

Food

Greater Vancouver Food Bank Society

Must provide valid identification of self and any dependents.
613 Queens Avenue, New Westminster
Thursday, 10:30 am - 12:30 pm 604-876-3601

Holy Trinity Cathedral

Drop-in breakfast Thursday 8:00 am - 9:00 am
Emergency Food Cupboard Mon 9:00 am - 10:00 am
514 Carnarvon Street, New Westminster 604-521-2511

Queens Avenue United Church

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

Quest Food Exchange (Burnaby/New Westminster)

Offers access to affordable and healthy food choices for those facing barriers to this basic necessity. By referral from Community Resource Partners only.
Mon, Sat, 9:00 am - 4:15 pm, Tues - Fri, 9:00 am - 6:15 pm
7753 6th Street, Burnaby 604-553-0636

Saint Barnabas Hall

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

Salvation Army

Emergency Food Services, Mon-Wed, Fri, check-in 9:00 am
12:00 am, pick up food, 1:00 pm
Community Brunch Saturday 10:00 am - 11:00 am
325 Sixth Street, New Westminster
Emergency Food call 604-521-2421

Union Gospel Mission New Westminster Centre

Full Breakfast 8:30 am - 9:30 am
Chapel and Soup Mon-Fri, 11:15 am - 12:00 pm
658 Clarkson Street, New Westminster 604-525-8989

Government Services

Fraser Health - New Westminster Public Health Services

AIDS Education: AIDS/ HIV/ STI testing clinic and pregnancy support.
Mon - Fri 8:30 am - 4:30 pm
Adult STI testing: Wed & Fri 1:30 - 3:00 pm (by appointment)
Needle exchange: 1:00 pm - 4:00 pm
218 - 610 Sixth Street, New Westminster
Youth STD testing: Tues 2:30 pm - 6:00 pm, Thurs, 3:30 pm - 7:00 pm
40 Begbie St, New Westminster 604-777-6740

Ministry of Children and Family Development

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

MLA (Member of the Legislative Assembly – Provincial Government) for Richmond – Queensborough, Jas Johal

135-10880 No.5 Road, Richmond 604-664-0700

MLA (Member of the Legislative Assembly – Provincial Government) for New Westminster, Judy Darcy

301-625 Fifth Avenue, New Westminster 604-775-2101

MP (Member of Parliament – Federal Government) for New Westminster – Burnaby, Peter Julian

110-888 Carnarvon Street, New Westminster 604-775-5707

New Westminster Employment & Income Assistance Office

202-1015 Columbia Street, New Westminster 1-866-866-0800

Service Canada Centre

ID: Social Insurance Number
Mon - Fri, 8:30 am - 4:00 pm
201-620 Royal Avenue, New Westminster 1-800-622-6232

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 transportation without assistance. 604-575-6600

Addiction & Mental Health Services

Alcohol and Drug Information and Referral Services

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

BC Schizophrenia Society

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

Canadian Mental Health Association (Simon Fraser Branch)

Offers education, housing and outreach services.
233-610 Sixth Street, New Westminster 604-516-8080

Creekside Withdrawal Management Centre (Surrey)

Provides programs in a medically supervised and supportive environment for men, women and youth (14+) wanting to withdraw from the substances they have been misusing. Provides Take Home Naloxone training.
13740 94A Avenue, Surrey 604-587-3755

Last Door Recovery Centre

Long-term 20-bed residential treatment program for men who are experiencing substance misuse.
323 Eighth Street, New Westminster 604-525-9771

Last Door Youth Program

Residential program for male youth ages 14 to 18 who are experiencing substance misuse.
109 Ash Street, New Westminster 604-520-3587
Help Line 1-888-525-9771

Mobile Needle Exchange Van

Provides service to Burnaby, New Westminster and the Tri-Cities.
Route information, weekly schedule or request services:
604-351-1885

New Westminster Mental Health and Substance Use Centre

Provides services for adults (+19) who have acute and/or persistent mental disorders. Services include assessment, individual and group treatment, case management, community living support, residential care, and referral/bridging to other community services.
Mon - Fri 8:30am - 4:30pm
403 Sixth Street, 2nd floor, New Westminster 604-777-6800
After hours mental health 1-877-384-8062
Fraser Health Crisis Line 604-951-8855

Addiction & Mental Health Services con't

Perspectives Adult and Youth Addiction Services

Provides free one-to-one and group counselling services to anyone affected, either directly or indirectly, by the misuse of alcohol or other drugs. Self referrals accepted.
Mon - Fri, 9:00 am - 5:00 pm
519 Seventh Street, 2nd Floor, New Westminster 604-522-3722

Phoenix Drug and Alcohol Recovery and Education Society - Phoenix Centre (Surrey)

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

Westminster House Recovery Program for Women

Long-term residential recovery centre for women healing from addiction.
228 Seventh Street, New Westminster 604-524-5633

Al-Anon

For family members and friends of alcoholics. 604-668-1716

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

Narcotics Anonymous

604-873-1018

Education & Job Training

Adult Learning Centre

835 Eighth Street, New Westminster 604-517-6286

AWARE Job Options BC

Provides career planning and employment counselling.
joboptionsbc@awaresociety.bc.ca
544 Columbia Street, New Westminster 604-525-0633

Employment Standards Information Line

Toll-free 1-800-663-3316

Fraser Works New Westminster Employment Service Centre

Employment support and referral through a case management approach.
519 Seventh Street, 2nd floor, New Westminster 604-522-9701

Immigrant Services Society of BC

English classes and employment services.
280-610 Sixth Street, New Westminster 604-522-5902

POWER Program

High School completion program for ages 16-18 years.
2-1065 Columbia Street, New Westminster 604-517-6141

Purpose Secondary School

High school graduation program for Grades 9 to 12.
40 Begbie Street, New Westminster 604-526-2522

Service Canada Centre

Employment, counselling and placement.
www.servicecanada.gc.ca
201-620 Royal Avenue, New Westminster 1-800-277-9914

UFCW Local 247 Training and Education Centre

544 Columbia Street, New Westminster 604-523-5410



NEW WESTMINSTER HELPING HANDS

Emergency Service Numbers

New Westminster Police Department

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

New Westminster Police Department Elder Abuse Team

Provides an appropriate response to elder abuse and offers coordinated follow-up services.
Tue & Thur 9:00 am to 5:30 pm
555 Columbia Street, New Westminster 604-529-2459

New Westminster Police Department Victim Services Unit

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

Royal Columbian Hospital

In an emergency, call 9-1-1.
330 East Columbia Street, New Westminster 604-520-4253

BC 211

Provides free, confidential and multilingual information on community, social or government services.
24 hours a day, 7 days a week 2-1-1

HealthLinkBC

Provides 24 hour, confidential health information and advice. Translation services available. 8-1-1

Crisis Centre

Confidential and non-judgemental.
24 hours a day, 7 days a week
1-800-784-2433 or 1-800-SUICIDE

Help Line for Children 310-1234 (no area code needed)

Kids Help Phone

Provides 24-hour free, anonymous and confidential phone and online professional counselling service for children and youth.
24-hours a day, 7 days a week 1-800-668-6868
KidsHelpPhone.ca

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 a day, 7 days a week 1-888-795-6111

Updated January 2019

Emergency Service Numbers *con't*

VictimLINK Telephone Help Line

Provides province-wide phone line for victims of family and sexual violence and all other crimes.

24 hours a day, 7 days a week 1-800-563-0808

Women Against Violence Against Women (WAVAW)

Rape Crisis Line

Provides 24-hour confidential, immediate emotional support, information, referrals, and Hospital accompaniment.

24-hour Crisis Line 604-255-6344

Toll-free 1-877-392-7583

Youth Against Violence Line

Offers one-on-one support and information to help youth deal with issues of violence and crime.

24 hours a day, 7 days a week 1-800-680-4264

Youth in BC 24-hour Distress Line

604-872-3311

Emergency, Transitional & Supported Housing

Shelter and Street Help Line

Designed to assist people who are affected by homelessness.

24 hours a day, 7 days a week 2-1-1

Covenant House (Vancouver)

Takes in at-risk, homeless and runaway youth between the ages of 16 and 24 years.

604-685-7474

Elizabeth Fry Society

Gurney's Place Shelter (New Westminster)

Twelve units of emergency shelter for women and children.

604-524-0710

Pathways (New Westminster)

Nine units of second stage (18 months) housing for women.

604-540-1985

Sheena's House (North Surrey)

For women and children.

604-581-1538

Cynthia's Place (North Surrey)

For single women.

604-582-2456

Extreme Weather Response Shelter

Operational during extreme weather only, Nov 1 to Mar 31. 20 mats for men and 10 mats for women.

606 Clarkson Street, New Westminster 604-529-9126, ext. 101

Fraserside Community Services Society

12 beds for homeless families and single parents.

604-525-3929

Lookout Emergency Aid Society Shelter Program

16 beds for homeless men.

740 Carnarvon Street, New Westminster 604-529-9126 ext.101

Maria Keary Cottage

20 beds for homeless men.

604-636-3590

Salvation Army Stevenson House

14-bed emergency shelter for men.

32 Elliot Street, New Westminster 604-526-4783

Servant Anonymous Society (Surrey)

Operates residential programs for sexually exploited women and youth.

604-590-2304

Transition & Second Stage Housing for Women

WINGS Outreach Team

Relocation and multicultural support for women and children fleeing domestic abuse.

604-521-1888

Monarch Place Transition House (New Westminster)

Twelve bed emergency shelter for women and children fleeing domestic abuse.

Chrysalis Place Second Stage Program (New Westminster)

Twelve bed residential program for women and children fleeing domestic abuse.

Shimai Transition House (Surrey)

Accepts women and children fleeing domestic abuse, including women who are currently using drugs and alcohol

604-581-9100

Vancouver Rape Relief and Women's Shelter

Crisis Line: 604-872-8212

Family & Health Services

Aunt Leah's Place

Offers support services to young mothers, including housing, job training and life skills.

816 Twentieth Street, New Westminster 604-525-1204

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 including Children Who Witness Abuse counselling, emergency shelter for families and programs for adults with developmental and mental health issues.

519 Seventh Street, 2nd Floor, New Westminster 604-522-3722

Immigrant Services Society of BC (New Westminster)

Provides settlement services to newcomers, including career guidance and training, confidential support, information and referral, and social connections.

280-610 Sixth Street, New Westminster 604-522-5902

Lower Mainland Purpose Society

Delivers a continuum of programs to children, youth and families. Specific programs include child care, counselling, health, an independent secondary school, information and referral, settlement services, and youth programming.

40 Begbie Street, New Westminster 604-526-2522

New Westminster Family Place

Provides a family resource program for families with children from newborn to five years.

Drop-in programs offered at various locations. For more details please contact New Westminster Family Place or visit http://nwfamily.bc.ca/?page_id=21.

101-93 Sixth Street, New Westminster 604-520-3666

Family & Health Services *con't*

New Westminster UBC Counselling Centre

Provides free counselling for adults, children and youth from September to June.

821 Eighth Street, New Westminster 604-525-6651

Salvation Army Family Services

Provides community and family services, including licensed child care.

325 Sixth Avenue, New Westminster 604-521-0363

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.

750 Carnarvon Street, New Westminster 604-520-6621

Spirit of the Children Society

Supports aboriginal families by providing information and resources and holds various programs to bring the aboriginal community together.

201-768 Columbia Street, New Westminster 604-524-9113

Housing

Association of Community Organizations for

Reform Now (ACORN)

Provides advocacy services on housing and other issues for low and moderate income households.

2-630B Carnarvon Street, New Westminster

bclo@acorncanada.org 604-522-8706

BC Housing Registry

1701-4555 Kingsway, Burnaby

604-433-2218

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.

740 Carnarvon Street, New Westminster

ornewwest@lookoutsociety.ca 604-529-9126, Ext. 106

Purpose Society - New Westminster Rent Bank

The New Westminster Rent Bank (NWRB) provides low-cost loans to help tenants experiencing temporary crisis and at risk of eviction or utility cut-off due to late or non-payment of utilities and/or rent.

<https://purposesociety.org/events/categories/family-programs/rent-bank/>

40 Begbie Street, New Westminster 604-526-2522

Residential Tenancy Branch Office

Provides landlords and tenants with information and dispute resolution services.

Mon - Fri 9:00 am - 4:00 pm

400-5021 Kingsway, Burnaby 604-660-1020

Seniors Services Society

Provides housing counselling, housing outreach services, and a shelter program for homeless and at risk seniors (55+).

750 Carnarvon Street, New Westminster 604-520-6621

Tenant Resource and Advocacy Centre (TRAC)

Promotes and provides information on tenants' rights.

Mon-Tue, Thu-Fri, 1:00 pm - 5:00pm, Wed, 5:30 pm - 8:30 pm

www.tenants.bc.ca Tenant Hotline: 604-255-0546

Justice Services

BC Human Rights Coalition (Vancouver)

Provides advocacy and education services in human rights.

1202 - 510 West 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.

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 or divorce

Mon-Wed, Fri 8:00 am - 5:15 pm, Thur 8:00 am - 7:00 pm

204 - 88 Tenth Street, New Westminster 604-660-8636

New Westminster Police Department Victim Assistance

Unit and Emergency Social Services

Provides crisis and trauma response, emotional support and referral services.

24 Hour Hotline 604-529-2525

555 Columbia Street, New Westminster

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

Wed - Sat 10:00 am - 4:00 pm

1010 Fifth Street, New Westminster 604-526-6646

Salvation Army Emergency Clothing

Appointments preferred, clothing for adults only.

Mon - Fri 9:00 am - 11:30 am and 2:00 pm - 3:30 pm

325 Sixth Street, New Westminster 604-521-2421

Salvation Army Thrift Store

Clothing vouchers for those in need.

Mon - Fri 9:00 am - 9:00 pm

Sat 9:00 am - 7:00 pm

774 Columbia Street, New Westminster 604-521-0319

Drop-Ins and Resource Centres

Maida Duncan Women's Drop-In Centre

Showers, laundry, donations, food.

Mon, Tues, Thu, Fri, 3:00 pm - 9:00 pm,

Wed, 10:00 am - 9:00 pm, Sat - Sun 10:00 am - 5:00 pm

Lower level, 402 East Columbia Street, New Westminster

604-520-1166

Union Gospel Mission New Westminster Centre

Drop-In, Mon - Fri, 9:30 am - 12:00 pm

658 Clarkson Street, New Westminster 604-525-8989