

CHAPTER TWENTY-THREE: REFERRALS

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CHAPTER TWENTY-THREE: REFERRALS

NOTE: This referral list is not exhaustive, and is intended as a quick reference only. If an appropriate referral is not in this chapter, consult the Directory of Services for Greater Vancouver (also known as the **Red Book**), which is published by Information Services Vancouver. The ISLAP office has a copy of the latest edition.

I. GENERAL REFERRALS

INFORMATION SERVICES VANCOUVER

202 - 3102 Main Street
Vancouver, B.C. V5T 3G7

Information and Referrals: (604) 875-6381

Business Line: (604) 875-6431

TTY: (604) 875-0885

Fax: (604) 660-9415

E-mail: inform@communityinfo.bc.ca

Web site: www.vcn.bc.ca/isv or www.communityinfo.bc.ca

Red Book Online: www2.vpl.vancouver.bc.ca/redbook

- Central telephone information about community services throughout B.C. Source of referral information for almost all community services. Publishes the “Red Book” Directory of Services for Greater Vancouver and conducts information and referral workshops.

ALCOHOL AND DRUG INFORMATION AND REFERRAL SERVICES (ADIRS)

Lower Mainland: (604) 660-9382

Rest of B.C.: 1-800-663-1441

Fax: (604) 660-9415

- Referral and information service only. Provides information on, and referral to, a variety of resources, including counselling services, detox centres, residential treatment centres, and self-help groups. Not an alcohol or drug treatment service. Available 24 hours a day.

VictimLINK

Victims Info Line: 1-800-563-0808

Fax: (604) 660-9415

- Information and referral services for victims of crime, including family and sexual violence. Available 24 hours a day.

SERVICE CANADA

Ottawa, ON K1A 0J9

Attn: Canada Site c/o Canada Enquiry Centre

Toll-free: 1-800-622-6232

Fax: (613) 941-1827

TTY: 1-800-926-9105

Web site: www.canada.gc.ca

E-mail: sitecanadasite@canada.gc.ca

- Provides information, referrals and assistance on federal government programs and services.

ENQUIRY B.C.

Telephone (Vancouver): (604) 660-2421
Telephone (Victoria): (250) 387-6121
Toll-free: 1-800-663-7867
TTY: (604) 775-0303 or 1-800-661-8773
E-mail: EnquiryBC@gov.bc.ca
Web site: www.gov.bc.ca

- Telephone and internet service that provides current information about provincial government programs and services, 7:30 a.m. to 5 p.m. Monday to Friday. Also offers toll-free call transfers to any B.C. government service in the province for all residents of the province.

VANCOUVER CITY

453 West 12th Avenue
Vancouver, B.C. V5Y 1V4

Telephone: (604) 873-7011
City Clerk Fax: (604) 873-7419
E-mail: info@vancouver.bc.ca
Web site: www.city.vancouver.bc.ca

- Provides referrals to departments and locations for enquiries.
- Could add something here about multi-lingual phones lines being available?

VANCOUVER PUBLIC LIBRARY

350 West Georgia Street
Vancouver, B.C. V6B 6B1

Administration: (604) 331-4000
Quick Information Service: (604) 331-3603
Fax: (604) 331-4080
TTY: 604-331-3606 or 604-331-3799 (library hours)
E-mail: info@vpl.ca
Web site: www.vpl.ca

II. COMMON LEGAL REFERRALS

JUSTICE ACCESS CENTRES

Website: www.justiceaccesscenter.bc.ca

Nanaimo Justice Access Centre

302 -- 65 Front Street
Nanaimo, B.C.
Telephone: (250) 741-5447
Toll-free: 1-800-578-8511

Opening soon:

Vancouver Justice Access Centre

Robson Square Provincial Court
800 Hornby Street
Vancouver, B.C.

- Both the Nanaimo and Vancouver Justice Access Centres are co-sponsored by the Ministry of Attorney General and the Legal Services Society. The Vancouver Justice Access Centre is projected to open in 2009. A range of services in family and civil law matters will be offered at the Justice Access Centres, including legal information and self help resources, family and civil needs assessments, referrals to other agencies, dispute resolution (including mediation), and legal advice.

LAWYER REFERRAL SERVICE

(Address withheld by request)

Lower Mainland: (604) 687-3221

Rest of B.C.: 1-800-663-1919

Out-of-province and country requests: lawyerreferral@bccba.org

- Telephone referral service sponsored by the B.C. Branch of the Canadian Bar Association. The service provides the client with the name and telephone number of a lawyer in the appropriate field and geographical area. When the client contacts the lawyer, the first half-hour consultation is \$25.00 (plus GST and PST) and after that, financial arrangements are made between the lawyer and client. Please call during business hours, 8:30 a.m. – 4:30 p.m., Monday – Friday.

LEGAL SERVICES SOCIETY (“LSS”)/LEGAL AID

To Find the nearest Legal Aid office:

Outside Victoria and Vancouver: 1-800-663-7867

Vancouver: 604-660-2421

Victoria: 1-800-663-7867

Administration:

400 – 510 Burrard Street

Vancouver, B.C. V6C 3A8

Telephone: (604) 601-6000

Fax: (604) 681-6942

Web site: www.lss.bc.ca

- The Legal Services Society (“LSS”)/Legal Aid is mandated by the provincial government to provide legal aid to British Columbians. Legal representation is available to financially eligible applicants who have serious legal problems that are covered by Legal Aid. Legal advice is provided to financially eligible applicants for a broader range of legal problems. Legal information and referrals to other resources can be obtained through Legal Services Society and there is no income test for these services. LSS operates seven Regional Centres and a Provincial Call Centre, and funds Local Agents in smaller communities across the province. To find the nearest office, look in the phone book under the heading “Legal Aid-Legal Services Society,” or in the Lawyers section of the yellow pages. Contact information for offices in the Lower Mainland is listed below.

1. Surrey Regional Centre

Suite 1370, Central City Tower One, 13450 102nd Avenue, Surrey B.C., V3T 5X3

Telephone: (604) 585-6595; Fax: (604) 585-7898

Hours: Monday to Friday: 8:30 a.m. – 12:00 p.m.; 1:00 p.m. – 4:30 p.m.

2. Vancouver Regional Centre

425 - 510 Burrard Street, Vancouver B.C., V6C 3A8

Phone: (604) 601-6206; Fax: (604) 682-2719; (604) 681-6942

Hours: Monday, Tuesday, Thursday, and Friday: 8:30 a.m. – 4:30 p.m.

Wednesday: 8:30 a.m. – 12:30 p.m.

3. Abbotsford Local Agent

Chris Maddock, Barrister and Solicitor c/o Abbotsford Community Services,

2420 Montrose St., Abbotsford, B.C. V2S 3S9

Telephone: (604) 852-2141; Fax: (604) 853-3059

Hours: Monday – Friday: 9:00 a.m. – 4:00 p.m.

Monday and Thursday: 9:00 a.m. – 12:00 p.m. (Abbotsford Courthouse)

4. Chilliwack Local Agent

Chris Maddock, Barrister & Solicitor, c/o Chilliwack Community Services,

45938 Wellington, Chilliwack, B.C., V2P 3E1

Telephone: (604) 793-7243; Fax: (604) 853-3059

Hours: Tuesday: 9:00 a.m. – 12:00 p.m.; 1:00 p.m.— 3:00p.m.

Friday: 9:00 a.m. – 12:00 p.m.; 1:00 p.m. – 2:00 p.m.

5. North Vancouver Local Agent

Dan M. Sudeyko, Barrister & Solicitor, c/o North Vancouver Provincial Courthouse,

200 East 23rd Street, North Vancouver, B.C. V7L 4R4
Telephone: (604) 980-7000; Fax: (604) 986-0076
Hours: Monday, Tuesday, Wednesday, Thursday: 9:00 a.m. - 2:30 p.m.

6. **Richmond Local Agent**

Robert Parsonage, Barrister & Solicitor,
300 - 8055 Anderson Road, Richmond, B.C. V6Y 1S2
Telephone: (604) 273-9311; Fax: (604) 273-9365
Hours: Monday to Thursday: 9:00 a.m. – 12:00 p.m. and 1:00 p.m. – 4:00 p.m.
Friday: 9:00 a.m. – 12:00 p.m.

7. **Port Coquitlam Courthouse**

Room 323, 2620 Mary Hill Road, Port Coquitlam, B.C. V3C 3B2
Telephone: (604) 472-0634; Fax: (604) 472-0638
Hours: Monday to Friday – 9:00 a.m. to 12:30 p.m.; 1:30 p.m. to 4:00 p.m.

LEGAL ADVICE: LSS provides legal advice services through:

1. **Brydges Line:** Provides 24-hour access to a lawyer on criminal matters for people who have been arrested or detained by the police, or for people who are being investigated but have not been charged. Lower Mainland: 1-866-458-5500 (for area code 604); 1-866-458-3300 (for area code 250).
2. **Duty counsel and family advice lawyers:** Available at most courthouses, lawyers provide low-income people with legal advice and assistance.
3. **LawLINE:** Staff paralegals and lawyers who provide free, brief legal advice over the telephone to financially eligible callers who face legal issues in British Columbia. Phone toll-free 1-866-577-2525 or (604) 408-2172.

INFORMATION: LSS provides legal information about the law through:

1. **LSS Call Centre:** Staff take applications for legal aid, redirect to other LSS services, and give referrals. Phone toll-free 1-866-577-2525 or (604) 408-2172 Monday, Tuesday, Thursday and Friday: 9:00 a.m. – 4:00 p.m.; Wednesday: 9:00 a.m. – 2:30 p.m.
2. **LawLINE:** Staff paralegals provide free legal information about non-family civil legal matters and referrals to other services. Phone toll-free 1-866-577-2525 or (604) 408-2172.
3. **Legal information outreach workers:** Outreach workers provide free legal information and referrals to other services, help people to fill out court forms, find legal information, and use public access computers. To find one, call the local legal aid office or go to www.lawlink.bc.ca.
4. **Clicklaw:** Online legal resources for British Columbians. Web site: www.clicklaw.bc.ca
5. **Electronic Law Library:** www.bclibrary.ca/ell. Maintained by the BC Courthouse Library Society. See www.bccls.bc.ca
6. **LSS web site:** www.lss.bc.ca or www.legalaid.bc.ca
7. **LSS Family Law web site:** www.familylaw.lss.bc.ca
8. **PovNet:** LSS funds resources for the PovNet website. For income assistance recipients, advocates, and community groups involved in anti-poverty work: www.povnet.org

For further information, see the Legal Services Society pamphlet at the LSLAP office. Also see the LSS website at www.lss.bc.ca or www.legalaid.bc.ca.

WESTERN CANADA SOCIETY TO ACCESS JUSTICE (Access Justice)

1440 West 12th Avenue
Vancouver, B.C. V6H 1M8

Public Access Line: (604) 878-7400
Administration: (604) 482-3195
Outside Lower Mainland : 1-877-762-6664
Fax: (604) 324-1515
E-mail: help@accessjustice.ca
Web site: www.accessjustice.ca

- Volunteer lawyers provide free legal assistance to those who cannot afford lawyers in all areas of law. Lawyers do not represent clients in court but do give legal advice and help clients prepare for court appearances. Clinics are located throughout the city.

SALVATION ARMY PRO BONO LAWYER CONSULTANT PROGRAM

555 Homer Street
Vancouver, B.C. V6B 1K8

Telephone: (604) 694-6647
Fax: (604) 681-3005
Web site: www.probono.ca

- Lawyers provide free assistance in criminal, family, immigration, labour, welfare appeals and civil matters to those who cannot afford lawyers and who do not qualify for legal aid. Will not represent clients in court, but will prepare and lead litigants through the court process.

COMPLAINTS ABOUT LAWYERS

Professional Conduct Department
Law Society of British Columbia
845 Cambie Street
Vancouver, B.C. V6B 4Z9

Telephone: (604) 669-2533 or 1-800-903-5300
TTY: (604) 443-5700
Fax: (604) 669-5232
E-mail: professionalconduct@lsbc.org
Web site: www.lawsociety.bc.ca

- Contact in writing. Letter should include the name of the lawyer and details of the problem.

LAW STUDENTS' LEGAL ADVICE PROGRAM

c/o Room 158, Faculty of Law
1822 East Mall, University of British Columbia
Vancouver, B.C. V6T 1Z1

Appointment Bookings: (604) 822-5791
Fax: (604) 822-1661
Web site: www.lslap.bc.ca

- Provides free legal advice at clinics throughout the Lower Mainland. During the school year, clinics are run during evenings. During the summer, certain clinics have both daytime and evening hours.

PEOPLE'S LAW SCHOOL

150 - 900 Howe Street
Vancouver, B.C. V6Z 2M4

Telephone: (604) 331-5400
Fax: (604) 331-5401
E-mail: staff@publiclegaled.bc.ca
Web site: www.publiclegaled.bc.ca

- Provides public legal education by publishing booklets and offering free courses. Does not provide legal advice.

COMMUNITY LEGAL ASSISTANCE SOCIETY

300 - 1140 West Pender Street
Vancouver, B.C. V6E 4G1

Telephone: (604) 685-3425 or 1-888-685-6222
TTY: (604) 685-3425
Fax: (604) 685-7611
E-mail: clas@vancouver.net
Web site : www.clasbc.net/

- Provides legal assistance for low-income people in specific areas of the law. CLAS also provides the overall legal supervision for LSLAP. Deals with disability and discrimination issues. Operates a **Disability Law Program** for those persons with all forms of disabilities to provide advice, litigation, and advocacy services.

MENTAL HEALTH LAW PROGRAM

Community Legal Assistance Society
300 - 1140 West Pender Street
Vancouver, B.C. V6E 4G1

Telephone: (604) 685-3425 or 1-888-685-6222
Fax: (604) 685-7611
Web site: www.clasbc.net/mental_health_law_program.php

- Provides free legal representation for mental health patients at Review Panels under the Mental Health Act and Review Boards under the Criminal Code. Takes on test cases, Charter cases and human rights cases in mental health law.

OMBUDSMAN for the Province of B.C.

2nd Floor, 756 Fort Street
Victoria, B.C. V8W 1H2

Telephone: 1-800-567-3247 or (250) 387-5855
TTY: 1-800-667-1303 or (250) 387-5446
Fax: (250) 387-0198
Web site: <http://www.ombud.gov.bc.ca/>

Mailing Address:
PO Box 9039
Stn Provincial Government
Victoria, B.C. V8W 9A5

- Investigates complaints about administrative decisions and actions of the officers of the provincial government in B.C. Before complaining to the Ombudsman, contact the ministry, agency or individual responsible because there may be a system for hearing an appeal.

B.C. PUBLIC INTEREST ADVOCACY CENTRE (BCPIAC)

208 - 1090 West Pender Street
Vancouver, B.C. V6E 2N7

Telephone: (604) 687-3063
Fax: (604) 682-7896
E-mail: bcpiac@bcpiac.com
Web site: www.bcpiac.com

- Advocates for and advances the interests of groups generally underrepresented, with an emphasis on utilities regulation and anti-poverty work.

B.C. CIVIL LIBERTIES ASSOCIATION

550 - 1188 West Georgia Street
Vancouver, B.C. V6E 2N7

Telephone: (604) 687-2919
Fax: (604) 687-3045
E-mail: info@bccla.org
Web site: www.bccla.org

- Concerned with issues relating to freedom of speech and the press, administrative decision-making, association, discrimination, complaints about police, etc. Investigates, provides information and makes referrals.

B.C. SUPREME COURT SELF-HELP INFORMATION CENTRE

274 - 800 Hornby Street
Vancouver, B.C. V6Z 2C5

Web site: www.supremecourtselfhelp.bc.ca

- Resource Centre for those who do not have a lawyer and are going to B.C. Supreme Court. Limited free legal advice through the LawLINE, family duty counsel, and a legal advice clinic. Drop-in hours: Monday to Friday: 9:00 a.m. – 12:00 p.m. / 1:30 p.m. – 4:00 p.m.

III. SMALL CLAIMS REFERRALS

A. *Small Claims Courts*

Registry clerks will provide some assistance in completing forms.

General web site: www.ag.gov.bc.ca/courts

1. **Vancouver / Robson Square Provincial Court**
Attn: Small Claims Division
Box 21, 800 Hornby Street
Vancouver, B.C. V6Z 2C5
Telephone: (604) 660-8989
Fax: (604) 660-8950
2. **Abbotsford Provincial Courts**
Attn: Small Claims Division
32203 South Fraser Way
Abbotsford, B.C. V2T 1W6
Telephone: (604) 855-3200
Fax: (604) 855-3232
3. **Chilliwack Court Services**
Attn: Small Claims Division
46085 Yale Road
Chilliwack, B.C. V2P 2L8
Telephone: (604) 795-8345
Fax: (604) 795-8393
4. **New Westminster Small Claims Division**
Law Courts, Begbie Square, 651 Carnarvon Street
New Westminster, B.C. V3M 1C9
Telephone: (604) 660-8522
Fax: (604) 660-1937
5. **North Vancouver Small Claims Division**
200 East 23rd Street
North Vancouver, B.C. V7L 4R4
Telephone: (604) 981-0200
Fax: (604) 981-0234
6. **Port Coquitlam Small Claims Division**
Unit A - 2620 Mary Hill Road
Port Coquitlam, B.C. V3C 3B2
Telephone: (604) 927-2100
Fax: (604) 927-2222
7. **Richmond Small Claims Division**
7577 Elmbridge Way
Richmond, B.C. V6X 2Z8
Telephone: (604) 660-6900
Fax: (604) 660-1797
8. **Surrey Small Claims Division**
14340 - 57th Avenue
Surrey, B.C. V3X 1B2
Telephone: (604) 572-2200
Fax: (604) 572-2280
9. **Victoria Small Claims Division**
2 - 850 Burdett Avenue
Victoria, B.C. V8W 1B4
Telephone: (250) 356-1478
Fax: (250) 387-3061

IV. CRIMINAL LAW REFERRALS

A. *General*

LEGAL SERVICES SOCIETY / LEGAL AID

(For further information see **Section II: Common Legal Referrals**)

The Legal Services Society of B.C. (Legal Aid) is the major source of criminal legal aid in B.C. Legal Aid's purpose is to provide free legal representation for financially eligible clients (low-income) who face

a risk of jail time if convicted with a criminal offence. An applicant who does not face the risk of jail time may receive legal representation if he or she faces a loss of livelihood upon conviction, has a mental or physical disability that is a barrier to self-representation, or faces immigration complications that may result in deportation. The Society will refer the client to a lawyer in private practice who will provide legal assistance on a contract basis.

A Legal Aid applicant who does not qualify for legal representation can contact the LawLINE, a free telephone advice service of the Legal Services Society for people with low incomes. To be eligible to receive legal advice, financial eligibility guidelines must be met. Even if financial guidelines are not met, a caller may receive some legal information through Legal Services Society, which can be contacted at (604) 408-2172 or toll free at 1-866-577-2525.

A wide range of free publications covering various legal problems and legal rights are also available on the Legal Services Society at www.lss.bc.ca.

JAIL INFORMATION

Main switchboard: (604) 717-3535

- 24 hour telephone line to find out if someone is being held at the Downtown Vancouver Police Station jail.

JOHN HOWARD SOCIETY OF THE LOWER MAINLAND

763 Kingsway Street
Vancouver, B.C. V5V 3C2

Telephone: (604) 872-5651
Fax: (604) 872-8737
Web site: www.jhslmbc.ca

- Provides restorative justice services for those involved in the criminal justice system. Supports new initiatives and community projects in the development of correctional services and provides public education. Involved in the operation of transitional residential care for mentally disordered offenders and federal halfway houses for men discharged from penal institutions.

SALVATION ARMY CORRECTIONAL AND JUSTICE SERVICES

222 Main Street (Provincial Court Office)
Vancouver, B.C. V6A 2S8

Telephone: (604) 660-4287
Fax: (604) 299-7463

- Provides, information, support and court accompaniment to individuals involved in the legal system (victims and offenders). Assists people with obtaining legal aid. They do visitations to the city jails, correctional centres, and penitentiaries on a regular basis to act as referral agents for those who need legal assistance.

ELIZABETH FRY SOCIETY OF GREATER VANCOUVER

Court Accompaniment for Women
237 E. Columbia St
New Westminster, B.C. V3L 3W4

Telephone: (604) 520-1166
Toll-free: 1-888-879-9593
Fax: (604) 520-1169
Web site: www.elizabethfry.com

- Services for women, youth, children and families. Workers can explain court procedures and charges, provide legal referrals and accompany women to court appearances.

B. Parole and Pardons

NATIONAL PAROLE BOARD

1925 McCallum Road, 2nd Floor
Abbotsford, B.C. V2S 3N2

Telephone: (604) 870-2468
Pardon Info: 1-800-874-2652
Fax: (604) 870-2498
Victims Information Line: 1-888-789-INFO

Pardon applications available online: www.npb-cnrc.gc.ca

- The Co-ordinated Victim Information Unit provides registered victims with selected information about their offender, including reviews, decisions and release dates.

C. Federal Correctional Institutions

CORRECTIONAL SERVICES CANADA

- Supervises all Federal Correctional Institutions.

Please see web site for listings: www.csc-scc.gc.ca

1. Regional Headquarters - Pacific

32560 Simon Avenue,
PO BOX 4500 Floor 2
Abbotsford, B.C. V2T 5L7

Telephone: (604) 870-2500
Fax: (604) 870-2430

2. National Headquarters

340 Laurier Avenue West
Ottawa, ON K1A 0P9

Telephone: (613) 922-5891
Fax: (613) 943-1630

D. Provincial Correctional Institutions

CORRECTIONS BRANCH

Minister of Public Safety and Solicitor General
PO Box 9278 Stn Prov Govt
Victoria, B.C. V8W 9J7

General Enquiries: (250) 387-5059
or Enquiry B.C. (604) 660-2421
Fax: (250) 356-8270

Web site: www.pssg.gov.bc.ca/corrections

- Please see web site listed above or blue pages of the telephone directory under Government of B.C., Solicitor-General, Corrections Branch for further listings.

E. Provincial Criminal Courts

Vancouver Criminal Court

222 Main Street
Vancouver, B.C. V6A 2S8

Telephone: (604) 660-4200
Fax: (604) 775-1134

- Court of first instance for all criminal matters in Vancouver.
- Please see **Section II: Small Claims Referrals**, above, for other provincial court listings.

V. LANDLORD AND TENANT LAW REFERRALS

RESIDENTIAL TENANCY BRANCH

Lower Mainland 24 hour Recorded Info Line: (604) 660-1020
Toll-free Information Line: 1-800-665-8779
Email: HSRTO@gov.bc.ca
Web site: www.rto.gov.bc.ca

Lower Mainland

400 - 5021 Kingsway
Burnaby, B.C. V5H 4A5

Telephone: (604) 660-1020

Pathways Information Centre

Four Corners, 390 Main Street,
Vancouver, B.C. V6A 2T1

- The RTB provides information about residential landlords' and tenants' rights and responsibilities. Arbitrates disputes.

TENANT RESOURCE & ADVISORY CENTRE

Administration: (604) 255-0546
Infoline: (604) 255-0546 or 1-800-665-1185
Fax: (604) 255-0772
E-mail: info@tenants.bc.ca
Web site: www.tenants.bc.ca

- TRAC provides legal information for tenants and provides publications and workshops. Infoline operates Monday to Thursday 9:00 a.m. - 5:00 p.m.

DOWNTOWN EASTSIDE RESIDENTS ASSOCIATION (DERA)

12 East Hastings Street
Vancouver, B.C. V6A 1N1

Telephone: (604) 682-0931
Fax: (604) 669-5499
Email: info@tenants.bc.ca
Web site: www.dera.bc.ca

- Housing/advocacy/community support programs/services. Assists with welfare rights issues, housing, pensions, Employment Insurance and income tax. Service available in English and Cantonese.

COMMUNITY LEGAL ASSISTANCE SOCIETY

300 - 1140 West Pender Street
Vancouver, B.C. V6E 4G1
Website: www.clasbc.net

Telephone: (604) 685-3425 or 1-888-685-6222
TTY: (604) 685-3425
Fax: (604) 685-7611
E-mail: clas@vancouver.net

LAWLINE of LEGAL SERVICES SOCIETY

For contact information, see **Section II: Common Legal Referrals**, above.

- LawLINE provides brief, free telephone advice to people with low incomes. Telephone advice is available for those who are not able to access in-person services. To be eligible to receive legal advice, financial eligibility guidelines must be met. Even if financial eligibility guidelines are not met, a caller may receive some legal information through Legal Services Society by calling 604-408-2712 or toll free at 1-866-577-2525.

VI. CONSUMER LAW REFERRALS

BETTER BUSINESS BUREAU

404 - 788 Beatty Street
Vancouver, B.C. V6B 2M1

Lower Mainland: (604) 682-2711
Toll-free: 1-888-803-1222
Fax: (604) 681-1544
Web site: www.bbbvan.org
E-mail: contactus@mainlandbc.bbb.org

- Lists and compiles consumers complaints. Provides information on all types of businesses.

BUSINESS PRACTICES & CONSUMER PROTECTION AUTHORITY OF BC

Mailing address:

PO Box 9244 Victoria BC V8W 9J2

Victoria office Courier Address:

5th Floor – 1019 Wharf Street, Victoria, B.C. V8W 2Y9

Burnaby Office:

419-4940 Canada Way, Burnaby, BC V5G 4K6

Telephone: (604) 320-1667

Toll-free: 1-888-564-9963

Fax: (250) 920-7181

Email: info@bpcpa.ca

Website: www.bpcpa.ca

- BPCPA was established to strengthen consumer protection in B.C. and assumed consumer protection activities previously performed by the B.C. Ministry of Public Safety and Solicitor General. BPCPA delivers consumer protection services throughout B.C., promotes fairness and understanding in the marketplace, and enforces consumer protection laws in B.C.

CANADIAN CONSUMER INFORMATION GATEWAY

Office of Consumer Affairs

Industry Canada

235 Queen Street, 6th Floor W.

Ottawa, ON K1A 0H5

Telephone: (613) 946-2576

Fax: (613) 952-6927

E-mail: consumer.information@ic.gc.ca

Web site: www.consumerinformation.ca

- The Officer of Consumer affairs conducts policy research and analysis on emerging consumer issues; Works with consumers to make sure they have the info and tools needed to protect their interests, while driving industry to be more innovative and productive; and Works with business to develop consumer friendly business practices, in part through the development of voluntary codes and standards.

LAWLINE of LEGAL SERVICES SOCIETY

For contact information, see **Section II: Common Legal Referrals**, above.

- LawLINE provides brief, free telephone advice to people with low incomes. Telephone advice is available for those who are not able to access in-person services. To be eligible to receive legal advice, financial eligibility guidelines must be met. Even if financial eligibility guidelines are not met, a caller may receive some legal information through Legal Services Society by calling (604) 408-2712 or toll free at 1-866-577-2525.

VII. FAMILY LAW REFERRALS

A. Legal Services Society/Legal Aid

The Legal Services Society (Legal Aid) will pay for a lawyer to represent people who qualify financially and their family law case involves the following:

- An emergency situation, for example:
 - a) someone needs an immediate court order to ensure their or their children's safety and security, or to resolve a serious denial of access to their children; or
 - b) someone is responding to a maintenance enforcement hearing and faces a real and immediate likelihood of going to jail.
- In other situations, depending on available funding and personal circumstances:

- a) to resolve serious legal issues in high conflict cases, or
- b) when all other efforts to resolve the case, including a written settlement offer to the opposing party, have been exhausted and resolving the case will make a significant difference to them or their children.

LSS also has family duty counsel and family advice lawyer services at most courthouses in the province. People may qualify for duty counsel services even if they don't qualify for a legal aid lawyer. Duty counsel are paid by LSS to assist people with family law problems or child protection issues. Low-income parents experiencing separation or divorce may be eligible for up to three hours of free legal advice from the Family Advice Lawyer Project. Family advice lawyers can provide advice about custody, access, guardianship, and child support; property (limited); tentative settlement agreements; and court procedures.

LSS provides brief, free telephone advice on family matters for people with low incomes through LawLINE. Telephone advice is available for those who are not able to access in-person services. To be eligible to receive legal advice, financial eligibility guidelines must be met.

For more information, see the LSS website at www.lss.bc.ca. To contact a local Legal Aid office for information on who qualifies for representation, see **Section II: Common Legal Referrals** above.

B. Family Justice Services

Family Justice Centres assist families going through a separation with issues of child custody and access, and spousal maintenance. Family justice counsellors provide dispute resolution services, and make referrals to legal aid, other legal services, and community resources for families facing separation.

Web site: www.ag.gov.bc.ca/family-justice

1. **Vancouver City Centre / Robson Square Family Justice Centre**
 Robson Square Provincial Courthouse
 401 - 800 Hornby Street
 Vancouver, B.C. V6Z 2C5
 Telephone: (604) 660-2084
 Fax: (604) 660-4177
 - Serves Supreme Court of B.C., Vancouver
2. **Vancouver Family Justice Centre**
 203 - 1651 Commercial Drive
 Vancouver, B.C. V5L 3Y3
 Telephone: (604) 660-6828
 Fax: (604) 775-0679
3. **Chilliwack Family Justice Centre**
 202 - 46093 Yale Road
 Chilliwack, B.C. V2P 2L7
 Toll free: 1-888-288-8249
 Fax: (604) 795-8258
 - Serves Chilliwack, Agassiz, Hope, Boston Bar, Yarrow
4. **Abbotsford Family Justice Centre**
 306 - 32555 Simon Avenue
 Abbotsford, B.C. V2T 4Y2
 Telephone: (604) 851-7055
 Fax: (604) 851-7056
 - Serves Abbotsford, Aldergrove and Mission

5. **Langley Family Justice Centre**
101 - 5796 Glover Road
Langley, B.C. V3A 4H9
Telephone: (604) 501-3100
Fax: (604) 532-3626
 - Serves Langley and Surrey

6. **Maple Ridge Family Justice Centre**
102 - 22356 McIntosh Avenue
Maple Ridge, B.C. V2X 3C1
Telephone: (604) 927-2217
Fax: (604) 466-7343
 - Serves Maple Ridge, Pitt Meadows, Whonnaock, and Ruskin

7. **New Westminster Family Justice Centre**
Columbia Square Plaza
204 - 88 10th Street
New Westminster, B.C. V3M 6H8
Telephone: (604) 660-8636
Fax: (604) 660-2414
 - Serves Burnaby and New Westminster

8. **North Shore Family Justice Centre**
100 - 233 West 1st Street
North Vancouver, B.C. V7M 1B3
Telephone: (604) 981-0084
Toll-free: 1-888-837-1116
Fax: (604) 981-0037
 - Serves North Vancouver, Pemberton, Squamish, West Vancouver, and Whistler

9. **Richmond Family Justice Centre**
215 – 7577 Elmbridge Way
Richmond, B.C. V6X 4J3
Telephone: (604) 660-3511
Fax: (604) 660-3640
 - Serves Richmond, Ladner, Delta, and Tsawassen

10. **Port Coquitlam Family Justice Centre**
2160 Mary Hill Road
Port Coquitlam, B.C. V3C 3B2
Telephone: (604) 927-2217
Fax: (604) 927-2220
 - Serves Port Coquitlam, Port Moody and Coquitlam

11. **Surrey Family Justice Centre**
301 - 7380 King George Highway
Surrey, B.C. V3W 5A5
Telephone: (604) 501-3100
Fax: (604) 501-3112
 - Serves Langley, North Delta, Surrey, and White Rock

12. **Surrey Family Justice Registry Project**
300 - 7380 King George Highway
Surrey, B.C. V3W 5A5
Telephone: (604) 501-8282
Fax: (604) 501-8279
 - Provides information about resolving access, custody and maintenance issues outside of the courts for people who have an active application at the Surrey Court.

C. *Day Care Information*

WEST COAST CHILDCARE RESOURCE CENTRE

2772 East Broadway
Vancouver, B.C. V5M 1Y8

Telephone: (604) 709-5661
Toll-free: 1-877-262-0022
Fax: (604) 709-5662
E-mail: info@wstcoast.org
Web site: www.wstcoast.org

Information Re:Daycare

Telephone: (604) 709-5699
Fax: (604) 709-5688
E-mail: id@wstcoast.org

- Has a library open to the public, which contains books and references about child development.
- Provides information about childcare options in Vancouver in multiple languages.

YWCA CHILD CARE SERVICES

535 Hornby Street
Vancouver, B.C. V6C 2E8
Website: www.ywcavan.org
E-mail: enquire@ywcavan.org

Telephone: (604) 895-5800
Fax: (604) 684-9171

- Provides referrals to daycare facilities in various locations and operates four child care centres. It also has an emergency drop off daycare at 533 East Hastings for parents who are briefly in an emergency situation. For this emergency service call (604) 216-1650. This service is in high demand and space is limited. Clients must phone on Wednesdays **at 1 p.m.** to reserve time for the following week. They may be placed on a waitlist.

D. *Miscellaneous Family Referrals*

FAMILY MEDIATION PRACTICUM PROJECT

Telephone: (604) 516-0788
Web site: www.ag.gov.bc.ca/dro/family-mediation/index.htm

- Provides free mediation services for various family disputes.

MINISTRY OF CHILDREN AND FAMILY DEVELOPMENT

PO Box 9721 Stn Prov Govt
Victoria, B.C. V8W 9S2

Telephone: (250) 387-6121
Web site: www.gov.bc.ca/mcf/

- Check telephone directory or web site for local offices. Can assist people with protection of children, adoption, foster care, group homes, community living resources, youth justice and youth services.

MOSAIC

2nd Floor 1522 Commercial Drive
Vancouver, B.C. V5L 3Y2

Telephone: (604) 254-0244
Fax: (604) 254-3932
E-mail: mosaic@mosaicbc.com
Web site: www.mosaicbc.com

- Deals with issues that affect immigrants and refugees while settling into Canadian society.

PUBLIC GUARDIAN AND TRUSTEE OF B.C.

700 - 808 West Hastings Street
Vancouver, B.C. V6C 3L3

Telephone: (604) 660-4444
Fax: (604) 660-0374
E-mail: mail@trustee.bc.ca
Web site: www.trustee.bc.ca

- Protects the estates and financial interests of minors and mentally disordered persons and settles the estates of deceased persons where no other person is competent to act.

SALVATION ARMY FAMILY SERVICES

Offers counselling and emergency aid services such as food, clothing, and shelter to families and single men and women.

Web site: www.bc.salvationarmy.ca

1. Vancouver Centre

3213 Fraser Street
Vancouver, B.C. V5V 4B8

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

2. New Westminster Centre

325 – 6th Street
New Westminster, B.C. V3L 3A9

Telephone: (604) 521-2421
Fax: (604) 521-8819

- Serves New Westminster, Port Moody, Coquitlam, and Port Coquitlam

3. North Vancouver Centre

105 West 12th Street
North Vancouver, B.C. V7M 1N2

Telephone: (604) 988-7225
Fax: (604) 988-4140

4. Richmond Centre

8280 Gilbert Road
Richmond, B.C. V7C 3W7

Telephone: (604) 277- 2424

5. Surrey Centre

14069 104th Avenue
Surrey, B.C. V3T 5B6

Telephone: (604) 507-4860

6. Langley Centre

108 - 20218 Fraser Highway,
Langley, B.C. V3A 4E6

Telephone: (604) 514-7375

7. Maple Ridge Centre

188 Lougheed Highway
Maple Ridge, B.C. V2X 2S8

Telephone: (604) 463-8296

FAMILY JUSTICE SERVICES INFORMATION LINE

Telephone: (604) 660-2192
Toll-free: 1-888-216-2211

- An automated telephone information service offered by the Ministry of Attorney General. Provides information to B.C. families about child custody, guardianship and access; about how to obtain, change, and enforce a child support order.

FAMILY MAINTENANCE ENFORCEMENT PROGRAM

- Administered by the Ministry of Human Resources, this program helps low-income families to obtain child support and spousal maintenance orders from ex-partners, and to enforce them. The program is administered through select B.C. Employment and Assistance centres.

Lower Mainland Client Office

P.O. Box 80449
Burnaby, B.C. V5H 3X9

Telephone: (604) 678-5670
Toll-free: 1-800-663-9666
Fax: (604) 678-5679
Web site: www.fmep.gov.bc.ca

Director of Maintenance Enforcement

203 – 865 Hornby Street
Vancouver, B.C. V6Z 2G3

Telephone: (604) 660-2528 or (604) 660-3728

PARENT SUPPORT SERVICES SOCIETY OF B.C.

201 - 1155 West Pender Street
Vancouver, B.C. V6E 2P4
Website: www.parentsupportbc.ca/

Telephone: (604) 669-1616
Toll-free: 1-800-665-6880
Fax: (604) 669-1636
E-mail: office@parentsupportbc.ca

- Offers Parent Support Circles - self-help groups for parents with children 12 years and under - throughout B.C.

E. Adoption and Missing Persons

CHILD FIND B.C. (Provincial Head Office)

208 - 2722 Fifth Street
Victoria, B.C. V8T 4B2

B.C.: 1-888-689-3463
Tip Line: 1-800-387-7962
Fax: (250) 382-0227
E-mail: childvicbc@shaw.ca
Web site: www.childfindbc.com

- Non-profit organization that helps find missing and abducted children. Teaches abduction prevention seminars in elementary schools.

PARENT FINDERS OF CANADA

19 English Bluff Road
Delta, B.C. V4M 2M4

Telephone: (604) 948-1069
Fax: (604) 948-2036
Web site: www.parentfinders.org

VIII. EMPLOYMENT REFERRALS

HUMAN RESOURCES DEVELOPMENT CANADA

EI/SIN inquiries (English): 1-800-206-7218
EI/SIN inquiries (French): 1-800-808-6352
Information on the Government of Canada: 1-800-622-6232
Web site: www.hrdc-drhc.gc.ca

- Federal department responsible for helping people prepare for and find employment, or become self-employed. Provides income support and social programs for families, youth, workers, seniors, employers, unions, and communities.

Regional Offices:

1. **Abbotsford Human Resources Centre**
32525 Simon Ave.
Abbotsford, B.C. V2T 6T6
Telephone: (604) 854-5852
Fax: (604) 870-2765
2. **Burnaby Human Resource Centre**
4279 Canada Way
Burnaby, B.C. V5G 4Y2
Telephone: (604) 427-3761
Fax: (604) 666-1015
3. **Chilliwack Human Resource Centre**
4560 Cheam Ave.
Chilliwack, B.C. V2P 1N6
Telephone: (604) 792-1371
4. **Coquitlam Human Resource Centre**
100 - 2963 Glen Drive
Coquitlam, B.C. V3B 2P7
Telephone: (604) 464-7144
Fax: (604) 945-1600
5. **Langley Human Resource Centre**
101 - 20621 Logan Avenue
Langley, B.C. V3A 7R3
Telephone: (604) 533-1201
Fax: (604) 533-1291
6. **North Shore Human Resource Centre**
100 - 221 Esplanade West
North Vancouver, B.C. V7M 3N7
Telephone: (604) 988-1151
Fax: (604) 666-6494
7. **Ridge Meadows Human Resource Centre**
22325 Loughheed Highway
Maple Ridge, B.C. V2X 273
Telephone: (604) 467-5515
Fax: (604) 467-9833
8. **Surrey Human Resource Centre**
7404 King George Highway
Surrey, B.C. V3W 0L4
Telephone: (604) 590-3346
Fax: (604) 590-5348
9. **Vancouver (10th Avenue) Human Resource Centre**
Harry Stevens Business Building
3rd Floor - 125 East 10th Avenue
Vancouver, B.C. V5T 1Z3
Telephone: (604) 872-7431
Fax: (604) 666-1205
10. **Vancouver (Richmond) Human Resource Centre**
301 - 4940 Number 3 Road
Richmond, B.C. V6X 3A5
Telephone: (604) 273-6431
Fax: (604) 666-1119
11. **Vancouver (Sinclair Centre) Human Resource Centre**
Sinclair Centre
415 - 757 West Hastings Street
Vancouver, B.C. V6C 1A1
Telephone: (604) 681-8253
Fax: (604) 666-6945

MINISTRY OF SKILLS DEVELOPMENT AND LABOUR

Employment Standards Branch

Outside of Vancouver: 1-800-663-3316
Web site: www.labour.gov.bc.ca/esb

- Administers the [Employment Standards Act](#) and Regulations. Refer to for non-union employer/employee inquiries, wages, holiday pay, maternity leave, and severance pay.

1. **Burnaby Employment Standards Branch Office**

Deer Lake Centre, 210 - 4946 Canada Way
Burnaby, B.C. V5G 4J6

Telephone: (604) 660-4946
Toll-free: 1-800-663-3316
Fax: (604) 660-7047

2. **Surrey Employment Standards Branch Office**

101 - 10475 138th Street
Surrey, B.C. V3T 4K4

Telephone: (604) 586-4251
Fax: (604) 586-4249

EMPLOYMENT STANDARDS TRIBUNAL

Suite 650 – Oceanic Plaza
1066 West Hastings Street
Vancouver, B.C. V6E 3X1

Telephone: (604) 775-3512
Fax: (604) 775-3372
Web site: www.bcest.bc.ca

- Independent body with the legal authority to appeal decisions made under the Employment Standards Act.

LABOUR RELATIONS BOARD

Suite 600 – Oceanic Plaza
1066 West Hastings St.
Vancouver, B.C. V6E 3X1

Telephone: (604) 660-1300
Fax: (604) 660-1892
Web site: www.lrb.bc.ca

- Administers and interprets the Labour Relations Code.

B.C. HUMAN RIGHTS TRIBUNAL

1170 - 605 Robson Street
Vancouver, B.C. V6E 3X1
Fax: (604) 775-2020

Telephone: (604) 775-2000
Toll-free: 1-888-440-8844
TTY: (604) 775-2021
E-mail: B.C.HumanRightsTribunal@gems9.gov.bc.ca
Web site: www.bchrt.bc.ca

- Investigates and mediates complaints of discrimination under the province's Human Rights Code. See **Chapter 19: Human Rights** for more details.

AFFILIATION OF MULTICULTURAL SOCIETIES AND SERVICE AGENCIES OF B.C. (AMSSA)

205 - 2929 Commercial Drive
Vancouver, B.C. V5N 4C8

Telephone: (604) 718-2777
Fax: (604) 298-0747
Outside of Vancouver: 1-888-355-5560
E-mail: amssa@amssa.org
Web site: www.amssa.org

- Coalition of over 80 agencies. Provides multicultural programs and immigrant settlement services in B.C. Also provides information, referrals, advocacy and education regarding anti-racism, human rights, social justice, multicultural health, and immigrant integration.

WORKERS' COMPENSATION BOARD

Main Building 6951 Westminster Highway
Richmond, B.C. V7C 1C6

Provincial Call Centre: (604) 231-8888
Toll-free: 1-888-967-5377
Web site: www.worksafebc.com

Workers' Claims Correspondence:

P.O. Box 4700 Stn Terminal
Vancouver, B.C. V6B 1J1

Fax: 1-888-922-8807
Fax: (604) 233-9777

Employers' Claims Correspondence:

PO Box 8940 Stn Terminal
Vancouver, B.C. V6B 1H9

Fax: 1-888-922-8803
Fax: (604) 233-9722

- Provides assistance with applications. Operates under the Workers' Compensation Act.

COMPENSATION ADVISORY SERVICES

- The Worker's Advisors Office acts as an independent body administered by the B.C. Ministry of Skills, Development, and Labour. Assists persons with appeals from Workers' Compensation Board decisions.

Lower Mainland Regional Offices:

1. **Workers' Advisors Office**
500 - 8100 Granville Avenue
Richmond, B.C. V6Y 3T6

Telephone: (604) 713-0360
Toll-free: 1-800-663-4261
Fax: (604) 713-0311

2. **Workers' Advisors Office**
204 - 32555 Simon Avenue
Abbotsford, B.C. V2T 4Y2

Telephone: (604) 870-5488
Toll-free: 1-888-295-7781
Fax: (604) 870-5494

IX. MOTOR VEHICLE AND ICBC REFERRALS

TRAFFIC COURT

800 Hornby Street
Vancouver, B.C. V6Z 2C5

Telephone: (604) 660-4278
Fax: (604) 660-8950

- Court for usual summary conviction traffic offences.

ICBC: HEAD OFFICE

151 West Esplanade
North Vancouver, B.C. V7M 3H9

Telephone: (604) 661-2800
Fax: (604) 646-7400
Web site: www.icbc.com

1. **General Enquiries**

Telephone: (604) 661-2800
Toll-free: 1-800-663-3051
Fax: (604) 661-2896

2. **Claims**

Claims Service (24 hour answering service): (604) 520-8222
Out of Province Claims Service and Emergency: 1-800-910-4222
Please see www.icbc.com for Claims Centre listings.

3. **Litigation Office**

800 - 808 Nelson Street
Vancouver, B.C. V6Z 2L5

Telephone: (604) 662-5400
Fax: (604) 662-5498

OFFICE OF THE SUPERINTENDENT OF MOTOR VEHICLES

P.O. Box 9254 Station Provincial Government
Victoria, B.C. V8W 9J2

Telephone: (250) 387-7747
Fax: (250) 387-4891
E-mail: osmv.mailbox@gov.bc.ca
Web site: www.pssg.gov.bc.ca/osmv

X. SMALL BUSINESS, INCORPORATION, ETC.

CANADA/B.C. BUSINESS SERVICE SOCIETY

Vancouver Small Business Centre
82 - 601 West Cordova Street
Vancouver, B.C. Canada, V6B 1G1

Telephone: (604) 775-5525
Toll-free: 1-800-667-2272
Fax: (604) 775-5520
Web site: www.smallbusinessbc.ca

- Small business B.C. is British Columbia's key resource centre for business information and services. It provides comprehensive orientation service to information on all business-related topics pertinent to entrepreneurs, small businesses and start-up companies.

BUSINESS DEVELOPMENT BANK OF CANADA

BDC Tower
Suite 2100, One Bentall Centre
P.O. Box 6, 505 Burrard Street
Vancouver, B.C. V7X 1M4

Telephone: (604) 666-7850
Fax: (604) 666-1068
Web site: www.bdc.ca

- Crown Corporation that promotes small and medium size businesses in Canada. Offers financing, case counselling, and counselling assistance to small enterprises. Please see web site for North Vancouver, Surrey, Port Coquitlam, and Langley locations.

XI. TITLE AND CORPORATE SEARCHES

PERSONAL PROPERTY REGISTRY

2nd Floor, 940 Blanshard Street
Victoria, B.C. V8W 3E6

Telephone: (604) 775-1042
Fax: (250) 387-3055
Web site: www.fin.gov.bc.ca/registries/pprpg

Mailing Address:

P.O. Box 9431 Stn Prov Govt
Victoria, B.C. V8W 9V3

- Registers documents under the Personal Property Security Act and Repairers Lien Act. Fees range from \$7.00 - \$10.00 for each search. Searches can be done from your own computer or by government staff via B.C.Online, or by government staff.

NOTE: Searches for liens and encumbrances on motor vehicles may also be conducted through the office of the Superintendent of Motor Vehicles.

MANUFACTURED HOME REGISTRY

2nd Floor, 940 Blanshard Street
Victoria, B.C. V8W 3E6

Vancouver: (604) 775-1042
Fax: (250) 387-3055
Web site: www.fin.gov.bc.ca/registries/mhrpg/

ICBC: HEAD OFFICE

151 West Esplanade
North Vancouver, B.C. V7M 3H9

Telephone: (604) 661-2800
Fax: (604) 646-7400
Web site: www.icbc.com

- Searches for name and addresses of motor vehicle owners, etc. There is a base cost for searches, but costs increase as more information is requested and/or additional names appear.

CORPORATE REGISTRY

2nd Floor , 940 Blanshard Street
Victoria, B.C. V8W 3E6

Mailing Address:
P.O. Box 9431, Stn. Prov. Govt.
Victoria, B.C. V8W 9V3

Gen. Info: (604) 775-1041
Fax: (250) 356-8593
Search: (604) 775-1040
Search Fax: (250) 356-0206
Web site: www.fin.gov.bc.ca/registries/corppg

- Searches for legal names and addresses of companies and societies, officers' names and addresses, articles of companies, constitutions of societies, etc. Fees range from \$7.00 - \$10.00 for each search. Searches can be done from your own computer or by government staff via B.C. Online, or by government staff or through the inspection of the paper file.

LAND REGISTRIES

- Searches for liens and encumbrances on land, names and addresses of owners, etc. Cost of search varies see: www.fin.gov.bc.ca.

Vancouver and Lower Mainland Land Title Office

88 6th Street
New Westminster, B.C. V3L 5B3

Telephone: (604) 660-2595
Fax: (604) 660-4064
Web site: www.ltsa.ca/

XII. HOUSING

A. *Emergency Shelter*

MINISTRY OF EMPLOYMENT AND INCOME ASSISTANCE

EMERGENCY FOOD AND SHELTER LIINES

Lower Mainland After Hours: (604) 660-3194
Province Wide After Hours: 1-866-660-3194

- Run by the Ministry of Employment and Income Assistance (MEIA) as an after-hours emergency service, to be used on weekdays after 4:30 p.m. and on weekends. Call the Social Services District office during regular working hours. All clients must be on assistance.

PROVINCIAL AFTER HOURS RESPONSE TEAM

North Vancouver, Vancouver and Richmond After Hours: (604) 660-4927
Remainder of Lower Mainland After Hours: (604) 660-8180
Province Wide: 1-800-663-9122

- Run by MEIA in collaboration with MCFD. Provides services at times of family or personal crisis.

LOOKOUT DOWNTOWN SHELTER

346 Alexander Street
Vancouver, B.C. V6A 1C3

Telephone: (604) 681-9126
Fax: (604) 681-9150
E-mail: info@lookoutsociety.bc.ca
Web site: www.lookoutsociety.bc.ca

- 24 hour emergency shelter providing temporary accommodation and support.

RAINCITY HOUSING AND SUPPORT

191 Alexander Street
Vancouver, B.C. V6A 1B8

Telephone: (604) 662-7023
Fax: (604) 254-3703
Web site: www.raincityhousing.org/

- Twenty-eight bed emergency shelter for homeless persons with substance abuse and/or mental health issues.

VENTURE

220 East 13th Avenue
Vancouver, B.C. V5T 2K4

Telephone: (604) 879-8222
Fax: (604) 879-6874

- Short-term, emergency residence for the mentally ill in crisis. Clients are processed through Vancouver Community Mental Health Services.

KATE BOOTH HOUSE

P.O. Box 38048 King Edward Mall
Vancouver, B.C. V5Z 4L9

(604) 872-0772
Emergency (24 hour): (604) 872-7774
Fax: (604) 872-7775

- For victims of domestic violence (women and children). Crisis line is open 24 hours, wheelchair accessible, short-term stay only.

VANCOUVER RAPE RELIEF AND WOMEN'S SHELTER

P.O. Box 21562 - 1424 Commercial Drive
Vancouver, B.C. V5L 5G2

24 Hour: (604) 872-8212
Fax: (604) 876-8450
TTY (9am-9pm): (604) 877-0958
E-mail: info@rapereliefshelter.bc.ca
Web site: www.rapereliefshelter.bc.ca

- Twenty-four hour shelter for women and children only. Also a 24 hour crisis line for women who have been victims of violence. Offers legal and medical accompaniment and advocacy.

NOTE: This is **not** a drop-in centre.

POWELL PLACE SHELTER FOR WOMEN AND CHILDREN

329 Powell Street
Vancouver, B.C.
Crisis shelter for single women. Staffed 24 hours

Telephone: (604) 606-0300
Crisis Line: (604) 606-0403
Fax: (604) 606-0309

VI FINEDAY FAMILY SHELTER SOCIETY

Telephone: (604) 736-2423
Fax: (604) 736-2473
E-mail: fineday@telus.net

- 24 hour emergency accommodation for families, children, single parents, and single women. Call to see if space is available.

YUKON SHELTER

2088 Yukon Street
Vancouver, B.C. V5Y 4B1

(604) 264-1680
Fax: (604) 264-1610
E-mail: yukon@lookoutsociety.bc.ca

- Twenty-four hour multi-service housing centre for emergency and transitional situations.

B. Low Cost Housing

B.C. HOUSING

101 - 4555 Kingsway Street
Burnaby, B.C. V5H 4V8

Program and Information Line: 1-800-257-7756
Housing Inquiries: (604) 433-2218
Administration: (604) 433-1711
Fax: (604) 439-4729

Web site: www.bchousing.org/

- Headquarters for low-cost housing projects. Provides information on low-cost rental housing for families within certain income brackets. Rent is based on family income. Accommodations for pensioners. Application forms mailed on request. People are admitted to housing on a point basis.

1. **B.C. Housing Storefront Office** Telephone: (604) 433-1711
101 - 4555 Kingsway Street Fax: (604) 439-4722
Burnaby, B.C. V5H 4V8

2. **Fraser Region Office** Telephone: (604) 525-3033
#800-5945 Kathleen Avenue Fax: (604) 525-8201
Burnaby, B.C. V5H 4J7

3. **Vancouver Coastal Region Office** Telephone: (604) 609-7024
1296 Station Street Fax: (604) 609-7031
Vancouver, B.C. V6A 2X3

THE HOUSING REGISTRY Telephone: (604) 433-2218
101 - 4555 Kingsway Street Fax: (604) 439-4729
Burnaby, B.C. V5H 4V8

E-mail: thehousingregistry@bchousing.org
Web site: www.bchousing.org/providers/registry

- Maintains a database of applicants for housing providers to search.

DOWNTOWN EASTSIDE RESIDENTS ASSOCIATION

12 East Hastings Street Telephone: (604) 682-0931
Vancouver, B.C. V6A 1N1 Fax: (604) 669-5499
Web site: www.dera.bc.ca

- Will advocate B.C. Benefits and RTB issues, give referrals, assist with dealings with immigration, and lobby government.

FIRST UNITED CHURCH SOCIAL HOUSING SOCIETY

320 East Hastings Street Telephone: (604) 681-8365 ext. 122
Vancouver, B.C. V6A 1P4 Fax: (604) 681-8928

- Drop-in centre. Housing referrals.

C. Housing for Ex-Psychiatric Clients

MENTAL HEALTH RESIDENTIAL SERVICES

1970 West 4th Avenue Telephone: (604) 734-5265
Vancouver, B.C. V6J 1M5 Fax: (604) 734-5206

VANCOUVER COMMUNITY MENTAL HEALTH SERVICES/ VANCOUVER COASTAL HEALTH AUTHORITY

Administration Office: Telephone: (604) 874-7626
200 – 520 West 6th Avenue Fax: (604) 874-7661
Vancouver, B.C. V5Z 4H5

- Referrals to mental health teams and housing for individuals with mental health issues.

COAST MENTAL HEALTH

Administration Office Telephone: (604) 872-3502
293 East 11th Avenue Fax: (604) 879-2363

- Operates psychiatric boarding homes and apartments. They also operate clubhouses that offer job training/employment workshops, outings and support.

D. Transition Houses

A safe refuge from family violence for women and their children. Transition houses provide accommodation, food, and basic necessities for up to 30 days. Services include crisis counselling, marriage counselling, childcare, advice on legal rights, Social Assistance and local resources. Houses provide an accepting, supportive and safe atmosphere, with planned activities, assessment of and referrals for children.

1. **Abbotsford**

Abbotsford Transition House
Women's Resource Society of the Fraser Valley

Telephone: (604) 852-6008

Fax: (604) 852-6542

E-mail: ath@wrsfv.ca

2. **Burnaby**

Marguerite Dixon Transition Society

Crisis: (604) 298-3454

Telephone: (604) 433-4165

3. **Coquitlam/Port Coquitlam**

Coquitlam Women's Transition House
Tri-Cities Women's Resource Society

Crisis Line: (604) 464-2020 or (604) 540-2221

Fax: (604) 464-9174

4. **North Shore**

SAGE Transition House

Crisis Line: (604) 987-3374

Fax: (604) 987-5396

North Shore Crisis Services Society

Administration: (604) 987-0366

Fax: (604) 987-1623

5. **Richmond**

Nova Transition House

Crisis Line: (604) 270-4911

Administration Line: (604) 270-4900

Fax: (604) 270-4915

Chimo Crisis Services

Crisis Line: (604) 279-7070

Administration Line: (604) 279-7077

Fax: (604) 279-7075

6. **Surrey**

Evergreen Transition House

Telephone: (604) 584-3301

Fax: (604) 585-0001

E-mail: evergreen@options.bc.ca

7. **Vancouver**

Helping Spirit Lodge

Telephone: (604) 872-6649

Fax: (604) 873-4402

E-mail: helping_spirit@telus.net

Web site: www.helpingspiritlodge.org

- Transition house primarily for Aboriginal women and children.

Kate Booth House

Crisis Line: (604) 872-7774

Administration: (604) 872-0772

Fax: (604) 872-7775

Vancouver Rape Relief and Women's Shelter

Crisis Line: (604) 872-8212
TTY: (9am to 9pm): (604) 877-0958
Fax: (604) 876-8450
Web site: www.rapereliefshelter.bc.ca

Safe Choice Program Safe House

Telephone: (604) 733-6495
Fax: (604) 733-6927

8. **Maple Ridge**

Cythera Transition House

Telephone: (604) 467-9939
Fax: (604) 467-9077

9. **White Rock**

Durrant House

Crisis Line: (604) 531-4430
Administration: (604) 531-9151
Fax: (604) 531-9132

10. **Langley**

Ishtar Transition House

Crisis Line: (604) 530-9442
Fax: (604) 530-2224

11. **Aldergrove**

Libra Transition House

Crisis Line: (604) 857-5797
Administration: (604) 534-1011
Fax: (604) 857-0091

XIII. CANADA EMPLOYMENT CENTRES, CANADA IMMIGRATION CENTRES, AND PASSPORT REFERRALS

A. Canada Employment Centres

Services include job placement, job counselling, training, and educational programs. Refer to **Section VIII: Employment Referrals** of this chapter for the Human Resource Centre nearest you.

B. Canada Immigration Centres

1. **CIS Call Centre**

Citizenship and Immigration: 1-888-242-2100
TTY: 1-888-576-8502
Web site: www.cic.gc.ca

2. **Douglas Immigration Centre**

210 Deas Throughway
White Rock, B.C. V4B 5A8

Telephone: (604) 535-5450
Fax: (604) 541-5621

3. **Pacific Highway Immigration Centre**

28 – 176th Street
Surrey, B.C. V4P 1M7

Fax: (604) 541-3362

4. **Vancouver International Airport
Immigration**

P.O. Box 32421RPO YVR Terminal
Richmond, B.C. V7B 1Y3

Telephone: (604) 666-1185
Fax: (604) 666-1937

IMMIGRATION AND REFUGEE BOARD - APPEALS OFFICE

Library Square
1600 - 300 West Georgia Street
Vancouver, B.C. V6B 6C9

Telephone: (604) 666-5946
Fax: (604) 666-7370

- Represents the Minister of Immigration in front of the Immigration Board.

PASSPORT OFFICE CANADA

Telephone: (604) 586-2500
Toll-free: 1-800-567-6868
Fax: (604) 666-1691

- Processes applications for passports. Requires three to five working days notice. Application forms are available at post offices and travel agencies. Fee is \$35. Applications are not accepted by mail, but may be delivered in person or by an agent.
- Telephone connects to the Ottawa office. Lower Mainland walk-in offices:
 1. **Vancouver**
Sinclair Centre
241 - 757 West Hastings Street
 2. **Richmond**
310 - 561 Coney Road
 3. **Surrey**
900 - 13401 108th Avenue

C. Other Immigration Services

IMMIGRANT SERVICES SOCIETY OF B.C.

501 - 333 Terminal Avenue
Vancouver, B.C. V6A 2L7

Telephone: (604) 684-2561
Fax: (604) 684-2266
Federal Number: 1-800-622-6232
E-mail: iss@issbc.org
Web site: www.issbc.org

- Provides interpretation, counselling referrals and citizenship classes. Does not give legal advice on immigration problems.

HEALTH CANADA

Population and Public Health Branch
405 - 757 West Hastings Street (Sinclair Centre)
Vancouver, B.C. V6C 1A1

Telephone: (604) 666-2083
Fax: (604) 666-2258
Web site: www.hc-sc.gc.ca

LEGAL SERVICES SOCIETY / LEGAL AID

For further information, including contact information, see **Section II: Common Legal Referrals**, above.

- Provides legal assistance to people who are financially eligible and (1) facing an immigration proceeding that may result in their removal from Canada to a country where his or her life is in danger or if he or she has other compelling reasons for not returning to his or her country, or (2) making a refugee claim in Canada.

SURREY DELTA IMMIGRANT SERVICES SOCIETY (SDISS)

1107 - 7330 137th Street
Surrey, B.C. V3W 1A3
Web site: www.sdiss.org

Telephone: (604) 597-0205
Fax: (604) 597-4299
E-mail: info@dcrs.ca

SETTLEMENT SERVICES

1. **Immigrant Services Society of B.C. – Settlement Services**
530 Drake Street
Vancouver, B.C. V6B 2H3
Telephone: (604) 684-7498
Fax: (604) 684-5683
E-mail: settlemt@issbc.org
2. **South Vancouver Neighbourhood House – Settlement Services**
207 – 7355 Canada Way
Burnaby, B.C. V3N 4Z6
Telephone: (604) 395-8000
Fax: (604) 395-8003
E-mail: settlement@issbc.org
3. **Richmond Career Centre**
150 – 8400 Alexandra Road
Richmond, B.C. V6X 3L4
Telephone: (604) 233-7031
Fax: (604) 233-7036

IMMIGRANT AND MULTICULTURAL SERVICES PROGRAM

Langley Family Services
5339 207th Street
Langley, B.C. V3A 2E6
Telephone: (604) 534-7921
Fax: (604) 534-9884

- Provides various services to immigrants and refugees including advocacy, assistance in filling out forms, basic English skills training, and counselling.

SETTLEMENT ORIENTATION SERVICES AND INLAND REFUGEE SOCIETY OF B.C.

430 – 411 Dunsmuir Street
Vancouver, B.C. V6B 1X4
Telephone: (778) 328-8888
Fax: (604) 873-6620
E-mail: directservice_inland@vrsa.ca

- Assists refugees seeking political asylum in Canada. Provides English language classes, information and referrals regarding legal assistance, clothing and household goods, and counselling for jobs and orientation to the city.

MOSAIC

2nd Floor 1522 Commercial Drive
Vancouver, B.C. V5L 3Y2
Telephone: (604) 254-0244
Fax: (604) 254-3932
E-mail: mosaic@mosaicbc.com
Web site: www.mosaicbc.com

S.U.C.C.E.S.S. (United Chinese Community Enrichment Services Society)

Chinatown Head Office
28 West Pender Street
Vancouver, B.C. V6B 1R6
Telephone: (604) 684-1628
Fax: (604) 408-7236
Web site: www.successbc.ca

- Provides counselling and support services primarily to the Chinese community.

1. **Burnaby- Coquitlam Service Centre**
435B North Road
Coquitlam, B.C. V3K 3V9
Telephone: (604) 936-5900
Fax: (604) 936-7280
2. **Tri-City Service Centre**
2058 - 1163 Pinetree Way
Coquitlam, B.C. V3B 8A9
Telephone: (604) 468-6000
Fax: (604) 464-6830

- | | |
|--|---|
| <p>3. Richmond Service Centre
 Caring Place
 220 - 7000 Minoru Boulevard
 Richmond, B.C. V6Y 3Z5</p> | <p>Telephone: (604) 279-7180
 Fax: (604) 271-7188</p> |
| <p>4. Surrey Service Centre
 206 - 10090 152nd Street
 Surrey, B.C. V3R 9W3</p> | <p>Telephone: (604) 588-6869
 Fax: (604) 588-6823</p> |
| <p>5. Fraser Service Centre
 5834 Fraser Street
 Vancouver, B.C. V5W 2Z5</p> | <p>Telephone: (604) 324-1900
 Fax: (604) 321-2536</p> |
| <p>6. Granville Service Centre
 300 - 8268 Granville Street
 Vancouver, B.C. V6P 4Z4</p> | <p>Telephone: (604) 323-0901
 Fax: (604) 323-0902</p> |
| <p>7. Community Airport and Newcomer's Network (CANN)
 28 West Pender Street
 Vancouver, B.C. V6B 1R6</p> | <p>Telephone: (604) 270-0077
 Fax: (604) 270-6008</p> |
- Provides reception, orientation, and information and referral services to new immigrants and refugees.

XIV. EMPLOYMENT INSURANCE REFERRALS

Government offices provide general information on EI problems. Employment and Immigration provides assistance to insured workers who are temporarily without a source of income.

COMMUNITY LEGAL ASSISTANCE SOCIETY

NOTE: Please only use this referral when the EI board is appealing a decision in favour of the claimant.

<p>300 - 1140 West Pender Street Vancouver, B.C. V6E 4G1</p>	<p>Telephone: (604) 685-3425 Fax: (604) 685-7611 E-mail: clas@vancouver.net</p>
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NEWTON ADVOCACY GROUP SOCIETY

<p>205 - 13588 88th Avenue Surrey, B.C. V3W 3K8</p>	<p>Telephone: (604) 596-2311 Fax: (604) 596-2319 Web site: www.newtonadvocacygroup.ca</p>
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TELEMESSAGE EMPLOYMENT INSURANCE CANADA

English: 1-800-206-7218
French: 1-800-808-6352
TTY: (604) 775-6181

MOSAIC

<p>2nd Floor, 1522 Commercial Drive Vancouver, B.C. V5L 3Y2</p>	<p>Telephone: (604) 254-0244 Fax: (604) 254-3932 Web site: www.mosaicbc.com</p>
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- Assists recent immigrants to Canada and people with English as a second language.

XV. INCOME ASSISTANCE REFERRALS

Please consult **Chapter 21: Income Assistance** for a more complete listing of referrals.

LAWLINE of LEGAL SERVICES SOCIETY

For contact information, see **Section II: Common Legal Referrals**, above.

- LawLINE provides brief, free telephone advice to people with low incomes. Telephone advice is available for those who are not able to access in-person services. To be eligible to receive legal advice, financial eligibility guidelines must be met. Even if financial eligibility guidelines are not met, a caller may receive some legal information through Legal Services Society by calling (604) 408-2712 or toll free at 1-866-577-2525.

MINISTRY OF EMPLOYMENT AND INCOME ASSISTANCE

Please contact the appropriate District Office for assistance. Refer to the blue pages of the phone book for a list of regional offices. See **Section VIII: Employment Referrals**, for Lower Mainland listings.

DOWNTOWN EASTSIDE RESIDENTS ASSOCIATION

12 East Hastings Street
Vancouver, B.C. V6A 1N1

Telephone: (604) 682-0931
Fax: (604) 669-5499
Web site: www.dera.bc.ca

NEWTON ADVOCACY GROUP SOCIETY

Welfare Advocacy Program
205 - 1355 88th Avenue
Surrey, B.C. V3W 3K8

Telephone: (604) 596-2311
Fax: (604) 596-2319
Web site: www.newtonadvocacygroup.ca

ADVOCACY ACCESS TEAM – B.C. COALITION OF PEOPLE WITH DISABILITIES

204 - 456 West Broadway Avenue
Vancouver, B.C. V5Y 1R3

Telephone: (604) 872-1278
Toll-free: 1-800-663-1278
Fax: (604) 875-9227
Web site: www.bccpd.bc.ca

- Provides information, support services, and advocacy to those with disabilities.

MOTIVATION, POWER AND ACHIEVEMENT SOCIETY

122 Powell Street
Vancouver, B.C. V6A 1G1

Telephone: (604) 482-3700
Fax: (604) 738-4132
Web site: www.mpa-society.org

- The **Motivation, Power and Achievement Society** provides advocates to assist individuals who have a mental health disability with income assistance. Provincial & Federal Disability, Income Tax and other issues.

XVI. VITAL STATISTICS OFFICES REFERRALS

Vancouver Office

250 - 605 Robson Street
Vancouver, B.C. V6B 5J3

Telephone: (604) 660-2937
Fax: (604) 660-2645
Web site: www.vs.gov.bc.ca

- Provides information on births, deaths, and marriages. Contact this agency to apply for birth and marriage certificates.

XVII. HEALTH REFERRALS

A. *Health Insurance B.C.*

PHARMACARE

P.O. Box 9655 Stn Prov Govt
Victoria, B.C. V8W 9P2

Telephone: (604) 683-7151 or 1-800-663-7100
Victoria: (250) 952-2866
Web site: www.healthservices.gov.bc.ca/pharme

- PharmaCare assists in paying for eligible prescription medications, insulin and syringes for diabetics, certain ostomy supplies, designated permanent prosthetic appliances and children's orthotic devices. Includes MSP and Fair PharmaCare.

B. *Health Services*

BC HEALTHGUIDE PROGRAM

1515 Blanshard Street
Victoria, B.C. V8W 3C8

BC NurseLine: (604) 215-4700 or 1-866-215-4700
TTY Nurse Line: 1-866-889-4700
BC HealthGuide Orders: 1-800-465-4911
Web site: www.bchealthguide.org

- Self-care and tele-care program offers consumers access to health information. The **BC NurseLine** is a 24 hour nursing triage and health education line. Also serves people who are deaf and hearing impaired, and offers translation services in over 130 languages. Pharmacists provide health information and advice on medication-related calls between 5 p.m. and 9 a.m. daily. The **BC HealthGuide** offers tips regarding prevention and early identification of illnesses, when to see a doctor, self-care, and management of chronic diseases; it is available at most pharmacies, government agents, and through the website. The **BC HealthGuide OnLine** provides detailed information about health conditions and symptoms. The **BC First Nations Health Handbook** provides information on health services for Aboriginal people. The **BC HealthFiles** offers one-page, easy-to-understand fact sheets about a range of public and environmental health and safety issues; available in several languages at health units and departments, some government offices, and www.bchealthguide.org/healthfiles/.

B.C. PERSONS WITH AIDS SOCIETY

2nd Floor, 1107 Seymour Street
Vancouver, B.C. V6B 5S8

Telephone: (604) 893-2200 or 1-800-994-2437
Fax: (604) 893-2251
E-mail: info@bcpwa.org
Web site: www.bcpwa.org

- Services include individual and group peer support, complementary therapies, prevention and treatment information, prison outreach, individual advocacy, referrals, free used clothing and retreats.

C. *Free or Low Cost Medical Services*

BROADWAY YOUTH RESOURCE CENTRE

Health Care Services

691 East Broadway Street
Vancouver, B.C. V5T 1X7

(604) 709-5720
Fax: (604) 709-5721
E-mail: bycr@pcrs.ca
Web site: www.pcrs.ca/

- Health clinic for at-risk youth ages 10 to 24, with a particular focus on youth ages 12 to 19.

COMMERCIAL DRIVE YOUTH CLINIC

North Community Health Office
200 - 1651 Commercial Drive
Vancouver, B.C. V5L 3Y3

Telephone: (604) 253-3575
Fax: (604) 253-2460

- Provides free, confidential health counselling, birth control and pregnancy counselling, diagnosis and treatment of sexually transmitted diseases and help with personal problems. Serves youth and adults up to and including age 25. Drop-in, no appointment necessary. Hours are 2:30 p.m. to 5:30 p.m. Tuesdays and Thursdays.

DOWNTOWN COMMUNITY HEALTH CENTRE

569 Powell Street
Vancouver, B.C. V6A 1G8

Telephone: (604) 255-3151

- Free services for residents of the Downtown Eastside include counselling, community liaison, addiction counselling, methadone program, needle exchange, and withdrawal management (including home detox). Also provides adult home support, women-only services, pharmacy, alternative therapies (acupuncture and massage therapy). Direct health services are provided by community nurses, doctors, counsellors, nutritionist, and respiratory therapist. Offers referrals to residential care facilities, adult day care centers, treatment centers, and meal programs. The **Maximally Assisted Therapy (MAT) Program** provides intensive and assertive case management for people living with HIV. Open 8:30 a.m. to 8:30 p.m. every day. Pharmacy open seven days a week (daytime only).

KNIGHT STREET CLINIC

South Community Health Office
6405 Knight Street
Vancouver, B.C. V5P 2V9

Telephone: (604) 321-6151
Fax: 604-321-5108

- Provides free, confidential health counselling, birth control and pregnancy counselling, and testing and treatment for sexually transmitted diseases. Serves youth and young adults ages 12 to 24. Drop-in; no appointment necessary. Hours are 2 p.m. to 4:30 p.m. Mondays, and 5:30 p.m. to 8 p.m. Thursdays.

MID-MAIN YOUTH CLINIC

3998 Main Street
Vancouver, B.C. V5V 3P2

Telephone: (604) 709-6400

- Provides free and confidential health counselling, birth control, pregnancy tests, pregnancy counselling, testing for sexually transmitted diseases, and help with personal/school problems. Drop-in; no appointment necessary. Hours are 2:30 p.m. to 5 p.m. Wednesdays. Serves youth up to and including age 25, including those without medical coverage.

PENDER COMMUNITY HEALTH CENTRE

59 West Pender Street
Vancouver, B.C. V6B 1R3

Telephone: (604) 669-9181
Continuing Care: (604) 642-5830
Fax: (604) 688-9775

- Provides primary health care in the Downtown Eastside. Services include physician, nursing care, mental health counselling, nutrition consultation, medication assistance, and intake for continuing care. Hours are 8:30 a.m. to 4:30 p.m. Monday to Friday.

STREET HEALTH OUTREACH PROGRAM

10697 135A Street
Surrey, B.C. V3T 4E3

Telephone: (604) 583-5666
Fax: (604) 589-8873
E-mail: medicalclinic@surreyhealth.bc.ca

- Free medical clinic for the South Fraser Region, providing general health services for all, including refugees and immigrants. Physicians and nurses provide testing and counselling for sexually transmitted diseases, pregnancy, hepatitis, and HIV/AIDS. Operates a needle exchange in conjunction with drug and alcohol programs and mental health services.

THREE BRIDGES COMMUNITY HEALTH CENTRE

1292 Hornby Street
Vancouver, B.C. V6Z 1W2

Telephone: (604) 736-9844
Fax: (604) 734-5918

- Provides free health care services to people without MSP coverage; appointment required. Provides parent and child services as well as services for seniors and people with disabilities. Offers home-based palliative care and referrals to hospices. This is also a designated agency responsible for looking into reports of suspected abuse and neglect of adults who cannot seek help for themselves. **Pride Health Services** (604-633-4201) offers confidential health services for lesbian, gay, bisexual, and transgendered individuals; drop-in hours are 3 p.m. to 6 p.m. Thursdays. Serves the City Centre Community Health Area, which includes the West End, Yaletown, Downtown Vancouver Business District, Downtown South, False Creek, Kitsilano, Fairview Slopes, and South Granville. The centre also houses **Boys R Us** (604-633-4200), a drop-in centre for male and transgendered sex trade workers in Vancouver, particularly the downtown south area. Open 7 p.m. to 9 p.m. Tuesday to Thursday. Helps individuals to access resources such as health care, housing, and other community services.

DOWNTOWN EASTSIDE YOUTH ACTIVITIES SOCIETY (DEYAS)

612 Main Street
Vancouver, B.C. V6A 2V3

Telephone: (604) 685-6561
Fax: (604) 685-7117
E-mail: info@deyas.org
Web site: www.deyas.org

- Serves street-involved children, youth, and adults in Vancouver’s Downtown Eastside and Mount Pleasant areas. Provides a youth drop-in centre, life skills training, health outreach services, including needle exchanges throughout Vancouver, alcohol and drug counselling, and information and referral regarding HIV/AIDS, hepatitis, and other issues. Clients have access to free phones.

DEYAS NEEDLE EXCHANGE PROGRAM

612 Main Street
Vancouver, B.C. V6A 2V3

Telephone: (604) 685-6561
Fax: (604) 685-7117
E-mail: nex@deyas.org

- Aims to prevent the transmission of infections.

DEYAS YOUTH STREET OUTREACH

612 Main Street
Vancouver, B.C. V6A 2V3

Telephone: (604) 685-6561 or (604) 617-5559
Fax: (604) 685-7117
E-mail: dinfo@deyas.org

- Provides outreach and advocacy services to street-involved youth in Vancouver’s Downtown Eastside. Outreach workers aim to build trust with street youth and encourage them to access community services.

VANCOUVER NATIVE HEALTH SOCIETY

449 East Hastings Street
Vancouver, B.C. V6A 1P5

Information: (604) 254-9949
Fax: (604) 254-9948
E-mail: vnhs@shawbiz.ca
Web site: www.vnhs.net

- Nonprofit society offers free services, primarily for Aboriginal people in Vancouver, although people of all cultures in the Downtown Eastside are welcome. Free doctors during clinics. Clinics are open 9:30 a.m. - 8:00 p.m. Monday - Thursday, 9:30 a.m. - 5:00 p.m. Friday - Sunday.

PINE FREE COMMUNITY HEALTH YOUTH CLINIC

1985 West 4th Avenue
Vancouver, B.C. V6J 1M7

Telephone: (604) 736-2391
Fax: (604) 731-9479

- Free medical care on a drop in basis. Serves youth (under 25 years) and uninsured people of any age.

MID-MAIN COMMUNITY HEALTH CENTRE

3998 Main Street
Vancouver, B.C. V5V 3P2

Medical: (604) 873-3666
Dental: (604) 875-8790
E-mail: info@midmaincommunityhealth.net
Web site: www.midmaincommunityhealth.net

- Nonprofit community health centre provides medical and dental care, chronic disease education, and clinical pharmacist and nurse practitioner services. Some fees charged. The medical clinic serves Cambie Street to Knight Street and Broadway to Marine Drive, and is open six days per week, as well as Monday and Tuesday evenings. The dental clinic has no area boundaries, and is open six days per week and Tuesday evenings. Also hosts well-baby groups, and the **Mid-Main Youth Clinic** (listed under Vancouver Coastal Health Authority). Languages spoken include Cantonese, Farsi, French, Mandarin, and Vietnamese.

REACH COMMUNITY HEALTH CENTRE

1145 Commercial Drive
Vancouver, B.C. V5L 3X3

Telephone: (604) 254-5456
Health Services: (604) 254-1354
Fax: (604) 254-8789

- A multidisciplinary team of physicians, nurse practitioners, nutritionist, counsellor, and pharmacist provides primary care. Some preventive programs are offered. Not a free clinic. Appointment required. Clinic hours are 9 am to 8 pm Tuesdays and Thursdays; 9 am to 5 pm Mondays, Wednesdays, and Fridays; and 9:30 am to 12:30 pm Saturdays.

VANCOUVER GENERAL HOSPITAL

855 West 12th Avenue
Vancouver, B.C. V5Z 1M9

General Inquiries: (604) 875-4111
Web site: <http://www.vanhosp.bc.ca/>

- No walk-ins. Specialists only. Referral only.

SEXUALLY TRANSMITTED DISEASE CLINIC

655 West 12th Avenue
Vancouver, B.C. V5Z 4R4

Telephone: (604) 660-6161
Fax: (604) 775-0808

- Drop-in STD clinic. AIDS testing by appointment and wart treatments.

D. Free or Low Cost Dental Services

DOUGLAS COLLEGE

Dental Assisting Program

New Westminster Campus
700 Royal Avenue
New Westminster, B.C. V3L 5B2

Telephone: (604) 527-5464
Clinic: (604) 527-5094
Fax: (604) 527-5664
Web site: www.douglas.bc.ca

- Dental assisting students under supervision provide some dental services.

VANCOUVER COMMUNITY COLLEGE (VCC)

Dental Department

City Centre Campus
250 West Pender Street
Vancouver, B.C. V6B 1S9

Clinic Appointments: (604) 443-8499
Campus: (604) 443-8300
Fax: (604) 443-8588

- The **Dental Assisting** program offers low-cost dental care to patients age four to 21, including home care instruction, polishing, and fluoride application. Patients are screened and at least two appointments are required. Offers a **Dental Hygiene** program at a minimum charge to adults, including examination by a dentist, diagnosis of dental and periodontal conditions, home care instruction, scaling, root planing, polishing, fluoride application, and radiographs. A dentist screens patients and at least six appointments are required. The **Dental Hygiene Clinic** runs from September to June. Offers a complete **Denturist Program** to a limited number of patients.

MID-MAIN COMMUNITY HEALTH CENTRE

3998 Main Street
Vancouver, B.C. V5V 3P2

Medical: (604) 873-3666
Dental: (604) 873-3602
E-mail: info@midmaincommunityhealth.net
Web site: www.midmaincommunityhealth.net

- Nonprofit community health centre provides medical and dental care, chronic disease education, and clinical pharmacist and nurse practitioner services. Some fees charged. The medical clinic serves Cambie Street to Knight Street and Broadway to Marine Drive, and is open six days per week, as well as Monday and Tuesday evenings. The dental clinic has no area boundaries, and is open six days per week and Tuesday evenings. Also hosts well-baby groups, and the **Mid-Main Youth Clinic** (listed under Vancouver Coastal Health Authority). Languages spoken include Cantonese, Farsi, French, Mandarin, and Vietnamese.

REACH COMMUNITY HEALTH CENTRE

1145 Commercial Drive
Vancouver, B.C. V5L 3X3

Telephone: (604) 254-5456
Dental Services: (604) 254-1331
Fax: (604) 254-8789

- Offers low-cost dental treatment and preventive dental services by appointment. Hours are 8 am to 8 pm Mondays, Wednesdays, and Thursdays; 8 am to 5:30 pm Tuesdays and Fridays; and 9 am to 4 pm Saturdays.

UBC DENTISTRY FACULTY

John B. Macdonald Building, 2199 Wesbrook Mall
Vancouver, B.C. V6T 1Z3

Telephone: (604) 822-2112
Fax: (604) 822-3708
Web site: www.ubc.ca

- Offers lower than normal cost dental services.

XVIII. DISABILITY ADVOCATES

B.C. COALITION OF PEOPLE WITH DISABILITIES

204 - 456 West Broadway Avenue
Vancouver, B.C. V5Y 1R3

Telephone: (604) 875-0188 or 1-877-232-7400
TTY: (604) 875-8835
Fax: (604) 875-9227
Web site: www.bccpd.bc.ca

- Advocacy for people with disabilities in many areas, including income assistance, employment insurance, and workers' compensation.

ADVOCACY ACCESS TEAM

204 - 456 West Broadway Avenue

Telephone: (604) 872-1278 or 1-800-663-1278

Vancouver, B.C. V5Y 1R3

Fax: (604) 875-9227

- Informs people with disabilities of their legal and social rights, provides lawyer referrals in disputes, holds educational workshops. Also, assists clients with appeals and tribunals, and with applications for B.C. disability benefits and CPP disability benefits.

CANADIAN NATIONAL INSTITUTE FOR THE BLIND

100 - 5055 Joyce Street
Vancouver, B.C. V5R 6B2

Telephone: (604) 431-2020 or 1-800-563-2462
Child and Youth Services: 1-866-869-0343
Fax: (604) 431-2099
Web site: www.cnib.ca

- Non-profit, charitable society dedicated to public education, research, and the vision health of all Canadians with a focus on those living with vision loss. Offers independent living skills training, safe travel techniques, adjustment to vision loss support groups, a library, individual counselling, career and employment counselling, peer support, and services for children and youth. Information, demonstrations, and sales of adaptive devices are available through the **Access Shop**. Operates **Bowen Island Recreation Centre** and provides information about recreational and associated organizations. Office hours are 8:30 am to 4:30 pm Monday to Friday.

COMMUNITY VENTURES SOCIETY

1018 Ridgeway Avenue
Coquitlam, B.C. V3J 1S5

Telephone: (604) 939-8070
Fax: (604) 939-8075
E-mail: cvs@communityventures.org

- Supports people with developmental disabilities and assists them to access services in their communities. Offers client-centred, community-based day programs and residential services. A respite program supports families with children who have special needs. Serves Burnaby, Coquitlam, New Westminster, Port Coquitlam, Port Moody, and Surrey. Hours are 8:30 am to 4 pm Monday to Friday. Nonprofit society.

COMMUNITY LEGAL ASSISTANCE SOCIETY

300 - 1140 West Pender Street
Vancouver, B.C. V6E 4G1

Telephone: (604) 685-3425 or 1-888-685-6222
TTY: (604) 685-3425
Fax: (604) 685-7611

- Litigates test cases and seeks to reform laws relating to people who are economically, socially, physically, and mentally disadvantaged. Processes EI appeals, WCB appeals, and judicial reviews of welfare tribunal appeals and charitable tax law. Trains lay advocates and offers legal education to the public. Non-profit.

COMMUNITY LIVING BRITISH COLUMBIA (CLBC)

7th floor, Airport Square
1200 West 73rd Ave.
Vancouver, B.C. V6P 6G5

Telephone: (604) 664-0101 or 1-877-660-2522
Fax: (604) 664-0765
E-mail: info@communitylivingbc.ca
Web site: www.communitylivingbc.ca

- Provincial Crown agency responsible for the delivery of services and supports to adults with developmental disabilities who are living in the community. Also responsible for independent planning support, family support, and residential services for children and youth ages six to 18 with developmental disabilities. Community living services for other special needs children and youth ages six to 18 are still in transition between MCFD and CLBC, but can be accessed through the CLBC offices. Satellite offices throughout BC listed on their website.

CRISIS INTERVENTION AND SUICIDE PREVENTION CENTRE OF B.C.

Vancouver Crisis Centre
763 East Broadway Avenue
Vancouver, B.C. V5T 1X8

Distress (24 hour): (604) 872-3311 or 1-866-661-3311
Distress TTY (24 hour): (604) 872-0113 or 1-866-872-0113
Business: (604) 872-1811

Fax: (604) 879-6216
Web site: www.crisiscentre.bc.ca

- Trained volunteers provide 24 hour telephone crisis counselling for people experiencing emotional distress, seven days a week. Access for non-English speakers is available through an interpretation service. Also, refers clients to numerous other resources.

NORTH SHORE DISABILITY RESOURCE CENTRE ASSOCIATION

Information and Advocacy Services

3158 Mountain Highway
North Vancouver, B.C. V7K 2H5

Telephone: (604) 985-5371
TTY: (604) 998-1503
Fax: (604) 985-7594
E-mail: nsdrc@nsdrc.org
Web site: www.nsdrc.org

- Provides disability-specific information and referral services, resource materials, personal advocacy, education, and other programs for people with disabilities and for the community.

VANCOUVER SECOND MILE SOCIETY

Neighbourhood Helpers Outreach Project

509 East Hastings Street
Vancouver, B.C. V6A 1P9

Telephone: (604) 254-2194
Fax: (604) 254-2150

- Works with seniors in the urban core.

PLANNED LIFETIME ADVOCACY NETWORK (PLAN)

260 - 3665 Kingsway
Vancouver, B.C. V5R 5W2

Telephone: (604) 439-9566
Fax: (604) 439-7001
E-mail: inquiries@plan.ca
Web site: www.plan.ca

- Provides advocacy services and info on wills and estates, trustees, and financial planning. Works with families in developing personal support networks for their relative with a disability, and provides advocacy and monitoring services for families when parents have died. Fees charged; non-profit society.

PUBLIC GUARDIAN AND TRUSTEE OF B.C.

700 - 808 West Hastings Street
Vancouver, B.C. V6C 3L3

Greater Vancouver: (604) 775-1007
Lower Mainland: (604) 775-1001
Fax: (604) 660-0374
E-mail: mail@trustee.bc.ca
Web site: www.trustee.bc.ca

- The Public Trustee is an independent, impartial public official and Officer of the Court who serves to balance protection with autonomy and thereby ensure that people may live as they choose with the support of family and friends. Accountable to clients, the court, and the public. Works in the following three areas of responsibility. **Child and Youth Services** upholds and protects the rights of those under the age of 19. Reviews all personal injury settlements, legal contracts, trusts and estates involving minors, and ensures that children are properly represented in all legal matters that affect their lives. Acts as guardian of estate for children who are in provincial government care and for those undergoing adoption. **Services to Adults** upholds the rights of adults who are unable to manage their own affairs. This role includes helping them with financial and legal matters, and supporting their lifestyle and health care decisions. **Estate Administration** settles the estates of deceased persons when there is no named executor, or when there is no one willing or able to act as executor. This includes securing assets, settling debts and claims against the estate, and identifying and locating heirs and beneficiaries.

MPA COURT SERVICES

Vancouver Provincial Court
222 Main Street
Vancouver, B.C. V6A 2S8

Vancouver: (604) 688-3417 or (604) 660-4292
Fax: (604) 688-6074

Surrey Provincial Court
14340 57th Avenue
Surrey, B.C. V3X 1B2

Surrey: (604) 572-2405
Fax: (604) 572-2280

- Court workers give assistance during the criminal court process to clients with a mental health disability who are charged with a criminal offence. Clients may also be assisted following court appearances (e.g., with bail or probation orders).

CLAS MENTAL HEALTH LAW PROGRAM

300 - 1140 West Pender Street
Vancouver B.C. V6E 4G1

Telephone: (604) 685-3425
Fax: (604) 685-7611
E-mail: mhlp@clasbc.net

- Provides free legal representation for mental health patients at review panel/board hearings. Takes on test cases, Charter cases, and human rights cases concerning mental health law.

ADVOCATE FOR SERVICE QUALITY

820 – 999 West Broadway Avenue
Vancouver, B.C. V6H 3X8

Telephone: (604) 775-1238
Fax: (604) 660-1505

Web site: www.mcf.gov.bc.ca/getting_help/advocate_service_quality.htm

- Provides advocacy to help adults, youth, and children with developmental disabilities and their families obtain good quality service. Helps with services from CLBC, provincial ministries, and from service agencies in the community. Responds to situations involving adults with developmental disabilities who require intervention by someone independent of the Ministry of Children and Family Development (MCFD).

ARA MENTAL HEALTH ACTION RESEARCH AND ADVOCACY ASSOCIATION OF GREATER VANCOUVER

427 – 119 West Pender Street
Vancouver, B.C. V6B 1S5

Telephone: (604) 689-7938 or 1-866-689-7938
Fax: (604) 689-7318

E-mail: admin@ARAMentalhealth.org
Web site: www.ARAMentalhealth.org

- Among others, addresses issues of income assistance, tenancy, employment, education, medical/dental, appeals and tribunals, and substance abuse. Provides outreach to consumers living in Greater Vancouver.

MPA MENTAL HEALTH EMPOWERMENT ADVOCATES PROGRAM

1733 West 4th Avenue
Vancouver, B.C. V6J 1M2

Telephone: (604) 738-5770 or 1-877-536-4327
Fax: (604) 738-5875

E-mail: vanmpa@direct.ca

- The Mental Health Empowerment Advocates Program provides advocates to assist individuals who have a mental health disability with income assistance. Provincial & Federal Disability, Income Tax and other issues. Non-profit.

DEPARTMENT OF JUSTICE

Includes all federal statutes and links to related sites.

Web site: canada.justice.gc.ca/

GUIDE TO THE MENTAL HEALTH ACT

Online version of guide
published by B.C. Government

Web Site: <http://www.health.gov.bc.ca/mhd/mentalhealthact.html>

MINISTRY OF HEALTH SERVICES

Downloadable [Mental Health Act](#) forms
(several are also found in the Appendix of
the mental health chapter).

Web site: <https://www.health.gov.bc.ca/exforms/index.html>

XIX. LANGUAGE ACCOMMODATION REFERRALS

The following organizations offer interpretation services. Please refer to **Section XIII.C: Other Immigration Services**, above, for contact details).

1. Immigrant and Multicultural Services Program (Langley)
2. Information and Referral Services – Settlement Service (Richmond Multicultural Concerns Society)
3. Interpretation Services (Surrey Delta Immigrant Services Society)
4. Settlement Services (Immigrant Services Society of B.C., Vancouver)
5. SUCCESS

BURNABY MULTICULTURAL SOCIETY

6255 Nelson Avenue
Burnaby, B.C. V5H 4T5

Telephone: (604) 431-4131
Fax: (604) 431-4137

MOSAIC

2nd Floor -1522 Commercial Drive
Vancouver, B.C. V5L 3Y2

Telephone: (604) 254-0244
Fax: (604) 254-3932
E-mail: mosaic@mosaicbc.com
Web site: www.mosaicbc.com

- Non-profit society that assists immigrants and refugees with settlement and integration. Services include settlement and orientation services, information and referral, employment services, counselling services, interpretation and translation services, and language instruction services.

1. Community Interpretation Service

Telephone: (604) 254-8022
Fax: (604) 254-4606
E-mail: interpretations@mosaicbc.com

2. Translation Service

Telephone: (604) 254-0469 ext. 225
Fax: (604) 254-2321
E-mail: commercial@mosaicbc.com

SURREY DELTA IMMIGRANT SERVICES SOCIETY (SDISS)

1107 - 7330 137th Street
Surrey, B.C. V3W 1A3

Telephone: (604) 597-0205
Fax: (604) 597-4299
Web site: www.sdiss.org

- Non-profit society offering multi-lingual social service to new-comers to the Surrey/Delta area. Also operates professional translation and interpretation services for fees.

NORTH SHORE MULTICULTURAL SOCIETY

207 - 123 East 15th Street
North Vancouver, B.C. V7L 2P7

Telephone: (604) 988-2931
Fax: (604) 988-2960

PROGRESSIVE INTERCULTURAL COMMUNITY SERVICES SOCIETY (PICS)

109 - 12414 82nd Avenue
Surrey, B.C. V3W 3E9

Telephone: (604) 596-7722
Fax: (604) 596-7721
Web site: www.pics.bc.ca

INTERNATIONAL STUDENT SERVICES OF UBC

1783 West Mall
International House
University of British Columbia
Vancouver, B.C. V6T 1Z2

Telephone: (604) 822-5021
Fax: (604) 822-5099
E-mail: ihouse.frontcounter@ubc.ca
Web site: www.international.ubc.ca

- A service of volunteers who assist non-English-speaking people by providing them with names of people who speak their language and would be willing to help them. Strictly on an emergency basis.

WESTERN INSTITUTE FOR THE DEAF AND HARD OF HEARING

2125 West 7th Avenue
Vancouver, B.C. V6K 1X9

Telephone: (604) 736-7391
Fax: (604) 736-4381
TTY: (604) 736-2527 or 1-888-736-2527
Web site: www.widhh.com
E-mail: info@widhh.com

- Provides interpretation and counselling services for the deaf.

XX. SENIOR CITIZENS' AND VETERANS' REFERRALS

HUMAN RESOURCES DEVELOPMENT CANADA

- Human Resources Development Canada's (HRDC) Income Security Programs cover Canada Pension Plan benefits, and Old Age Security. Old Age Security also deals with Guaranteed Income Supplement, Spouses' Allowance, and International Agreements. The Canada Pension Plan covers almost everyone who is employed. It provides a pension on retirement and other benefits.
- HRDC offices are located throughout the Lower Mainland. See section **VIII: Employment Referrals**, for office locations and contact information.

411 SENIORS CENTRE

411 Dunsmuir Street
Vancouver, B.C. V6B 1X4

(604) 684-8171
Fax: (604) 681-3589
E-mail: s411@411seniors.bc.ca
Web site: www.vcn.bc.ca/411

HandyDART TransLink

Vancouver
Surrey

Telephone: (604) 430-2692
Telephone: (604) 591-8234

- Specialized transportation services for any person with a disability who is unable to use the regular transit system without assistance.

VETERANS' AFFAIRS CANADA (VAC)

900 - 605 Robson Street
Mailing Address: PO Box 5600
Vancouver, B.C. V6B 5G4

Toll-free: 1-866-522-2122
Web site: www.vac-acc.gc.ca

DOWNTOWN EASTSIDE SENIORS CENTRE

509 East Hastings Street
Vancouver, B.C. V6A 1P9

Telephone: (604) 254-2194
Fax: (604) 254-2150

- Provides support for seniors in single resident occupancy hotels or social housing, and assists with advocacy and/or organizing for health, housing, and other issues.

DERA SENIOR CITIZENS CLUB

12 East Hastings Street
 Vancouver, B.C. V6A 1N1

Telephone: (604) 682-0931
 Fax: (604) 669-5499

- Drop-in centre for Chinese-Canadian seniors who are residents of the Downtown Eastside.

FIRST MATURE WOMEN'S NETWORK

2nd Floor, 411 Dunsmuir Street
 Vancouver, B.C. V6B 1X4

Telephone: (604) 681-3986

- Information and referral for women aged 45 and over. Lectures, discussions, social programs, support groups, and job-seeking skills.

B.C. COALITION TO ELIMINATE ABUSE OF SENIORS

411 Dunsmuir Street
 Burnaby, B.C. V6B 1X4

Telephone: (604) 437-1940
 Toll-free: 1-866-437-1940
 Fax: (604) 437-1929
 E-mail: ceas@telus.net
 Web site: www.bceas.ca

- Province-wide service with an advocacy help line, information and referrals.

XXI. YOUTH REFERRALS**BIG BROTHERS OF B.C.**

- Provides a variety of one-to-one mentoring programs for children and youth.

1. **Big Brothers of Greater Vancouver**

102 - 1193 Kingsway Street
 Vancouver, B.C. V5V 3C9

Telephone: (604) 876-2447
 Fax: (604) 876-2446
 E-mail: mail@bigbrothersvancouver.com
 Web site: www.bigbrothersvancouver.com

2. **Big Sisters of B.C. Lower Mainland**

34 East 12th Avenue
 Vancouver, B.C. V5T 2G5

Telephone: (604) 873-4525
 Fax: (604) 873-2122
 E-mail: sgoepel@intergate.bc.ca
 Web site: www.bigsisters.bc.ca

3. **Big Brothers and Sisters of Abbotsford/Mission/Ridge Meadows**

2445 West Railway Street
 Abbotsford, B.C. V2S 2E3

Telephone: (604) 852-3331
 E-mail: magic@mentoringworks.ca
 Web site: www.mentoringworks.ca

4. **Big Brothers and Sisters of Langley**

20558 Fraser Highway
 P.O. Box 305
 Langley, B.C. V3A 4R3

Telephone: (604) 530-5055
 Fax: (604) 530-1090
 E-mail: bbslang@aol.com
 Web site: www.bbbslangley.com

5. **Big Brothers of Surrey/Delta/White Rock**

1107 - 7330 137th Street
 Surrey, B.C. V3W 1A3

Telephone: (604) 507-4922

A. *Alcohol and Drug Referrals***AL-ANON/ALATEEN CENTRAL SERVICES**

101 - 3680 East Hastings Street
 Vancouver, B.C. V5K 2A9

Telephone: (604) 688-1716

- Provides contact information, meeting times, and locations for Al-Anon, Adult Children and Alateen groups on the lower mainland. Al-Anon is a fellowship of relatives and friends of alcoholics, who meet for mutual help and support in dealing with the effects of alcoholism. Adult Children Groups are for adult children of alcoholics, and Alateen groups are for children (ages 10 to 18) of alcoholics.

ASTRA PROGRAM

10318 East Whalley Ring Road
Surrey, B.C. V3T 4H4

Telephone: (604) 951-4861
Fax: (604) 951-4808

- Alcohol, drug intervention, treatment, and support program for youths aged 13 to 18. Offers individual and group counselling.

B. Emergency Housing and Shelters

ADOLESCENT SERVICES UNIT (ASU)

Ministry of Children and Family Development (MCFD) – Vancouver

550 Cambie Street
Vancouver, B.C. V6B 2N7

Telephone: (604) 660-9376
Fax: (604) 660-3856

- Serves street-involved youth through protection services, residential programs, independent living programs, counselling, repatriation, and access to emergency shelter and food.

HELPLINE FOR CHILDREN

Telephone: 310-1234 (area code not required)
TTY: 1-800-677-4770
Fax: (604) 660-5066

- Provides 24 hour emergency services for the protection of children and intervenes in cases of child abuse and neglect.

COVENANT HOUSE VANCOUVER

575 Drake Street
Vancouver, B.C. V6B 4K8

Crisis Shelter: (604) 685-7474
Administration: (604) 685-5437
Fax: (604) 685-5324
E-mail: info@covenanthousebc.org
Web site: www.covenanthousebc.org

SAFE HOUSE (WALDEN HOUSE)

Telephone: (604) 877-1234

- Residential program that provides seven days of safety for youth ages 16 to 18 who need a safe place to stay in Vancouver.

ABORIGINAL YOUTH SAFE HOUSE

Telephone: (604) 254-5147
Toll-free: 1-877-223-4321
Fax: (604) 254-5759

XXII. WOMEN'S REFERRALS

BATTERED WOMEN'S SUPPORT SERVICES

P.O. Box 21503
1424 Commercial Drive
Vancouver, B.C. V5L 5G2

Counselling: (604) 687-1867
Business: (604) 687-1868
Fax: (604) 687-1864
E-mail: information@bwss.org
Web site: www.bwss.org

- Offers support, counselling, legal support and support groups for women who have been battered by their partners.

POSITIVE WOMEN'S NETWORK

614 - 1033 Davie Street
Vancouver, B.C. V6E 1M7

Telephone: (604) 692-3000
1-866-692-3001
TTY: (604) 687-6732
Fax: (604) 684-3126
E-mail: pwn@pwn.bc.ca
Web site: www.pwn.bc.ca

- Provides HIV positive women and their families with resources, information, support, and advocacy.

WOMEN AGAINST VIOLENCE AGAINST WOMEN (WAVAW) RAPE CRISIS CENTRE

Business: (604) 255-6228
24 hr Crisis: 1-877-392-7583
Fax: (604) 255-3579
E-mail: admin@wavaw.ca
Web site: www.wavaw.ca

- Operates a 24 hour crisis line offering medical, police and court accompaniment, information, support, counselling and referrals to women who have experienced sexual violence. Also provides public education through speaking engagements and liaison with community and professional groups and institutions. Confidential service offered by staff and trained volunteers. Will assist in third party reports if woman requests.

WEST COAST LEAF ASSOCIATION

555 - 409 Granville Street
Vancouver, B.C. V6C 1T2

Telephone: (604) 684-8772
Toll-free: 1-866-737-7716
Fax: (604) 684-1543
Web site: www.westcoastleaf.org

- Promotes equality for women through legal action and public education. Intervenes in upper level court cases and makes submissions to government to challenge discrimination. Provides telephone referrals to other organizations. Does not provide personal advocacy.

VANCOUVER WOMEN'S HEALTH COLLECTIVE

225 - 119 West Pender Street
Vancouver, B.C. V6B 1S5

Office: (604) 736-4234
Health info: (604) 736-5262
Web site: www.womenshealthcollective.ca

- Information centre with resources on women's health issues. Doctor directory, counselling on health issues, lobbying, advocacy work, workshops, publications, and research assistance.

VANCOUVER AND LOWER MAINLAND MULTICULTURAL FAMILY SUPPORT SERVICES SOCIETY

5000 Kingsway Plaza III
306 - 4980 Kingsway Street

Telephone: (604) 436-1025
Fax: (604) 436-3267

Burnaby, B.C. V5H 4K7

E-mail: againstviolence@vlmfss.ca
Web site: www.vlmfss.ca

- Provides culturally sensitive services to immigrant and visible minority women and families who are facing family violence. Offers ethnospecific counselling on violence in a number of languages. Provides court workers who will do court accompaniment and court support.

VANCOUVER RAPE RELIEF AND WOMEN'S SHELTER

P.O. Box 21562, 1424 Commercial Drive
Vancouver, B.C. V5N 5G2

24 hr Crisis Line: (604) 872-8212
Fax: (604) 876-8450
Business: (604) 872-8212
TTY 9 a.m. – 9 p.m.: (604) 877-0958
E-mail: info@rapereliefshelter.bc.ca
Web site: www.rapereliefshelter.bc.ca

- Provides a 24 hour crisis line, women's shelter and women's organisation centre. Provides information and will accompany women who are dealing with the Ministry of Human Resources, police, hospitals, and the courts. Emergency shelter available for battered women and their children. Legal and medical advocacy.
- Please see **Section XII: Housing** for a listing of transition houses

VANCOUVER STATUS OF WOMEN

2652 East Hastings Street
Vancouver, B.C. V5K 1Z6

Telephone: (604) 255-6554
Fax: (604) 255-7508
E-mail: resourcecentre@vsw.ca
Web site: www.vsw.ca

- Provides referral service for women, including a feminist lawyer referral service.

DOWNTOWN EASTSIDE WOMEN'S CENTRE

302 Columbia Street
Vancouver, B.C. V6A 4J1

Telephone: (604) 681-8480
Fax: (604) 681-8470
Web site: www.dewc.ca

- Provides safe space for women as well as basic services such as meals, showers, and laundry facilities. Also provides the Mental Health Program and the HIV Outreach Program.

WEST COAST DOMESTIC WORKERS ASSOCIATION

302 – 119 West Pender Street
Vancouver, B.C. V6B 1S5

General Enquiries: (604) 669-4482
Fax: (604) 669-6456
Web site: www.wcdwa.ca

- Provides information, support, friendship, and help to domestic workers.

FIRST MATURE WOMEN'S NETWORK SOCIETY

2nd Floor, 411 Dunsmuir Street
Vancouver, B.C. V6B 1X4

Telephone: (604) 681-3986

- Information and referral for women aged 45 and over. Lectures, discussions, social programs, support groups, counselling, and job-seeking skills.

UBC LIFE AND CAREER CENTRE

University of British Columbia
800 Robson Street
Vancouver, B.C. V6Z 3B7

Telephone: (604) 822-8585
Fax: (604) 822-3415
E-mail: wrc@studies.ubc.ca
Web site: www.cstudies.ubc.ca/wrc

- Provides extensive life and career planning opportunities for women and men: free guidance and counselling on a drop-in and ongoing basis, paid professional counselling and assessment, and a variety of specific courses designed to address the changing needs and concerns of people living in today's society.

NORTH SHORE WOMEN'S CENTRE

131 East 2nd Street
North Vancouver, B.C. V7P 1R3

Telephone: (604) 984-6009
Fax: (604) 980-4661
E-mail: info@northshorewomen.ca
Web site: www.northshorewomen.ca

- Family Law legal clinic (once a month). Support groups for single mothers, drop-in centre, and referrals.

TRI-CITY WOMEN'S RESOURCE SOCIETY

2420 Mary Hill Road
Port Coquitlam, B.C. V3C 3B1

Telephone: (604) 941-6311
Fax: (604) 941-9275
E-mail: pcawc@telus.net

SPECIALIZED VICTIM SERVICES

Telephone: (604) 941-7111
E-mail: tricity_sva@telus.net

- Drop-in, referrals, counselling, single mothers support group, battered women's group, adult survivors support group, lesbian support and social group, and advocacy.

RICHMOND WOMEN'S RESOURCE CENTRE ASSOCIATION

110 - 7000 Minoru Boulevard
Richmond, B.C. V6Y 3Z5

Telephone: (604) 279-7060
Fax: (604) 279-7069
E-mail: coordinator@richmondwomenscentre.bc.ca
Web site: www.richmondwomenscentre.bc.ca

- Drop-in centre, workshops, advocacy, welfare, and tenant's rights.

SOUTH SURREY/WHITE ROCK WOMEN'S PLACE

15318 - 20th Avenue
Surrey, B.C. V4A 2A2

Telephone: (604) 536-9611
Fax: (604) 536-6362
E-mail: sfwss@sfwomensservices.com
Web site: www.sfwomensservices.com

- Drop-in, workshops, counselling, support groups for battered women, referrals, advocacy and clothing exchange.

YWCA CRABTREE CORNER

533 East Hastings Street
Vancouver, B.C. V6A 1P9

Telephone: (604) 216-1650
E-mail: enquire@ywcavan.org

- Provides a drop-in centre for women and their children. Also offers a single mother's support group.

ELIZABETH FRY SOCIETY

4th Floor, 402 East Columbia Street
New Westminster, B.C. V3L 3X1

Telephone: (604) 520-1166
Fax: (604) 520-1169

- Provides court workers and counselling for women in the criminal justice system.

XXIII. FIRST NATIONS REFERRALS

URBAN NATIVE YOUTH ASSOCIATION

Aboriginal Youth Safe House

1640 East Hastings Street
Vancouver, B.C. V5L 1S6

Telephone: (604) 254-7732
Fax: (604) 254-7811
Web site: www.unya.bc.ca

UNITED NATIVE NATIONS SOCIETY (UNN)

6788 East Hastings Street
Mailing Address: 110 - 425 Carrall Street
Vancouver, B.C. V6A 1R1

Telephone: (604) 688-1821
Toll-free: 1-800-555-9756
Fax: (604) 688-1823
E-mail: unn@unns.bc.ca
Web site: www.unns.bc.ca

- Association of and for non-status and status off-reserve and Métis people. Also offers employment preparation through the Aboriginal Skill Development and Training Centre.

VANCOUVER ABORIGINAL FRIENDSHIP CENTRE SOCIETY

1607 East Hastings Street
Vancouver, B.C. V5L 1S7

Telephone: (604) 251-4844
Fax: (604) 251-1986
Web site: www.vafcs.org

- Provides social cultural, recreational and other life-enhancing programs and services.

NATIVE COURTWORKER AND COUNSELLING ASSOCIATION OF B.C.

207 - 1999 Marine Drive
North Vancouver, B.C. V7P 3J3

Telephone: (604) 985-5355
Fax: (604) 985-8933
E-mail: nccabc@nccabc.net
Web site: www.nccabc.ca

- Provides assistance for First Nations people summoned before the courts and in penal institutions. General legal and social assistance to Native people in the community. Aid to those with drug and alcohol problems.

NATIVE LIAISON SOCIETY STOREFRONT PROJECT

Vancouver Police Department
324 Main Street
Vancouver, B.C. V6A 2T2

Telephone: (604) 687-8411
Fax: (604) 682-2967

- Provides support, counselling, and accompaniment. Works with specially designated police officers who will handle the cases brought there by Native complainants.

HEY-WAY'-NOQU' HEALING CIRCLE FOR ADDICTIONS SOCIETY

401 - 1638 East Broadway Avenue
Vancouver, B.C. V5N 1W1

Telephone: (604) 874-1831
Fax: (604) 874-5235
E-mail: heywaynoqu@telus.net

- Provide services for addictions to Aboriginal and Métis families and individuals. Counselling and support groups for child sexual abuse survivors.

UBC FIRST NATIONS LEGAL CLINIC

50 Powell Street
Vancouver, B.C. V6A 1E9

Telephone: (604) 687-0285
Fax: (604) 687-5119

XXIV. LESBIAN AND GAY REFERRALS

THE CENTRE

1170 Bute Street
Vancouver, B.C. V6E 1Z6

Vancouver Pride Line: (604) 684-6869
Admin: (604) 684-5307 or 1-800-566-1170
Fax: (604) 684-5309
Web site: www.lgtbcentrevancouver.com

- For gay, lesbian, transsexual and transgender people and their allies. Peer counselling, referral and info service.

PRIDE UBC

Room 245C, Student Union Building
6138 Student Union Boulevard, University of British Columbia
Vancouver, B.C. V6T 1Z1

Telephone: (604) 822-4638
Fax: (604) 822-9019

EGALE CANADA

310 – 396 Cooper St.
Ottawa, ON K2P 2H7

Telephone: (613) 230-1043
Toll-free: 1-888-204-7777
Fax: (416) 642-6435
E-mail: egale.canada@egale.ca
Web site: www.egale.ca

- A national organization that advances equality and justice for lesbian, gay, bisexual, and trans-identified people and their families across Canada.

XXV. ALCOHOL AND DRUG REFERRALS

AL-ANON/ALATEEN CENTRAL SERVICES

101 – 3680 East Hastings Street
Vancouver, B.C. V5K 2A9

Telephone: (604) 688-1716
Web site: www.bcyukon-al-anon.org

- Provides contact information, meeting times, and locations for Al-Anon, Adult Children and Alateen groups on the lower mainland. Al-Anon is a fellowship of relatives and friends of alcoholics, who meet for mutual help and support in dealing with the effects of alcoholism. Adult Children Groups are for adult children of alcoholics, and Alateen groups are for children (ages 10 to 18) of alcoholics. Information line is staffed from 10:00am-3:30pm Monday – Friday; after hours a recorded message gives other contact numbers to call.

ALCOHOL-DRUG EDUCATION SERVICE (A-DES)

#203-2550 Shaughnessy Street
Port Coquitlam, B.C. V3C 3G2

Telephone: (604) 944-4155
Fax: (604) 944-4149
E-mail: info@ades.bc.ca
Web site: www.ades.bc.ca

- Conducts education and prevention activities regarding alcohol and drug addiction issues. Lobbies for responsible government policies regarding alcohol and other drug issues.

ALCOHOLICS ANONYMOUS

3457 Kingsway Street
Vancouver, B.C. V5R 5L5

24-Hr Accessible: (604) 434-3933
Fax: (604) 434-2553
Web site: www.vancouveraa.ca

- A mutual-help fellowship of alcoholics.

ALCOHOL AND DRUG INFORMATION AND REFERRAL SERVICE

24 hour: (604) 660-9382
Fax: (604) 660-9415
Toll-free in B.C.: 1-800-663-1441

- Information and referral service for drug abuse services in B.C.

ALANO CLUBS

- Social and recreation drop-in centre for sober alcoholics.

1. **Alano Club of Vancouver**
1525 West 7th Avenue
Vancouver, B.C. V6J 1S1

Telephone: (604) 736-5110
Fax: (604) 736-5109

2. **Alano Club of North Shore**
176 East 2nd Street
North Vancouver, B.C. V7L 1C3

Telephone: (604) 987-4141
Web site: www.northshorealano.com

INTERLOCK EMPLOYEE AND FAMILY ASSISTANCE CORP. OF CAN.

Employee Assistance Services
4727 Hastings Street
Burnaby, B.C. V5C 2K8

Telephone: (604) 431-8200
Toll-free: 1-800-663-9099
Fax: (604) 432-1555
E-mail: interlock@interlock-eap.com
Web site: www.interlock-eap.com

- Works with labour and management to develop and implement employee assistance programs. Provides consultation, training, assessment counselling, referral and follow-up.

NARCOTICS ANONYMOUS

Vancouver 24 hour line: (604) 873-1018

- An organization of recovering addicts who meet to help each other stay drug-free. For detoxification, Maple Cottage Detox and Pender Detox are open 24 hours a day.

XXVI. MISCELLANEOUS ADVOCACY AND RIGHTS ORGANIZATIONS

PRO-CHOICE ACTION NETWORK

512 - 1755 Robson Street
Vancouver, B.C. V6G 3B7

Telephone: (604) 736-2800
Fax: (604) 736-2869
E-mail: info@prochoiceactionnetwork-canada.org
Web site: www.prochoiceconnection.com

- Provides support for abortion clinics, educates the public on abortion, and lobbies for women's rights to choice of abortion.

B.C. HUMAN RIGHTS COALITION

1202 - 510 W. Hastings Street
Vancouver, B.C. V6B 1L8

Telephone: (604) 689-8474 or 1-877-689-8474
Fax: (604) 689-7511
E-mail: info@bchrcoalition.org
Web site: www.bchrcoalition.org

- A charitable non-profit community based organization that seeks to promote and strengthen human rights throughout BC and Canada.

STUDENT LEGAL FUND SOCIETY

Room 249L, Student Union Building
 Box 70, 6138 Student Union Boulevard
 Vancouver, B.C. V6T 1Z1

Telephone: (604) 827-1208
 Fax: (604) 827-5028
 E-mail: directors@gmail.com
 Web site: <http://studentlegal.org>

- Provides advisory, legal and financial assistance to initiate and continue advocacy, lobbying and litigation, which improve education and access to education at UBC or that is likely to set broad precedent affecting UBC students.

NEWTON ADVOCACY GROUP SOCIETY

205 - 13588 88th Avenue
 Surrey, B.C. V3W 3K8

Telephone: (604) 596-2311
 Fax: (604) 596-2319
 Web site: www.newtonadvocacygroup.ca

- Provides free advocacy and support services for people on income assistance including public education workshops, single mother support groups, and assorted advocacy services such as a housing advocate who specializes in landlord/tenant rights. Open Monday-Friday 9:00am-4:30pm.

XXVII. EMERGENCY AND COUNSELLING REFERRALS

CRISIS LINES

- Telephone crisis intervention lines for people with emotional and personal problems.
 1. **Vancouver** Telephone: (604) 872-3311
 763 East Broadway Avenue Toll-free: 1-866-661-3311
 Vancouver, B.C. V5T 1X8 Distress TTY (24 hour): (604) 872-0113
 Business: (604) 872-1811
 2. **Richmond** Telephone: (604) 279-7070
 120 - 7000 Minoru Boulevard Business: (604) 279-7077
 Richmond, B.C. V6Y 3Z5
 3. **Surrey** Telephone: (604) 951-8855
 9815 - 140th Street Business: (604) 584-5811
 Surrey, B.C. V3T 4M4
 4. **North Shore** Telephone: (604) 987-3374
 154 West 3rd Street Business: (604) 987-1773
 North Vancouver, B.C. V7M 1E8 Fax: (604) 987-1786

FAMILY SERVICES OF GREATER VANCOUVER

1616 West 7th
 Vancouver, B.C. V6J 1S5

Office: (604) 731-4951
 Fax (604) 733-7009
 Web site: www.fsgv.ca

- Professional therapists offer counselling to people experiencing family breakdown, couple/relationship problems, and parent-child conflict. Fees are charged according to the client's income.