

Emergency Service Numbers cont.

Women Against Violence Against Women (WAVAW) Rape

Crisis Line

Mon-Fri: 9:00 am - 5:00 pm 604-255-6228
Toll-Free, 24-Hour Crisis Line 1-877-392-7583

Youth Against Violence Line

1-800-680-4264
Offers one-on-one support and information to help youth deal with issues of violence and crime. 24-hours, 7 days a week.

Youth in BC 24-Hour Distress Line

604-872-3311

Family and Health Services

Cameray Child and Family Services (NW Program Office)

Family counselling, early intervention and parenting programs.
6-602 Seventh Avenue, New Westminster 604-520-0009

Centre of Integration for African Immigrants

Facilitates the integration of African/Black immigrants, including education programs, employment assistance, integration services, seniors programming and volunteer opportunities.
604-759-0240

Family Services of Greater Vancouver

Provides a range of programs from prevention to intervention. Specific programs include: community education, counselling, employment assistance, family and parenting services, immigrant support, victim assistance and youth services.
301-321 Sixth Street, New Westminster 604-525-9144

Fraserside Community Services Society

Provides a range of services to individuals and families. Services include: counselling, emergency shelter and housing support, employment assistance, and program for adults with developmental and mental health issues.
2nd Floor, 519 Seventh Street, New Westminster 604-522-3722

Lower Mainland Purpose Society for Youth and Families

Delivers a continuum of programs to children, youth and families. Specific programs include child care, counselling, health, including services for individuals with Hepatitis C and HIV, information and referral, an independent secondary school, a mobile health van, and youth programming, as well as showers and laundry by appointment.
40 Begbie Street, New Westminster 604-526-2522

New Westminster UBC Counselling Centre

Provides free counselling to adults, adolescents and families.
821 Eighth Street, New Westminster 604-525-6651

New Westminster Family Place

Provides a family resource program for families with children from newborn to five years.
Drop-In Program:
Mon-Tue: 9:30-11:30 am and 1:00-3:00 pm
Wed-Sat: 9:30 - 11:30 am
101-93 Sixth Street, New Westminster
Immigrant Grandparents on the Go Program:
610 Sixth Street, Community Room, Royal City Centre 604-520-3666

Family and Health Services cont.

Salvation Army Family Services

325 Sixth Street, New Westminster 604-521-2421

Seniors Services Society

Provides a range of services to seniors, including a dining club and lunch-program, grocery shopping, housing services, meals-on-wheels, telephone support, transport, and referral.
209-800 McBride Blvd., New Westminster 604-520-6621

Shiloh - Sixth Avenue United Church Hospitality Project

Provides services and support, including advocacy; books and educational services; a clothing exchange; drop-in; family place; health, nutrition and triage services.
Tue & Wed: 9:00 am - 12:00 pm
1111 Sixth Avenue, New Westminster 604-522-3443

Spirit of the Children Society

Supports aboriginal families by providing information and resources and holding various programs to bring the aboriginal community together.
786 Columbia Street, New Westminster 604-524-9113

Housing

BC Housing Registry

604-439-4159

Affordable Housing Societies

Provides subsidized housing for qualified low-income seniors, families and people with disabilities. Mon-Fri, 8:30 am - 5:00 pm
#1-1001 Royal Avenue, New Westminster 604-521-0818

Association of Community Organizations for Reform Now (ACORN)

Engages and advocates for low and moderate-income families.
Mon-Fri: 11:00 am - 2:00 pm
36 Begbie Street, New Westminster 604-522-8706

Lookout Emergency Aid Society Housing Outreach Team

Assists people on the street or at high risk of eviction with their housing needs. Services include advocacy, assessment, liaison and referral. Mon - Sat: 9:00 am - 5:00 pm
606 Clarkson Street, New Westminster 604-523-9126, ext. 101

Residential Tenancy Branch Office

Provides landlords and tenants with information and dispute resolution services. Mon-Fri: 8:30 am - 4:30 pm
400-5021 Kingsway, Burnaby 604-660-1020
www.rto.gov.bc.ca

Seniors Services Society

Provides a variety of housing services, including counselling, outreach and a temporary housing program for older adults.
Mon-Fri: 8:30 am - 4:30 pm
209-800 McBride Blvd., New Westminster 604-520-6621
www.seniorshousing.bc.ca/housing.asp

Tenant Resource and Advocacy Centre (TRAC)

Promotes tenants' rights, including a Tenant Survival Guide.
Mon-Fri: 9:00 am - 5:00 pm
Tenant Hotline: 604-255-1185
www.tenants.bc.ca

Food

Holy Trinity Cathedral

Drop-In Breakfast, Thu 8:00 - 9:00 am
514 Carnarvon Street, New Westminster 604-521-2511

New Westminster Food Bank Society, Shiloh-Sixth Avenue United Church

Tue & Wed: 11:00 am - 12:00 pm
Every week except cheque week. Must provide photo identification of self and any dependents, and proof of address (e.g. Piece of mail, rent receipt, or welfare stub).
1111 Sixth Avenue, New Westminster 604-525-9628

Queens Avenue United Church

Community Lunch Program - Wed: 11:30 am - 1:00 pm
529 Queens Avenue, New Westminster 604-522-1606

Saint Barnabas Hall

Community Meal on Thu: 11:00 am
Food Cupboard on Fri: 10:00 am - 12:00 pm
1010 Fifth Avenue, New Westminster 604-526-6646

Union Gospel Mission Drop-In Centre

Mon to Fri
Coffee Hour: 8:00 am
Chapel and Lunch: 12:30 pm (must arrive prior to 12:30 pm for meal service)
Drop-In closes at 1:30 pm
658 Clarkson Street, New Westminster 604-525-8989

Justice Services

BC Human Rights Coalition (Vancouver)

Provides advocacy and education services in human rights.
1202-510 Hastings Street, Vancouver 604-689-8474

BC Human Rights Tribunal (Vancouver)

Accepts, screens, mediates and adjudicates human rights complaints.
1170-605 Robson Street, Vancouver 604-775-2000

New Westminster Community Corrections

Supervises clients on bail or clients sentenced on a community court order.
Mon-Fri: 8:00 am - 4:30 pm
103-80A Sixth Street, New Westminster 604-660-8834

New Westminster Family Justice Centre

Provides information and assistance to families that are considering or experiencing separation of divorce.
Mon-Fri: 8:00 am - 5:30 pm
204-88 Tenth Street, New Westminster 604-660-8636

New Westminster Police Service Victim Assistance Unit and Emergency Social Services

Provides crisis and trauma response, emotional support and referral services.
555 Columbia Street New Westminster
24 Hour Hotline 604-529-2525

Clothing/Goods

New West Cobbler Homeless Shoe Program

Mon-Sat: 9:30 am - 5:00 pm
642 Sixth Street, New Westminster 604-526-6926

Saint Barnabas Thrift Shop

Thu-Sat: 10:00 am - 3:00 pm
1010 Fifth Avenue, New Westminster 604-526-6646

Salvation Army Emergency Clothing

Mon-Fri: 10:00 - 11:30 am and 1:00 - 3:30 pm
325 Sixth Street, New Westminster 604-521-2421

Salvation Army Thrift Store

Mon-Wed: 10:00 am - 6:00 pm
Thu-Fri: 10:00 am - 8:30 pm
Sat: 10:00 am - 5:30 pm
811 Columbia Street, New Westminster 604-521-0319

Education and Job Training

Adult Learning Centre

1001 Columbia Street, New Westminster 604-517-6191

Aware Society

Provides career planning and employment counselling.
Royal City Centre
228A-610 Sixth Street, New Westminster 604-525-0294

Employment Standards Information Line

210-4946 Canada Way, Burnaby 604-660-4946
Toll-free 1-800-663-3316

Fraserside Community Services Society

Employment Resource Centre.
519 Seventh Street, New Westminster 604-522-9701

New Westminster Community Education

Academic Programs
835 Eighth Street, New Westminster 604-517-6286

New Westminster Youth Employment Resource Centre

Provides an employment and lifeskills program for underemployed youth 15-30 years old.
336 Columbia Street, New Westminster 604-540-2250

POWER Community Education

High School Completion Program
1001 Columbia Street, New Westminster 604-517-6141

Service Canada Centre

Employment, counselling and placement.
100-624 Agnes Street, New Westminster 604-526-4511
www.servicecanada.gc.ca

SUCCESS Employment Services New Westminster

Experience for hire and Pro-Tech Career Connect programs.
Royal City Centre
217-610 Sixth Street, New Westminster 604-524-2100

UFCW Local 247 Training and Education Centre

Youth skills enhancement. 604-523-5411

Urban First Nations Learning Centre

1001 Columbia Street, New Westminster 604-517-6122

Emergency, Transitional & Supportive Housing

Shelter & Street Help Line

Call for support, information and referral to shelters and other emergency accommodation in Metro Vancouver.
24 hours, 7 days a week. 604-875-6381

Elizabeth Fry Society (Gurney's Place Shelter)

10 units for women and 2 units for women with children.
604-524-0710

Fraserside Community Services Society

12 beds for homeless families and single parents (men or women and their children). 604-525-3929

Lookout Emergency Aid Society Emergency Shelter Program

15 beds for homeless men. 604-523-9126, ext. 101

Salvation Army Shelter Services

Extreme Weather Mats (self-referral), Nov 1 - March 31
Availability is dependent on the calling of an Extreme Weather Alert. 325 Sixth Street, New Westminister
Stevenson House (self-referral on a first come basis)
14-bed emergency shelter for men.
32 Elliot Street, New Westminister 604-526-4783

Covenant House Crisis Shelter (Vancouver)

Provides shelter for young people aged 16 to 24 who have either willingly fled physical, emotional, and/or sexual abuse or those who have been forced from their homes. 604-685-7474

Cynthia's Place (Surrey)

For single women based on harm reduction model.
604-582-2456

Servant Anonymous Society (Surrey)

Operates residential programs for sexually exploited women and youth.
AGNES Program 604-590-2304
Two beds for homeless female youth (16 to 18) who are exiting the sex trade.

Transition & Second Stage Housing for Women

Monarch Place Transition House (New Westminister)

12-bed emergency shelter for women and children fleeing domestic abuse.
Chrysalis Place Second Stage Program
12-bed residential program for women and children fleeing domestic abuse.
WINGS Outreach Program
Relocation and multicultural support for women and children fleeing domestic abuse.
604-521-1888

Shimai Transition House (Surrey)

Accepts women fleeing domestic abuse who are currently using alcohol and drugs. 604-581-9100

Vancouver Rape Relief and Women's Shelter

Crisis Line: 604-872-8212

Addiction & Mental Health Services

Alcohol and Drug Information Referral

Provides 24-hour information about province-wide addiction services. Local: 604-660-9382 BC: 1-800-663-1441

Creekside Withdrawal Management Centre

Provides withdrawal management services, which include assessment, counselling, medical and nursing care.
137401 94A Avenue, Surrey 604-587-3755

Last Door Recovery Centre

Long-term 20-bed residential treatment program for men who are experiencing problematic substance misuse.
323 Eighth Street, New Westminister 604-525-9771
Last Door Youth Program
Residential program for male youth ages 14 to 18 who are experiencing problematic substance misuse.
109 Ash Street, New Westminister 604-520-3587

Phoenix Drug and Alcohol Recovery and Education Society - Phoenix Centre

Offers residential addictions services and transitional housing programs, education programs, and employment assistance.
13686 94A Avenue, Surrey 604-583-7166, option "1"

Seniors Well Aware Program

Provides specialized services to clients over the age of 55 who may be experiencing problems due to misuse/abuse of alcohol, prescription drugs and/or over the counter medications.
Suite 212, 309 Cordova Street, Vancouver 604-662-7927

Al-Anon

For family members and friends of alcoholics. 604-688-1716

Nar-Anon

For family members and friends of drug users. 604-878-8844

Alateen

For teenagers of alcoholics. 604-688-1716

Alcoholics Anonymous

604-434-3933

Cocaine Anonymous

604-662-8500

Crystal Meth Anonymous

604-663-4242

Narcotics Anonymous

604-873-1018

Mental Health Emergency Line

Offers professional help from 2:00 pm to 3:00 am seven days a week. 604-527-0009

BC Schizophrenia Society

Provides services to families and friends coping with the serious mental illness of a loved one. 604-270-7841

Canadian Mental Health Association (Simon Fraser Branch)

Offers education, housing and outreach services.
609 Fourth Avenue, New Westminister 604-516-8080

Addiction & Mental Health Services cont.

New Westminister Mental Health Centre

Provides services for adults (19+) who have acute and/or persistent mental health disorders. Services include assessment, individual and group treatment, case management, community living support, residential care, and referral/bridging to other community services.
Mon-Fri: 8:30 am - 4:30 pm
2nd Floor, 403 Sixth Street, New Westminister 604-777-6800
After Hours: 604-527-0009

Drop-Ins

Elizabeth Fry Society

Maidaa Duncan Women's Family Resource and Drop-In Centre
Tues: 5:00-9:00 pm Thu: 9:00 am - 9:00 pm
Sat: 11:00 am - 5:00 pm Sun: 3:00 - 9:00 pm
402 East Columbia Street, New Westminister

The Edge: New Westminister Youth Drop-In Program

Houses a social drop-in and provides support services for at-risk and high-risk youth between 12 and 19 years.
Thu: 3:30 - 9:00 pm Fri: 3:30-10:00 pm

Union Gospel Mission Drop-in Centre

Mon- Fri: 8:00 am - 1:30 pm
658 Clarkson Street, New Westminister 604-525-8989

The Front Room Resource Centre (Surrey)

Provides a safe and welcoming environment for adults.
10667-135A Street, Surrey 604-589-8848

Government Services

Fraser Health - New Westminister Public Health Services

AIDS Education: AIDS/HIV/STD Testing Clinic and Pregnancy Support.
Mon-Fri: 8:30 am - 4:30 pm
STD Testing
Wed & Fri: 1:30-3:00 pm (first come, first served)
537 Carnarvon Street, New Westminister 604-777-6740

Ministry of Children and Family Development

201- 1065 Columbia Street, New Westminister 604-660-9495

New Westminister Employment & Income Assistance Office

202-1015 Columbia Street, New Westminister 604-660-8100

Service Canada

ID: Social Insurance Number
100-624 Agnes Street, New Westminister

TRANSLINK

Transit Customer Information
6:30 am - 11:30 pm , 7 days a week 604-953-3333

HandyDART

A shared-ride public transit service. It uses specially equipped vehicles designed to carry passengers with physical or cognitive disabilities who are unable to use public transit without assistance. 604-524-3655



Published by the City of New Westminister

Emergency Service Numbers

New Westminister Police Service

555 Columbia Street, New Westminister 604-525-5411
In an emergency, call 9-1-1

New Westminister Police Service and FSGV Elder Abuse Team

Provides an appropriate response to elder abuse and offers coordinated follow-up services.
Mon-Thu: 8:00 am - 4:30 pm
555 Columbia Street, New Westminister 604-529-2459

New Westminister Police Service Victim Assistance Unit and Emergency Social Services

Provides crisis and trauma response, emotional support and referral services.
555 Columbia Street, New Westminister 604-529-2525

Royal Columbian Hospital

330 East Columbia Street, New Westminister 604-520-4253

BC Nurse Line

Provides 24-hour, confidential health information and advice.
Translation service available. 604-215-4700

Crisis Intervention and Suicide Prevention Distress Line

Confidential and non-judgmental. 24-hours, 7 days a week.
Metro Vancouver: 604-872-3311
BC: 1-800-SUICIDE (784-2422)

Helpline for Children

310-1234 (no area code needed)
After Hours Line: 604-660-8180

Problem Gambling Help Line

Provides a province-wide information referral service for anyone who is adversely affected by their own, or another's gambling habits. 24-hours, 7 days a week. 1-888-795-6111

VictimLINK Telephone Help Line

Provides a province-wide telephone line for victims of family and sexual violence and all other crimes. 24-hours, 7 days a week. 1-800-563-0808