 1-866-437-1940 (BC only)

Helpline: 10:00am – 3:00pm

www.bcceas.ca

Email: ceas@telus.net

Provides information, training, community development and materials on abuse and neglect of seniors. Our Information and Referral Line offers legal information, referral and legal advocacy to seniors, and information about community agencies, organizations and victims services.

HOURS: Monday to Thursday..... 9:00am to 4:00pm
604-688-1927

ALCOHOL, DRUGS AND TOBACCO PROGRAMS

- **A.A. (ALCOHOLICS ANONYMOUS)604-434-3933**
www.vancouveraa.ca

People who have a drinking problem help each other.

HOURS: Daily 24 hour telephone service

Office Open:

Monday to Friday 8:00am to 6:30pm
Saturdays..... 9:30am to 5:00pm
Sundays 9:30am to 1:30pm

- **AL-ANON (AFTER HOURS**
RECORDED MESSAGE).....604-688-1716
FAX:604-688-1716
www.bcyukon-al-anon.org

Relatives and friends of alcoholics meet in groups for support.

HOURS: Monday & Friday 10:00am to 3:30pm

■ **ALCOHOL & DRUG INFORMATION AND REFERRAL SERVICE.....604-660-9382**

Information about alcohol and drug treatment services. Trained staff will help you find the treatment you need.

HOURS: **Daily 24 hours**

■ **BURNABY ADDICTION SERVICES604-453-1910**
www.fraserhealth.ca

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

HOURS: Monday to Friday 8:30am to 4:30pm
Senior's group 55 and over
Friday 1:15pm to 2:45pm
(except holidays)

CLINICS AND REHABILITATION

■ **BURNABY PARTNERS IN SENIORS' WELLNESS**

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

 **HEALTH ALERT:**

BONSOR COMPLEX 604-439-1456

Foot care (paid service). Blood Pressure monitoring.

HOURS: Mondays 9:00am to 4:00pm

Presentation at Noon.



HEALTH FOCUS:

CAMERON RECREATION CENTRE604-415-3555

Third Thursday of each month.

HOURS:10:00am to Noon

Presentations from 10:30am to 11:30am

Blood Pressure Clinic

HOURS: 11:30am to 12:45pm

Second Wednesday of each month.



SAIL (SENIORS ACTIVE IN LIVING):

CONFEDERATION COMMUNITY CENTRE .604-294-1936

FAX:604-299-3161

4585 Albert St., Burnaby V5C 2G6

HOURS: Tuesdays9:30am to 11:30am

Presentation at 11:00am



EDMONDS COMMUNITY CENTRE:

HEALTH WATCH (LEAVE MESSAGE) 604-524-4261

HOURS:10:00am to 11:45am

Health and senior related presentations every Thursday at 11:00am. Foot clinic once a month (paid service). By appointment only.

■ HEALTHY HEART PROGRAM.....604-412-6440

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

HOURS: Monday to Friday 9:00am to 1:30pm

- **KINSMEN FOUNDATION OF BC
(ANSWERING SERVICE)604-233-1993**

Will assist people with disabilities.

- **WESTERN INSTITUTE FOR THE
DEAF AND HARD OF HEARING604-736-7391
www.widhh.ca**

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

**HOURS: Monday to Friday 8:30am to 5:00pm
Saturday 9:00am to 4:00pm
Monday, Wednesday, Friday . 9:00am to 4:00pm**

(Drop-in for hearing aid problems) closed between Noon and 1:00pm.

- **Y.M.C.A. HEALTHY HEART PROGRAM
(CARDIAC PREVENTION AND
REHABILITATION)604-521-5801
www.vanymca.org**

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

**HOURS: Monday, Wednesday, Friday . 4:45pm to 6:15pm
(Burnaby)**

DENTAL CARE

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

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

HOURS: Monday to Friday 8:00am to 4:00pm

- **REACH DENTAL CLINIC**604-254-1331
(10% DISCOUNT)

HOURS: Monday, Thursday, Friday 8:00am to 5:30pm

Tuesday..... 5:30pm to 8:00pm

Saturday 9:00am to 4:30pm

- **U.B.C. DENTAL CLINIC**.....604-822-2112

You can get dental work done at a discount.

HOURS: Monday to Friday 8:15am to 4:30pm

Closed June to August

- **VANCOUVER COMMUNITY COLLEGE
DENTAL HYGIENE CLINIC
(RECORDED MESSAGE)**604-443-8499

You can have your teeth cleaned at a reduced rate.

HOURS: Monday - Friday9:00am to Noon

and 1:00am to 4:00pm

Some evenings

- **VANCOUVER COMMUNITY COLLEGE**
DENTURE CLINIC.....604-443-8500

This clinic makes full and partial dentures at a reduced rate.

HOURS: Monday - Thursday.....Noon to 4:00pm
All year

- FRASER HEALTH.....604-918-7447**

HOURS: Monday to Friday 8:00am to 4:30pm

HOME HEALTH CARE

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

- **HOME CARE NURSES**

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

- **PHYSIOTHERAPY/OCCUPATIONAL THERAPY**

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

- **LONG TERM CARE**

The nurses and social workers in this program work with people who have long term health problems that affect their ability to continue to live at home. They give help and advice, and can arrange for home support workers, Meals on

Wheels, adult day programs, and other services. If you can no longer live at home, they will help you find alternative living arrangements.

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

HEALTH PROTECTION

■ **ENVIRONMENTAL HEALTH SERVICES604-918-7683**

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

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

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

■ **IMMUNIZATION CLINICS604-918-7605**

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

HEALTH INFORMATION

- **BC HEALTH INFORMATION LINE 1-800-465-4911**

HOURS: Monday – Friday 8:30am – 4:30pm

- **BC MINISTRY OF HEALTH GENERAL INFORMATION**
(ENQUIRY BC).....604-660-2421
PHARMACARE604-682-6849
TTY604-775-0303
www.hlth.gov.bc.ca

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

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

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

HOURS: Monday to Friday 7:30am to 5:00pm

- **BC NURSELINE**

www.bchealthguide.org

Greater Vancouver604-215-4700
Toll-free within BC..... 1-866-215-4700
Deaf and hearing impaired
toll-free throughout BC.....711

Provides 24-hour, confidential health information and advice. Call to speak to a registered nurse at any time of day or night or a pharmacist from 5pm to 9am everyday.

Specially trained nurses answer questions about health topics and procedures, identify symptoms, and help you decide when to see a health professional.

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

- **COLLEGE OF PHYSICIANS AND SURGEONS OF BC**.....604-733-7758
www.cpsbc.ca

Call to get the names of Burnaby family doctors who are taking new patients.

HOURS: Monday to Friday 8:30 am to 4:30 pm

- **HEALTH LINK BC SERVICES**.....604-732-9191
TOLL FREE WITHIN BC 1-811-667-3438
www.dialadietitian.org

You can speak with a professional dietitian, and get information on food and nutrition. Translations are available in 130 languages. This service is free.

HOURS: Monday to Friday 9:00am to 5:00pm

- **MEDICAL SERVICES PLAN (MSP) OF BRITISH COLUMBIA**604-683-7151
(Recorded Message-Long Distance..... 1-250-386-7171
Care Card..... 604-296-4677
www.hlth.gov.bc.ca (**Health Insurance BC**)
OR www.healthservices.gov.bc.ca (**Ministry of Health**)

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

You qualify for the BC Medical Services Plan if your home is in BC and you spend at least six months of each year in the

province. New arrivals to BC must wait three months before applying. There is a monthly fee for MSP; lower rates are available to BC residents with a low income.

HOURS: Monday to Friday 8:30am to 4:30pm

■ **GOLD CARECARD**

If you are 65 years of age or older and are registered with MSP, you will receive a Gold CareCard. Gold CareCards are sent one month before the date a person turns 65. Many stores, theatres, and restaurants, as well as Translink, will accept the Gold CareCard as proof that you are 65 or over, and eligible for their discounts for seniors. It is best to carry your CareCard with you at all times.

■ **MINISTRY OF HEALTH AND SENIORS**

INFORMATION (LONG DISTANCE): 1-250-952-1238

DIRECT: 1-800-465-4911

www.gov.bc.ca/healthservices

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

Monday to Friday 8:30am to 4:30pm

The following book is available free of charge “BC Health Guide; Healthy Eating for Seniors.” If you want a copy, call 1-800-465-4911 or write to:

Ministry of Health and Seniors Information
5-3, 1515 Blanshard Street, Victoria, BC V8W 3C8

■ **SCREENING MAMMOGRAPHY PROGRAM OF BC (BREAST SCREENING)**

INFO LINE604-436-0691

www.smpbc.ca

Women 40-79 years old should be tested for breast cancer at least every two years. An appointment is required. A

referral from your doctor is not necessary, but you must have a family doctor. The staff will give the test results to your doctor, and to you.

HOURS: Monday to Friday

(Booking) 8:00am to 5:30pm

Monday to Friday

(Burnaby appointments)..... 8:30am to 5:00pm

HEALTH ORGANIZATIONS

■ **ALLERGY/ASTHMA**

INFORMATION ASSOCIATION 1-877-500-2242

www.aaia.ca

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

■ **A.L.S. SOCIETY**

(LOU GEHRIG'S DISEASE).....604-685-0737

www.alsbc.ca

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

HOURS: Monday to Friday 8:30am to 4:30pm

■ **ALZHEIMER SOCIETY OF BC604-681-6530**

www.alzheimerbc.org

Help and information for family and friends of people with Alzheimer's disease and related dementia. Groups meet at least once a month.

Dementia Helpline:..... 1-800-936-6033

or604-681-8651

- **ARTHRITIS ANSWERS LINE**604-875-5051
www.arthritis.ca/bc

For every question there is an answer. We're your source of help and hope. The Answers Line will give you information, emotional support, and links to other agencies that can help you cope with your arthritis.

General Inquiries: info@bc.arthritis.ca

HOURS: Monday to Friday 10:00am to 4:00pm

- **ARTHRITIS CENTRE**
APPOINTMENTS ONLY:604-875-4040
VANCOUVER REGIONAL CENTRE604-714-5550
www.arthritis.ca/bc

The Society's regional centres have learning materials and up-to-date information on events and programs in a variety of communities within the region. Your closest regional centre is in Vancouver at 895 West 10th Avenue, Main Floor.

HOURS: Monday, Wednesday, Friday . 8:00am to 4:00pm
Tuesday & Thursday 8:00am to 7:30pm

- **BC EPILEPSY SOCIETY**604-875-6704
www.bcepilepsy.com
Email: info@bcepilepsy.com

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

HOURS: Monday to Friday 8:30am to 4:30pm

- **BC LUNG ASSOCIATION**604-731-5864
www.bc.lung.ca

Email: info@bc.lung.ca

Information and help for people with asthma, emphysema, chronic bronchitis, and other lung problems. “Puffers Club” is a club for people with breathing problems. They meet once a month.

HOURS: Monday to Friday 8:30am to 4:30pm

- **BURNABY FALL PREVENTION SOCIETY604-523-0889**
(Geri Hurst, coordinator)
Email: gerry.ronhurst@shaw.ca

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

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

- **BURNABY HOSPICE SOCIETY604-520-5087**
www.burnabyhospice.org
Email: info.bhospice@telus.net

HOURS: Monday – Friday 9:00am to 5:00pm

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

■ **CANADIAN DIABETES ASSOCIATION**
RESOURCE CENTRE604-732-1331

Information Line 1-800-BANTING (226-8464)
Chinese Information Line:604-732-8187
Clothing and furniture recycling604-552-2505
www.diabetes.ca

Provides information and support for people with diabetes.

HOURS: Monday to Friday 8:30am to 4:30pm

■ **CANADIAN HARD OF HEARING ASSOCIATION**
BC CHAPTER (C.H.H.A.) 1-866-888-2442
www.chha-bc.org

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

HOURS: Tuesday to Thursday 10:00am to 2:00pm

■ **CANADIAN NATIONAL INSTITUTE**
FOR THE BLIND (CNIB) DIRECT LINE
FOR CUSTOMER SERVICE CENTRE:604-431-2121
24 Hour Recorded Information Line:604-431-2111
www.cnib.ca

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

HOURS: Monday to Friday 8:30am to 4:30pm

- **CEREBRAL PALSY ASSOCIATION OF BC**.....604-408-9484
Clothing Recycling Program604-408-9497
www.bccerebralpalsy.com
Email: info@bccerebralpalsy.com

Information and help for people with Cerebral Palsy.

HOURS: Monday to Thursday..... 9:00am to 5:00pm

- **HEART AND STROKE FOUNDATION OF BC AND YUKON**604-736-4404
www.heartandstroke.bc.ca

Free information, films, talks on heart health and strokes.
 Free pamphlets on heart and stroke risk factors.

HOURS: Monday to Friday 8:30am to 5:00pm

- **KIDNEY FOUNDATION OF CANADA BC BRANCH**604-736-9775
www.kidney.bc.ca
Email: info@kidney.bc.ca

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

HOURS: Monday to Friday 8:30am to 4:30pm

- **MYALGIC ENCEPHALOMYELITIS (CHRONIC FATIGUE SYNDROME) AND FIBROMYALGIA (MEFM) SOCIETY OF BC**
TOLL FREE:..... 1-888-353-6322
www.mefm.bc.ca

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

- **MULTIPLE SCLEROSIS SOCIETY OF CANADA
(BC AND YUKON DIVISION)604-689-3144**
www.mssociety.ca
Email: info.bc@mssociety.ca

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

HOURS: Monday to Friday 8:30am to 4:30pm

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

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

HOURS: Daily 8:00am to 4:00pm

- **OSTEOPOROSIS CANADA
BC DIVISION604-463-6842**
www.osteoporosis.ca
Email: bcdivision@osteoporosis.ca

Information and support for people who have or think they may have osteoporosis or are at risk. They have videos and books for sale, as well as a small lending library for

members. Call for information about support groups. Hours of operation vary.

HOURS:**Call for office hours**

■ **PACEMAKER & ARRHYTHMIA**

SELF-HELP GROUP**604-986-4035**

St. Paul's Hospital

Healthy Heart Helper's Assn.**604-806-8591**

This group meets for education and support at St. Paul's Hospital. The meetings are held on the third Tuesday of every month. Call for more information.

■ **PARKINSON SOCIETY**

BRITISH COLUMBIA**604-662-3240**

Toll Free..... **1-800-668-3330**

www.parkinson.bc.ca

Email: info@parkinson.bc.ca

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

HOURS: Monday to Friday **8:30am to 4:30pm**

A Parkinson's support group meets on the second Monday of each month (1pm-3pm) at Confederation Centre. They have presentations and a recreation program. There is no charge for joining this group. There is a network of 42 support groups throughout the province.

■ **STROKE RECOVERY ASSOCIATION**

OF BC**604-688-3603**

Toll Free..... **1-888-513-3377**

www.strokerecoverybc.ca

This group gives information to assist recovery and sets up stroke recovery branches. An information kit and quarterly newsletter is available.

HOURS: Monday to Friday 9:00am to 4:00pm

■ **STROKE CLUBS**

1. NORTH BURNABY

STROKE RECOVERY CLUB.....604-461-1860

Meetings are held at Confederation House on the 2nd and 4th Wednesdays of the month. Outings are on one of the other Wednesdays.

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

HOURS: 2nd and 4th Wednesdays.... 10:00am to 1:15pm

2. SOUTH BURNABY

STROKE RECOVERY CLUB.....604-688-3603

Meetings are held at Edmonds House on the 2nd and 4th Fridays of the month. Outings are on one of the other Fridays.

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

HOURS: 2nd and 4th Fridays 10:00am to 1:00pm

■ **UNITED OSTOMY ASSOCIATION INFORMATION**

SERVICES (Debra Rooney).....604-683-6774

www.vcn.bc.ca/ostomyvr

Provides information and assistance.

HOSPITALS AND AMBULANCE SERVICE

■ **BC AMBULANCE SERVICE911**

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

■ **BURNABY HOSPITAL.....604-434-4211**
www.fraserhealth.ca

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

■ **ROYAL COLUMBIAN HOSPITAL604-520-4253**
www.fraserhealth.ca

■ **PATIENT INFORMATION**

BC Cancer Agency.....604-877-6000
Burnaby Hospital.....604-412-6380
Eagle Ridge Hospital604-461-2022
Royal Columbian Hospital.....604-520-4219
St. Paul's Hospital604-806-8011
Surrey Memorial Hospital.....604-588-3349
Vancouver General Hospital.....604-875-4111

MEDICAL ALERT SYSTEMS

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

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

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

HOURS: Monday to Friday 6:00am to 2:00pm

- **FRASER NORTH LIFELINE
OF FRASER HEALTH.....604-517-8617
www.lifeline.ca**

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

HOURS: Monday to Friday 8:00am to 4:00pm

MEDICAL EQUIPMENT AND SUPPLIES

- **BCITS/TECHNOLOGY FOR INDEPENDENT LIVING
Technology for Independent Living604-326-0175
www.bcits.org**

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

HOURS: Monday to Friday 8:30am to 4:30pm

■ **THE CANADIAN RED CROSS SOCIETY
EQUIPMENT LOAN SERVICE.....604-522-7092**

Equipment (canes, crutches, raised toilet seats, bath boards, bedpans, wheelchairs, walkers, etc.) is available for up to 3 months. A referral from your doctor may be required for mobility equipment. Call to make sure they have what you need. Delivery service is no longer available.

**HOURS: Monday to Saturday 9:30am to 12:30pm
(except Saturday of holiday weekend)
Closed on Sundays & Statutory Holidays**

■ **SOUTH VANCOUVER SENIOR'S NETWORK
AND EQUIPMENT REGISTRY.....604-324-3670**

This is a used equipment registry and referral service that links buyers and sellers. It is run by volunteer seniors.

HOURS: Tuesday to Friday..... 10:30am to 2:00pm

MENTAL HEALTH

■ **BURNABY ACTIVITY CENTRE604-526-9606
www.vancouver-burnaby.cmha.bc.ca**

Suite 109 - 7355 Canada Way, Burnaby

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

There is a seasonal calendar of activities available.

**HOURS: Closed Mondays
Tuesday to Thursday 10:00am to 4:00pm
Friday 5:00pm to 9:00pm**

- BURNABY MENTAL WEALTH SOCIETY .. 1-800-465-4911**
OR LOCAL.....604-683-7151
www.bmws.bc.ca
Email: petercheng@bmws.bc.ca

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

HOURS: Monday to Friday 9:30am to 9:30pm
Saturday 1:30pm to 9:30pm
Sunday 1:30pm to 5:30pm

- FAMILY SERVICES OF**
GREATER VANCOUVER.....604-525-9144
Email: receptionnw@fsgv.ca

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

HOURS: Monday to Friday 8:30am to 4:30pm

PHARMACARE..... 604-683-7151
OR 1-800-663-7100

HEALTH INFO LINE:..... 1-800-465-4911

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

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

HOURS:24 hours a day, 7 days a week

SERVICES FOR CANCER PATIENTS

- **BRITISH COLUMBIA CANCER AGENCY
(VANCOUVER CANCER CENTRE)604-877-6000
(LOCAL 2194)
www.bccancer.bc.ca**

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

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

HOURS: Monday to Friday 8:30am to 4:30pm

- **CANADIAN CANCER SOCIETY
CANCER INFORMATION SERVICE..... 1-888-939-3333
www.cancer.ca
Email: info@cis.cancer.ca**

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

Information available:

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

HOURS: Monday to Friday 9:00am to 6:00pm

- **FREE MASON’S VOLUNTEER DRIVER PROGRAM
IN PARTNERSHIP WITH CANADIAN
CANCER SOCIETY604-872-2034**

Cancer patients can arrange for free rides to their cancer treatments. Arrangements must be made 24 hours in advance.

HOURS: Monday to Friday 7:00am to 5:00pm

SUPPORT SERVICES

- **BURNABY SENIORS OUTREACH
SERVICES SOCIETY604-291-2258**

106-2101 Holdom Ave, Burnaby

www.bsoss.org

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

Burnaby Family Caregivers Project offers free short information presentations, a six week education series, a support group meeting alternative Saturdays from 10am to Noon, employee lunch ‘n learn talks, and an annual information fair. Call 604-291-2258 or visit www.bsoss.org for more details.

**HOURS: Monday and Wednesday 9:00am to 3:00pm
Friday 9:00am to 1:00pm**

- **COMMUNITY SENIORS OUTREACH
PROGRAM604-431-0400
www.sbnh.ca**

This outreach service provided by South Burnaby

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

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

Provided by the City of Burnaby, Citizen Support Services.

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

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

Provided by the City of Burnaby, Citizen Support Services.

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

HOME SERVICES

GROCERIES

■ **DAIRYLAND HOME SERVICE**

TOLL FREE..... 1-800-667-1228

FAX:604-444-7243

www.morethanmilk.ca

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

Provided by City of Burnaby, Citizen Support Services.

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



HOME Delivered Meals

3 course
dinner for

\$6.00*

*minimum order applies

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



BETTER MEALS

Serving Our Communities Since 1993

HOME SUPPORT WORKERS

■ HOME SUPPORT AGENCIES (PRIVATE)

You can find private nursing and home help services in
“The Yellow Pages” telephone book.

see **FRASER HEALTH LONG TERM CARE PROGRAM**
page 31

GARDENING

■ **NEIGHBOURS HELPING NEIGHBOURS** **(East Vancouver/Burnaby/New Westminster)**

Director: Jen Kazda 604-435-9544 ext. 29
Program Leader: Jackie Zhuang cell:604-764-6601
email: nhn@larchevancouver.org
Webpage: www.larchevancouver.org

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

■ **SENIORS' LINKS604-324-6212** **(Carmen)Carmen@southvan.org**

Connecting students with seniors to help with gardening, light housework, shopping and more!

Cost: \$10 per hour (paid directly to the student)

Please note: there is a 2 hour minimum

Seniors' Links is a joint project of South Vancouver Neighbourhood House and Langara College, with financial assistance provided by Vancouver Coastal Health

Burnaby Seniors are able to use this service!

HOURS: Tuesday, Thursday & Friday.. 9:30am to 4:00pm

LIBRARY SERVICES:

- **HOME LIBRARY SERVICE**604-436-5423
www.bpl.burnaby.bc.ca
email: bplhomes@bpl.bc.ca

This is a free service.

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

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

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

HOURS: Monday to Friday 9:00am to 4:30pm

MEALS

- **BURNABY MEALS ON WHEELS**..... 604-299-5778 EXT. 23
www.mealsonwheels-burnaby.com

Volunteers deliver meals to the homes of Burnaby residents who are unable to or have difficulty cooking due to age, illness, or disability. Nutritious hot meals, frozen meals and

bagged lunches are served on a rotating meal schedule. Food preferences and diet choices can be accommodated within reason. No doctor referral needed. Short term service available. Some meal cost subsidies available. Please phone to find out about meal costs and delivery days.

HOURS: Monday to Friday 9:00am to 3:30pm

REPAIRS

- **SENIOR CITIZENS' REPAIR SERVICES604-529-1100**

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

Tradesmen: \$30.00 per hour

Travel time:

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

HOURS: Monday to Friday9:00am to Noon

HOUSING AND ACCOMMODATION

HOME ADJUSTMENTS

- **REHABILITATION ASSISTANCE PROGRAM (R.R.A.P.).....604-298-6322**
leave msg.

Helps seniors with low income to pay for changes in their homes. (for example, ramps, handrails, easy-to-reach work

and storage areas, press-down door handles, grab bars and seats for the bath or shower.) Also covers assistance for roofing, heating, plumbing and wiring.

HOURS: Monday to Friday 8:30am to 4:30pm

HOUSING INFORMATION

- **AFFORDABLE HOUSING SOCIETY**
CHAFFEY LANE.....604-521-0818
RIDGELAWN GARDENS604-521-0818
TO APPLY FOR HOUSING REGISTRY 604 433-2218
www.affordablehsg.com

- **BC HOUSING MANAGEMENT COMMISSION**
HOUSING APPLICATION/RENTAL ASSISTANCE
PROGRAM/ SAFER INQUIRY LINE.....604-433-2218
FAX:604-439-4722
TOLL FREE..... 1-800-257-7756
www.bchousing.org

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

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

- **BC NON-PROFIT HOUSING ASSOCIATION**.....604-291-2600
TOLL FREE..... 1-800-494-8859
www.bcnpha.bc.ca

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

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

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

HOURS: Monday to Thursday 9:00am to 4:00pm

- **NON-PROFIT SENIORS' HOUSING**

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

In Burnaby non-profit societies look after these buildings:

NORTH BURNABY:

- Salishan (seniors only - not for disabled).....604-421-1466
- Seton Villa604-291-0607
 Fax: 604-291-1871
www.setonvilla.com
- Swedish Canadian Manor604-420-3222
 Fax: 604-420-3234

SOUTH BURNABY:

- Catherine Anne Court 604-431-9252
www.reddoorhousing.org
- Concordia Court..... 604-436-1225
- Dania Home (care facility) 604-299-2414
Fax: 604-299-7775
- Dania Lodge/Carl Mortensen Manor
(independent living)..... 604-299-2250
- Dania Manor (assisted living) 604-299-1370
- Fairhaven..... 604-435-0525
- Finnish Manor 604-434-2666
Fax: 604-439-7448
www.finncarebc.ca
- Kingsway Court
(seniors only - not for disabled)..... 604-434-3724
- New Chelsea Society 604-874-6255
www.newchelsea.ca
- Nikkei Seniors' Health Care
and Housing Society 604-777-5000
Fax: 604-777-5050
- New Vista 604-525-3288
- **SENIORS SERVICES SOCIETY 604-520-6621**
FAX: 604-520-1798
www.seniorshousing.bc.ca

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

HOURS: Monday to Friday 8:30am to 4:30pm

TENANT/LANDLORD

- **RESIDENTIAL TENANCY BRANCH
(RECORDED MESSAGE).....604-660-1020**
www.rto.gov.bc.ca

#400 – 5021 Kingsway Burnaby

A Provincial Government service that helps with problems between tenants and landlords.

HOURS: Monday to Friday 8:30am to 4:30pm

LEGAL SERVICES AND INFORMATION

GRANDPARENTS' RIGHTS

- **CANADIAN GRANDPARENTS'
RIGHTS ASSOCIATION**

National Branch and B.C. Branch: Nancy Wooldridge,
President

#260 - 3631 No 3 Road
Richmond, B.C.
V6X 2B9

Phone No. (604) 273-4726
FAX (604) 273-1823
Emergency No. (604) 882-0227 Nancy - Langley, B.C

The purpose of the Association is to promote, support and assist grandparents and their families in maintaining or re-establishing family ties and family stability where the family has been disrupted; especially those ties between grandparents and grandchildren.

The Association's main function is to serve as a point of contact for people who require assistance in gaining access to grandchildren in cases of family separation. They primarily guide people in the initial process to be allowed to attain legal access.

HELP WITH LEGAL DOCUMENTS

- **SENIORS SERVICES SOCIETY604-524-0516**

Helps seniors fill out legal documents and forms.

HOURS: Monday to Friday 8:30am to 4:30pm

LEGAL ADVICE

- **DIAL-A-LAW.....604-687-4680**

TOLL FREE:..... 1-800-565-5297 (BC ONLY)

www.dialalaw.org

HOURS: 24 hours a day - 365 days a year

You can hear recorded information on many important legal subjects. If you have a touch tone phone, you can use this service 24 hours a day all week. If you do not have a touch tone phone, you can use a regular phone at the following times:

HOURS: Monday to Friday 8:30am to 4:30pm

- **LAWYER REFERRAL SERVICE OF
THE CANADIAN BAR ASSOCIATION.....604-687-3221**

TOLL FREE:..... 1-800-663-1919 (BC ONLY)

www.cba.org.bc

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

HOURS: Monday to Friday 8:30am to 4:30pm

■ **PEOPLE'S LAW SCHOOL**

PUBLICATIONS FOR SENIORS 604-331-5400
www.publiclegaled.bc.ca

You can get the following books free of charge by calling the above telephone number.

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

HOURS: Monday to Friday 9:00am to 5:00pm

■ **UNIVERSITY OF BC LAW STUDENTS**

LEGAL ADVICE PROGRAM 604-822-5791
www.lslap.bc.ca

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

Switchboard Hours

Monday to Friday 9:00am to 4:00pm

Telephone Enquiries 604-822-5791
Appointment Booking 604-822-5791
Manual Orders 604-822-5723
Fax 604-822-1661

■ **PRO BONO SOCIETY OF BC**

(AT SOUTH BURNABY NEIGHBOURHOOD HOUSE)
CLIENT LINE: 604-878-7400

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

HOURS: Monday to Friday 9:00am to 5:00pm
By appointment only.

Your Life Your Will

You can have peace of mind knowing that your wishes will be respected and honoured.

Stephen Miller

Lawyer - Wills and Estates



Need an Estate Plan?

FULL SERVICE LAW FIRM

SET YOUR MIND *at ease...* Call Us.

www.gbclaw.ca

604-437-0461

#202-5501 Kingsway, Burnaby

PUBLIC TRUSTEE

■ PUBLIC GUARDIAN AND

TRUSTEE OF BC604-660-4444

FAX:604-660-0374

www.trustee.bc.ca

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

The Public Guardian and Trustee of BC:

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

HOURS: Monday to Friday 8:30am to 4:30pm

WILLS

■ ABOUT WILLS

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

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

- **NIDUS (PERSONAL PLANNING FOR LIVING WILLS).....604-408-7414**
www.nidus.ca

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

HOURS: Monday to Friday 8:30am to 4:30pm

RECREATION

ARTS ORGANIZATIONS

- **BURNABY ARTS COUNCIL (ARTS INFORMATION) RECORDED MESSAGE.....604-298-7322**

HOURS: Monday to Friday 10:00am to 4:00pm

Gallery open most Saturdays & Sundays Noon - 4:00pm
(Artists in attendance, phone to confirm.)

- **BURNABY ART GALLERY.....604-297-4422**
www.burnabyartgallery.ca
Email: gallery@burnaby.ca

6344 Deer Lake Avenue, Burnaby

Artwork Rental and Sales.....604-205-7306

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

exhibitions in schools, recreation facilities, and community centres.

HOURS: MondayClosed
Tuesday to Friday* 10:00am - 4:30pm
Saturday & Sunday Noon - 5:00pm

*Open Thursday evenings, June-August until 8:00pm

■ **CITY OF BURNABY RECREATION
CREDIT PROGRAM**

www.burnaby.ca

search words: recreation credit

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

■ **SHADBOLT CENTRE
FOR THE ARTS604-291-6864**

6450 Deer Lake Avenue, Burnaby

HOURS: (Spring, Fall & Winter)

Monday to Thursday..... 9:00am to 7:00pm
Friday 9:00am to 6:00pm
Saturday 9:00am to 3:00pm
Sunday 10:30am to 2:30pm

Hours vary during the summer. Please call for information.

COMMUNITY CENTRES

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

 **BONSOR RECREATION COMPLEX** 604-439-5510

6550 Bonsor Avenue, Burnaby

HOURS: Monday to Friday 8:30am to 4:30pm

 **CAMERON RECREATION COMPLEX**604-421-5225

9523 Cameron Street, Burnaby

HOURS: Monday to Saturday 8:30am to 4:30pm

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

4585 Albert Street, Burnaby

HOURS: Monday to Friday 9:00am to 9:00pm

Saturday 10:00am to 4:00pm

Sunday Noon to 4:00pm

 **EASTBURN COMMUNITY CENTRE**.....604-525-5361

7252 Kingsway, Burnaby (former site of the Kingsway library)

HOURS: Monday to Friday 8:30am to 9:00pm

Saturday 8:30am to 4:00pm

 **EDMONDS COMMUNITY CENTRE FOR 55 PLUS**604-525-1671

7282 Kingsway, Burnaby

HOURS: Monday 9:00am to 5:00pm

Tuesday, Wednesday,

Thursday & Friday 9:00am to 9:00pm

Saturday 9:30am to 7:30pm

6:30pm to 10:30pm (Dance)

 **WILLINGDON HEIGHTS
COMMUNITY CENTRE604-299-1446**

1491 Carleton Avenue, Burnaby

HOURS: Monday to Friday 9:00am to 9:00pm
Saturday 9:00am to 4:00pm

■ **BURNABY PARTNERS IN SENIORS' WELLNESS**

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

 **BONSOR COMPLEX: HEALTH ALERT604-439-1456**

HOURS: Monday10:00am to 11:45am

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

 **CAMERON RECREATION
HEALTH FOCUS.....604-421-5225**

Meet every third Thursday of each month.

HOURS:10:00am to Noon

BLOOD PRESSURE CLINIC

HOURS: 11:30am to 12:45pm

second Wednesday of each month.

 **CONFEDERATION COMMUNITY CENTRE:
SAIL (SENIORS ACTIVE IN LIVING)604-294-1936**
FAX:604-299-3161

4585 Albert St., Burnaby V5C 2G6

CULTURAL SERVICES

■ **BURNABY HISTORICAL SOCIETY.....604-293-6530**

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

■ **BURNABY VILLAGE MUSEUM**

24 HOUR RECORDED MESSAGE:604-293-6501
www.burnabyvillagemuseum.ca

Office HOURS:

Monday to Friday 9:00am to 4:30pm
(Year Round)

Summer hours..... Daily 11:00am to 4:30pm
(first week in May to Labour Day)

Re-open for Christmas - phone for more details.

SPECIAL INTEREST GROUPS

■ **ELDERHOSTEL CANADA**

Educational trips away from home for older adults. If you are 60 years or older, you can register by writing to the address below:

Suite 500-787 Cliveden Place,
Delta, BC V3M 6C7

■ **LUNCH BUNCH604-294-7980**

Provided by the City of Burnaby, Citizen Support Services.

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

After lunch, volunteers drive them back home. A great

social outing. Small charge.

- **NEW HORIZONS.....604-435-5544**
www.willingdon.org

Willingdon Church..... 4812 Willingdon Avenue, Burnaby

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

HOURS: Thursdays 1:00pm to 4:15pm

- **OUTINGS FOR THE ELDERLY604-294-7980**

Provided by the City of Burnaby, Citizen Support Services.

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

- **SOUTH BURNABY**
NEIGHBORHOOD HOUSE SOCIETY604-431-0400
FAX:604-431-9499
www.sbnh.ca
Email: sbnh@telus.net

4845 Imperial St. Burnaby, BC V5J 1C5

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

HOURS: Monday to Friday 9:00am to 4:30pm

Tax clinic:

March and April..... Monday to Friday
May to February Weekly

■ **SENIORS TOGETHER PROGRAM - SBNH**

Fridays: 10:00 – 11:00am ESL class and 11:00am – 1:30pm Discussion Group or Health Information topics. Light lunch is available for \$2.

SWIMMING POOLS

www.burnaby.ca

 **BONSOR RECREATION COMPLEX604-439-1860**

6550 Bonsor Avenue, Burnaby

HOURS: Monday to Friday 6:00am to 10:00pm
Saturday 9:00am to 9:00pm
Sunday 10:00am to 8:30pm

 **C.G. BROWN MEMORIAL POOL.....604-299-9374**

3702 Kensington Avenue, Burnaby

HOURS: Monday to Thursday..... 6:00am to 10:00pm
Friday 6:00am to 9:00pm
Saturday 10:00am to 9:00pm
Sunday 10:00am to 4:00pm

 **EILEEN DAILY LEISURE POOL AND FITNESS CENTRE.....604-298-7946**

240 Willingdon Avenue, Burnaby

HOURS: Monday to Friday 6:00am to 10:00pm
Saturday & Sunday 6:00am to 9:30am
.....& 12:30pm to 10:00pm

SENIOR CITIZENS' ORGANIZATIONS

■ **BC OLD AGE PENSIONERS' ORGANIZATION..... 1-604-796-1171**

A group that talks to government about seniors' matters. They have branches all over BC.

Anyone who wants to work for the welfare of seniors can join.

HOURS: Please leave a message – Fred Coates #14-7354
Moreau Road, Agassiz, BC V0M 1A2

Email: coates@shaw.ca

Confederation Centre Branch #22

**HOURS: 1st & 3rd Wednesday
of the month..... 1:00pm to 4:00pm**

Edmonds Centre Branch #12

HOURS: 1st Monday of the month..... 1:00pm to 3:00pm

■ **BC SENIORS ADVOCACY NETWORK
(BC SAN)604-684-8171
FAX:604-381-3589
www.411seniors.bc.ca
Email: gschiller@411seniors.bc.ca**

Network of seniors' advocates across the province providing needed supports to seniors in crisis. For more information, contact:

Seniors Advocacy Project Coordinator
411 Dunsmuir St
Vancouver, BC

- **COUNCIL OF SENIOR CITIZENS' ORGANIZATIONS IN BC (COSCO).....604-594-5023**
www.coscobc.ca

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

Please leave a message

- **SENIORS SERVICES SOCIETY**
www.seniorshousing.bc.ca

Unit 209-800 McBride Boulevard
New Westminister, BC V3L 2B8

General Enquiries

- **on Seniors Services604-524-0516**
..... or 604-520-6621
- **Fax: 604-520-1798**

The following are services offered by the Seniors Services Society

- **Support Services:.....604-524-0516**

- Meals on Wheels-New Westminister
- Lunch Club-New Westminister
- Dining Club-New-Westminister
- Friendly Morning Calls-New Westminister
- Grocery Shopping-New Westminister
- Annual Tax Clinic-New Westminister
- Legal and Financial Guidance-New Westminister

- **Housing Services 604-520-6621**

- Client outreach-Lower Mainland
- Housing Counselling-Lower Mainland
- Housing Directory-Province Wide

- **Community Education604-520-6621**

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

- Housing Counsellor Training–Lower Mainland
Volunteer Opportunities.....604-520-6621
HOURS: Monday to Friday 8:30am to 4:30pm

SERVICES FOR NEW CANADIANS

- **BURNABY MULTICULTURAL SOCIETY604-596-4321**
FAX:604-431-4137
Email:bms2@uniserv.com
www.bby-multicultural.com

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

HOURS: Monday to Friday 9:00am to 5:00pm

- **IMMIGRANT SERVICES SOCIETY OF BC604-684-2561**
www.issbc.org
Email: iss@issbc.org

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

HOURS: Monday to Friday 8:30am to 4:30pm

- **INDIA MAHILA WOMEN ASSOCIATION604-321-7225**

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

HOURS: Please leave a message.

- **M.O.S.A.I.C.....604-254-9626**
www.mosaicbc.com
Email: mosaic@mosaicbc.com

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

HOURS: Monday to Friday 9:00am to 5:00pm

- **MULTICULTURAL SERVICE.....604-596-4357**
OR.....604-572-4060
www.options.bc.ca

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

HOURS: Monday to Friday 9:00am to 5:00pm

- **PROBLEM GAMBLING
 PREVENTION AND TREATMENT
 PROGRAM BURNABY.....604-726-7693**
www.fsgv.ca

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

HOURS: Monday to Friday 10:00am to 6:00pm

- **SOUTH ASIAN SENIORS
 FRIENDSHIP SOCIETY.....604-525-1671**
www.burnaby.ca

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

HOURS: Wednesday 10:00am to 1:00pm for women
Monday Noon to 3:00pm for men

■ **SUCCESS BURNABY AND**

COQUITLAM OFFICE604-936-5900

FAX:604-936-7280

www.success.bc.ca

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

HOURS: Monday to Friday9:00am to Noon
..... 1:00pm to 5:00pm

■ **VANCOUVER AND LOWER MAINLAND**

MULTICULTURAL FAMILY SUPPORT

SERVICES SOCIETY604-436-1025

www.vlmfss.ca

Email: againstvviolence@vlmfss.ca

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

HOURS: Monday to Friday 9:00am to 5:00pm

SHOPPING

PERSONAL SHOPPING

■ **SHOPPING BUDDIES PROGRAM604-294-7980**

www.burnaby.ca

Provided by City of Burnaby, Citizen Support Services.

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

Shopping Days:

Monday & Thursday..... 10:30am to 1:00pm

Location:

Mondays: Brentwood Mall/Lougheed Mall

Thursdays: Metrotown Mall

PROTECTION

- **BETTER BUSINESS BUREAU OF MAINLAND B.C.**
(RECORDED MESSAGE).....604-682-2711
www.mainlandbc.bbb.org
Email: contactus@mainlandbc.bbb.org

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

HOURS: Monday to Friday 9:00am to 4:00pm
Recorded Message 24 Hours

Complaints in writing only to:

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

- **CONSUMER PROTECTION BC 1-888-564-9963**
Email: consumerprotectionbc.ca

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

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

HOURS: Monday to Friday 8:30am to 4:30pm

THRIFT SHOPS

■ **BURNABY HOSPICE SOCIETY**

THRIFT STORE 604-520-5082

www.burnabyhospice.org

6843 Kingsway,
Burnaby (between Griffiths & Sperling)

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

**HOURS: Monday to Saturday 10:00am to 4:30pm
(open until 6:30pm on Wed)**

■ **BURNABY HOSPITAL AUXILIARY**

THRIFT STORE 604-434-6959

3185 Kingsway, Vancouver

Sells clothing, sheets, drapes, toasters, heaters, fans, books, jewellery, small furniture, etc. at a low price.

HOURS: Monday to Saturday 10:00am to 4:00pm

■ **CANADIAN DIABETES**

CLOTHES LINE 1-800-505-5525

www.diabetes.ca

Pick-up service for reusable clothing and household items.

HOURS: Monday to Friday 8:00am to 4:00pm

- **SOUTH BURNABY UNITED CHURCH THRIFT SHOP604-434-8323**
www.sbuc.ca

7591 Gray Avenue (at Rumble), Burnaby

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

HOURS: September to June
Thursdays 10:00am to 2:00pm

- **ST. BARNABAS ANGLICAN CHURCH604-526-6646**
1010 5th Avenue, New Westminster, V3M 1Y5

HOURS: Thursday to Saturday 10:00am to 3:00pm

- **ST. STEPHEN'S ANGLICAN CHURCH THRIFT SHOP604-421-0472**

9887 Cameron St., Burnaby

HOURS: 3rd Saturday of the month .. 10:00am to 2:00pm

SPECIAL SERVICES

ANNIVERSARIES AND BIRTHDAYS

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

Nine weeks advance notice required.

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

Phone: 1-250-387-1616

Fax: 1-250-356-2814

www.protocol.gov.bc.ca

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

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

HOURS: Monday to Friday 8:00am to 4:45pm

BANKS

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

BURNABY RCMP

VICTIM SERVICES 604-294-7602

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

- support and crisis intervention
- investigation and court updates
- information on the criminal justice system
- witness preparation

- court orientation and accompaniment
- assistance with completing Victim Impact Statements and Crime
- Victim Assistance Applications
- safety planning and personal security information
- referrals to counseling and other resources

HOURS: Monday to Friday 9:00am to 5:00pm

POSTAL SERVICES

■ CANADA POST

www.canadapost.ca

**General Information and Delivery Inquiries
Customer Service (Recorded Message) . 1-800-267-1177**

HOURS: Monday to Friday 8:00am to 6:00pm

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

HOURS: 8:00am to 8:00pm

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

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

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

SPCA

- **BURNABY SPCA**604-291-7201
EMERGENCY AFTER HOURS604-879-7343
Email: burnaby@sPCA.bc.ca

3202 Norland Avenue
Burnaby, BC

HOURS: Monday to Friday 9:00am to 6:00pm
Weekends 9:00am to 5:00pm

TELEPHONE

■ **TELUS SPECIAL NEEDS CENTRE**

Accessible Communication Services:

TTY Users604-430-6044
Hearing impaired: 1-877-711-3447
Visually impaired:604-431-2020

HOURS: Monday to Friday 9:00am to 5:00pm

- For more information refer to the “Directory Information” section of the Telus phone books.
- If you have a hearing problem, you can get an amplifier for your regular phone, loud bells, buzzers, chimes or flashing lights to show that the phone is ringing.
- If you have had an operation and cannot speak normally, you may have a special voice box put on your phone.
- If you have problems seeing, you can get a touch button telephone, or a dial plate with large, raised numbers.
- If you have trouble holding a phone, you can get a lightweight headset.

- If you have trouble dialing, you can get phones with preset numbers, so that you can dial a number by pressing only one button.
- If you have had a stroke and have problems with speaking, or if you are deaf, you can use the Message Relay Centre. Call 711.

www.telus.com/relay

TAX INFORMATION AND ASSISTANCE

FUEL TAXES

- **FEDERAL EXCISE
GASOLINE PROGRAM..... 1-877-432-5472**
www.cra.arc.gc.ca

Information regarding gas tax refund.

HOURS: Monday to Friday
(Atlantic time)..... 8:00am to 5:00pm

HARMONIZED SALES TAX (HST) **INFORMATION**

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

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

HOURS: Monday to Friday 8:15am to 5:00pm

INCOME TAX

■ **FREE HELP WITH YOUR INCOME TAX RETURN**

Seniors with low income may obtain assistance filing income tax forms. For more information call:

Cameron Recreation Centre604-415-3555
Edmonds Community Centre.....604-525-1671

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

For information and questions about seniors' taxable income.

HOURS: Monday to Friday 8:15am to 5:00pm

■ **SOUTH BURNABY NEIGHBOURHOOD HOUSE INCOME TAX CLINIC..... 604-431-0400**

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

Call to book an appointment.

PROPERTY TAX

■ **HOME OWNER GRANT FOR SENIORS.....604-294-7350** **www.burnaby.ca**

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

**HOURS: Monday, Tuesday,
Wednesday, Friday..... 8:00am to 4:45pm
Thursday..... 8:00am to 8:00pm**

- **PROPERTY TAX DEFERRAL,
BURNABY604-294-7350
www.burnaby.ca**

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

PROVINCIAL

- **PROVINCIAL CONSUMER TAXATION BRANCH
INFORMATION SERVICE
(FUEL TAX REBATE).....604-660-4524
Email: CTBTaxQuestions@gov.bc.ca**

Information regarding fuel tax rebate for the disabled person.

HOURS: Monday to Friday 8:30am to 4:30pm

TRANSPORTATION

DRIVER'S INFORMATION

- **I.C.B.C. INFORMATION UNIT604-661-2800
www.icbc.com**

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

To report an accident call
DIAL A CLAIM (24 hour service).....604-520-8222

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

■ **DRIVER'S LICENCE..... 1-800-950-1498**
www.icbc.com

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

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

Enquiry HOURS:

Monday to Friday 8:00am to 7:00pm
Saturday 9:00am to 5:00pm

SERVICES FOR THE DISABLED

■ **BURNABY COMMUNITY CONNECTIONS604-299-5778**
www.burnabyinfo.com

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

HOURS: Monday to Friday 8:00am to 4:00pm

■ **HANDYDART SERVICE.....604-524-3655**

Transportation for seniors and people with disabilities who cannot ride on the bus. You must arrange for this service at

least three working days ahead. Phone the above number for information about cost and hours of service.

HOURS: Monday to Friday 8:00am to 6:00pm
Weekends 8:30am to 4:30pm

- **SOCIAL PLANNING & RESEARCH COUNCIL OF BC (SPARC).....604-718-7733**
(RECORDED MESSAGE).....604-718-7744
www.sparc.bc.ca

Parking Permits available for people with disabilities.

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

City Hall HOURS:

Monday, Tuesday,
Wednesday, & Friday 8:00am to 4:45pm
Thursday..... 8:00am to 8:00pm

SPARC HOURS:

Monday to Friday 9:00am to 4:30pm

- **TAXI SAVER & HANDYCARD PROGRAM APPLICATIONS.....604-575-6600**
www.translink.bc.ca

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

When you have a HandyCard you can buy a book of Taxi Saver tickets at half price. To buy Taxi Saver tickets, phone your local HandyDART office. When you have a HandyCard

and the Taxi Saver tickets, you can call the taxi company yourself.

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

HOURS: Monday to Friday 8:00am to 4:00pm

- **GOVERNMENT OF BC
BUS PASS PROGRAM..... 1-866-866-0800
www.bctransit.com/regions/vic/fares/bcbuspass.cfm**

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

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

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

For more information, contact:

Ministry of Employment and Income Assistance
Bus Pass Program
9950 STN PROV GOVT
Victoria V8W 9R3

Phone (Toll Free)..... 1-866-866-0800
(Choose option 4, then option 3)

TRANSLINK

- **TRANSLINK INFORMATION
(SKYTRAIN, WEST COAST EXPRESS
AND SEABUS).....604-953-3333
CUSTOMER RELATIONS604-953-3040**
www.translink.bc.ca
Email: custrel@translink.bc.ca

HOURS: Daily 6:30am to 11:30pm

- **TRANSLINK LOST & FOUND.....604-682-7887**
www.translink.bc.ca
Email: lostproperty@translink.bc.ca

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

HOURS: Monday to Friday 8:30am to 5:00pm

TRAVEL

AIRLINES

- **AIR CANADA
RESERVATIONS..... 1-888-247-2262
ARRIVALS/DEPARTURES..... 1-888-422-7533**
www.aircanada.com

- **WESTJET**
RESERVATIONS AND INFORMATION 1-888-937-8538

ARRIVALS/DEPARTURE INFORMATION. 1-877-929-8646
www.westjet.com

BUSES

- **PACIFIC COACH LINES**
RESERVATIONS, SIGHTSEEING, HOTEL
PACKAGES, AND OTHER GENERAL INQUIRIES
.....604-662-7575
OR TOLL FREE 1-800-661-1725
www.pacificcoach.com

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

Call Centre HOURS:

Daily 7:00am to 8:00pm

- **GREYHOUND CANADA**
TOLL FREE FARE AND SCHEDULE
INFORMATION:..... 1-800-661-8747
www.greyhound.ca

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

HOURS: Daily (Lower Mainland)..... 5:00am to 2:00pm
(central time)

FERRIES

■ **BC FERRIES**

GENERAL INFORMATION AND RESERVATIONS

(24 HOUR RECORDED MESSAGE)..... 1-888-223-3779

www.bcferries.bc.ca

BC seniors travel free November 11th and Monday through Thursday except on some statutory holidays. This applies only to holders of the BC Gold Care Card.

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

HOURS: 7:00am to 10:00pm

INSURANCE

■ **TRAVEL INSURANCE**

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

TRAINS

■ **VIA RAIL CANADA**

INFORMATION AND RESERVATIONS

..... **1-888-842-7245**

TTY USERS 1-800-268-9503

www.viarail.ca

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

**HOURS: Monday, Wednesday,
Thursay, Saturday 6:00am to 5:45pm
Tuesday, Friday and Sunday . 6:00am to 8:30pm**

VOLUNTEER SERVICES

- **BLOCK WATCH (BURNABY)
CRIME PREVENTION604-294-7781**

Gives advice on how to make your home more secure against robbery, and information on how to mark your property. Will tell you and your neighbours how to keep your neighbourhood safe from crime.

HOURS: Please leave a message.

- **BURNABY EMERGENCY VOLUNTEERS**

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

Individual and Family Emergency Preparedness Program

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

Neighbourhood Emergency Preparedness Program (NEPP)

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

Burnaby Radio and Communications Emergency Services (BRACES)

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

Emergency Social Services

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

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

Burnaby Emergency Program Office604-294-7097
email: getprepared@burnaby.ca

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

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

HOURS: Monday, Tuesday,
Wednesday, Friday..... 8:00am to 4:45pm
Thursday..... 8:00am to 8:00pm

(Gadabouts) Outings for the Elderly

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

Lunch Program

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

Phone Buddy Program

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

Shop by Phone Grocery Program

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

Shopping Buddies Program

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

Volunteer Visitor Program

One to one visiting in the client's home to provide

companionship for isolated, lonely, elderly people and persons with disabilities.

■ **VOLUNTEER BURNABY604-294-5533**
www.volunteerburnaby.ca

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

HOURS: Monday to Thursday..... 9:30am to 4:30pm
Friday By Appointment

■ **VOLUNTEER GRANDPARENTS604-736-8271**
www.volunteergrandparents.ca

HOURS: Monday to Thursday..... 10:00am to 3:00pm

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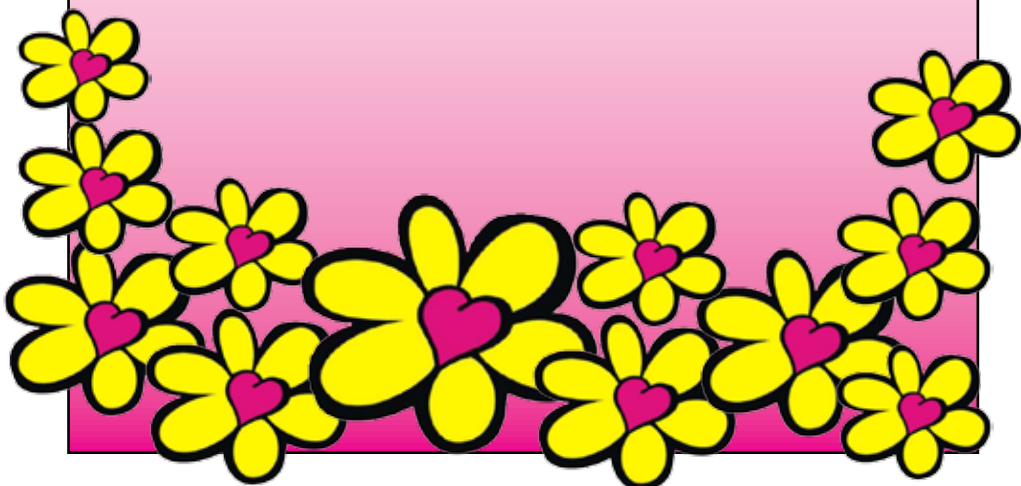
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