

# NEWCOMER'S GUIDE TO NEW WESTMINSTER

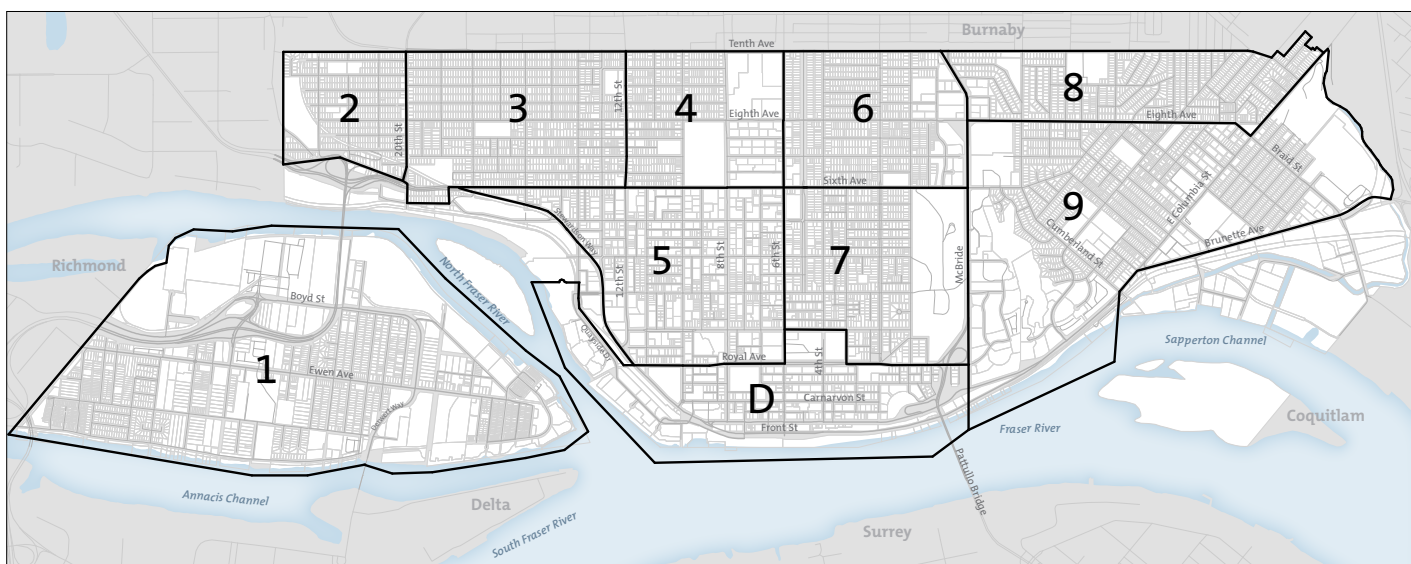
March 2018 Edition



# Welcome to New Westminster!

We are glad that you have decided to make New Westminster your home. New Westminster is a city in Metro Vancouver (often referred to as the Lower Mainland), and its surrounding cities are Surrey, Coquitlam, Burnaby, Richmond, and Vancouver. The total population of New Westminster is over 70,996 people (2016 census), and is located in the middle of Metro Vancouver, which as a region has a population of 2.1 million people. New Westminster is the oldest city in Western Canada, and we are happy that you have chosen to be part of its history.

## New Westminster's Residential Neighbourhoods



- KEY:**
- 1. Queensborough
  - 2. Connaught Heights
  - 3. West End
  - 4. Moody Park
  - 5. Brow of the Hill
  - 6. Glenbrooke North
  - 7. Queen's Park
  - 8. Massey Victory Heights
  - 9. McBride Sapperton
  - D. Downtown (including Quayside)

*Disclaimer: The information contained in this guide is for general information purposes only. The Welcoming and Inclusive New Westminster Working Group believes the content to be up-to-date and correct at the time of production. They make no representation or warranties of any kind, express or implied, about the completeness, accuracy, reliability, sustainability or availability with respect to the information, products, services, or other information contained in the guide for any purpose, including information provided on websites listed in the guide.*

# How to Use this Guide

This guide will help you and your family make New Westminster home. This guide focuses on the things you need to know for the first three months of your arrival in the City. We've arranged information into four groups:

## **Live:**

**How to find a place to live and getting settled in.**

## **Work:**

**How to find a job and things you should know about working in Canada.**

## **Learn:**

**How to get your children into school and how to learn more about courses for yourself.**

## **Play & Participate:**

**How to find fun activities to do in the City and how to get more involved.**

The Table of Contents is written as a list of important questions you may have as you are planning your arrival. Use it as a checklist on how you are doing as you get settled in.

This guide is an overview and is specific to New Westminster. If you are interested in finding detailed information for newcomers to British Columbia and Canada, please check out the following guides:

- BC Welcome Guide (at [www.welcomebc.ca](http://www.welcomebc.ca)), which is available in a number of languages
- BC Health Guide (at [www.bchealthguide.org](http://www.bchealthguide.org))
- Citizenship and Immigration Canada Website (at [www.cic.gc.ca](http://www.cic.gc.ca))

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# Your First Stop

## Meet with a New Westminster Settlement Agency

New Westminster has many organizations that help newcomers settle and adapt to New Westminster and to Canada. Settlement agencies can help you with forms, letters of reference, finding a job, and counselling. They can also provide you with important information and refer you to other organizations and services in the community. The City of New Westminster also has a list of organizations and programs that you can access online: [www.newwestcity.ca/database/files/library/New\\_Westminsters\\_Helping\\_Hands\\_Brochure\\_2015\\_final\(1\).pdf](http://www.newwestcity.ca/database/files/library/New_Westminsters_Helping_Hands_Brochure_2015_final(1).pdf)

All New Westminster schools have settlement workers who will meet with newcomers and their families to provide support and resources. This service is sometimes available in your home language. If you have school aged children (5-17), it is very important to call or visit the school board office. More information on this program is provided on page (44).

### **Immigrant Services Society of BC**

Located in the Family Services of Greater Vancouver office

280-610 Sixth Street

Phone: 604-522-5902

[www.issbc.org](http://www.issbc.org)

### **MOSAIC (SWIS)**

Located in Fraserside Community Services  
519 7th Street, 2<sup>nd</sup> Floor

Phone: 604-522-3722 ext. 154

[www.mosaicbc.com](http://www.mosaicbc.com)

*The Settlement Workers in Schools program is open to immigrant and refugee students and their parents or caregivers who are currently registered in the New Westminster School District (SD40) Westminster School District (SD40).*

### **S.U.C.C.E.S.S.**

200 - 5172 Kingsway,

Burnaby, BC V5H 2E8

Telephone: 604-430-1899

<http://successbc.ca/eng/services/settlement-services/immigrant-settlement-integration-program#serviceBurnaby>

*Information and Support Service Services provided in English, Cantonese, Mandarin, Farsi, Tagalog, Arabic and Spanish*

*One-to-one consultation*

*Group information & orientation workshops*

*Community Connections programs*

*Labour market services and workshops*

### **Language Instruction for Newcomers to Canada (LINC)**

#280-610 Sixth Street;

Phone: 604-522-5902

*LINC and Settlement Services*

# Live

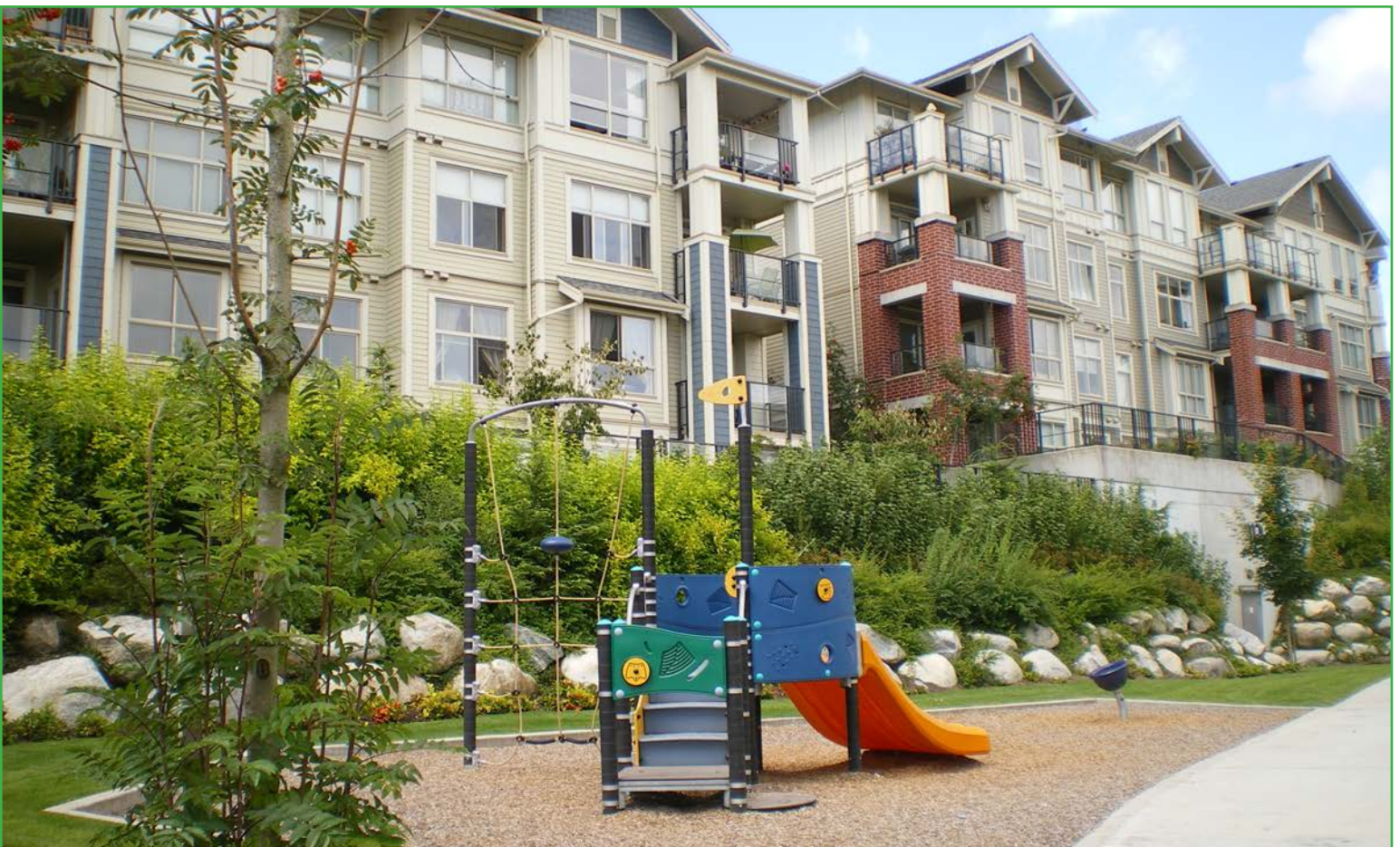
## Finding a place to live

### RENTING

Many people choose to rent a home in New Westminister. Rental prices vary depending on location, size of the unit, and utilities included. You can find listings for apartments and suites available in the local newspaper, on the internet, and by walking through neighbourhoods and looking for “For Rent” signs. Most rental units can be found in Brow-of-the-Hill and Uptown neighbourhoods, as well as in the Downtown area (east of Sixth Street and south of Royal Avenue). To learn more about each neighbourhood, visit the City’s website: [www.newwestcity.ca/statistics](http://www.newwestcity.ca/statistics)

### TIP

The most commonly used website to advertise and find rentals is Craigslist ([vancouver.craigslist.ca](http://vancouver.craigslist.ca)). Click on “apts/housing”, and click on the “burnaby/newwest” tab to see rentals in New Westminister. You can also buy and sell furniture on Craigslist. Make sure to always bring a family member or friend with you when meeting a buyer, seller, or landlord from Craigslist.





### **How to find the right rental:**

Make sure to view a unit in person and see if it is right for you to live in before agreeing to rent it. When applying to rent an apartment, the landlord will likely ask you for a reference to make sure you are a good tenant who will pay rent on time. If you do not have a previous landlord that they can contact, you can go to any settlement agency and get a reference from them.

### **How to sign a rental agreement:**

When you sign the rental agreement, make sure to read it carefully, or ask someone to go through it with you. Rental agreements in New Westminster are usually a one-year lease (12 months). Renting month-to-month is also common in Metro Vancouver. You must also pay a damage deposit (half of one month's rent) to the landlord when you sign a rental agreement. You will get this money back when you move out if the apartment is in the same condition as it was when you moved in. Rent is due on the first of every month.

### **BC Residential Tenancy Branch**

*Information about tenants' rights and dispute resolution.*

Phone: 604-660-1020

Email: [HSRTO@gov.bc.ca](mailto:HSRTO@gov.bc.ca) [www.rto.gov.bc.ca](http://www.rto.gov.bc.ca)

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### **How to move out of your rental housing:**

If you are ready to move out after living there for the length of your agreement, you must give your landlord at least one month's (30+ days) written notice of your intent to leave. If a landlord wants you to move out of your rental unit, he or she must give you ten (10) days' notice if you have not paid your rent on time, one (1) month notice if he or she believes you are not an ideal tenant (for example, engaging in illegal activity in the rental, or causing extreme damage to the rental), and two (2) months' notice if the landlord wants to use the rental for his or her own purposes. The landlord must give you a written document - he or she cannot evict you with just an oral agreement.

### **Tenant Resource & Advisory Centre**

*Provides information about tenants' rights and responsibilities.*

Phone: 604-255-0546

Phone: 1-800-655-1185

<http://tenants.bc.ca/>

## HOW TO BUY A HOME

Some people also choose to buy a home, though many choose to first rent and wait until they are more familiar with New Westminster. If you would like to buy a home, visit a real estate agency to talk about your options and view homes for sale. You can find a real estate agent in the Yellow Pages under Real Estate Brokers, or search online. Most Canadians rely on loans to finance the purchase of their home. These loans are called mortgages and are issued by banks, credit unions, and insurance companies. You must repay your mortgage in regular payments over a period of time - repayment usually takes 25 to 35 years.

For more information on mortgages and financing the purchase of your home, see the Canada Mortgage and Housing Corporation's website: [www.cmhc.ca/yourhome/index.html](http://www.cmhc.ca/yourhome/index.html)



### TIP

What does “subsidy” mean? A subsidy is money provided by the government to people in need of assistance paying for their basic needs, such as housing, food, and personal care.

#### Affordable Housing Societies

1 - 1001 Royal Avenue

604-433-2218

[www.affordablehsg.com](http://www.affordablehsg.com)

#### Seniors Services Society

750 Carnarvon Street

604-520-6621

[www.seniorshousing.bc.ca/hhome.htm](http://www.seniorshousing.bc.ca/hhome.htm)

## FINANCIAL HELP

If you have low to moderate income you may be able to apply for subsidized housing through the Government of Canada. For more information, and to apply for subsidized housing, call the BC Housing Registry at 604-439-4159, or visit their website: [www.bchousing.org](http://www.bchousing.org). You can also contact the organizations below for more information or help applying:

#### New Westminster Rent

#### Bank, Purpose Society

40 Begbie Street

Phone: 604-526-2522

Email: [rentbank@purposesociety.org](mailto:rentbank@purposesociety.org)

*The New Westminster Rent Bank can offer a short term loan for rent or essential utilities to low-income residents who are experiencing a temporary financial crisis.*

# Electricity, gas, telephone and television for your home

## MAIN UTILITIES: HEAT AND GAS

Electricity, heat, and gas are called utilities, and sometimes they are included with your rent. If you are renting, make sure to ask your landlord what utilities are included. If utilities are not included in your rent, or you own a home, you have to pay for it. If you have to pay for electricity, BC Hydro provides electricity to most Metro Vancouver cities. But in New Westminster, it is different. Electricity is provided by the City's own Electrical Utility company. Natural gas is provided by FortisBC. Heat for your home will be powered by either gas or electricity.

**FortisBC**  
[www.fortisbc.com](http://www.fortisbc.com)

**New Westminster Electrical Utility**  
Call 604-527-4555 or apply online to start your service.  
[www.newwestcity.ca/services/electrical-utility](http://www.newwestcity.ca/services/electrical-utility)

## OTHER UTILITIES: WATER, GARBAGE AND RECYCLING

The City of New Westminster provides water, sewer, and garbage and recycling collection. Homeowners are billed a yearly flat rate for these services every February - if you are renting, you do not have to pay this bill. The City collects garbage and recycling each week. Make sure you put your garbage and recycling out on the correct day each week before 7:30am to make sure it's picked up. Family homes are allowed to have one bin of garbage (provided by the City) each week. All additional garbage bins should be tagged in order to have them collected. You can buy extra tags from City Hall or any community centre. If you live in an apartment building, the building will provide a dumpster for your garbage, as well as recycling facilities. Make sure you know what should be recycled in order to help preserve the environment and keep recyclables out of the landfills. For more details on recycling, visit the City's guide: [www.newwestcity.ca/services/garbage-and-recycling](http://www.newwestcity.ca/services/garbage-and-recycling)

Telephone service, cable (television), and internet are supplied by telecommunications companies. TELUS, Shaw, Bell, and Rogers are the four main telecommunications providers in Canada. You can ask about their services in person at their retail stores, or look them up online.



# Food

There are many ways to make sure you and your family can have healthy, affordable food. You can see a full list of food programs and services available to you on the New Westminster Food Action Committee website: <https://www.facebook.com/NewWestminsterCommunityFoodActionCommittee/>

## GROCERY SHOPPING

There are many grocery stores in New Westminster. Most people do their grocery shopping at larger stores such as Safeway, Save-on-Foods, Donald's Market, Thrifty Foods, Wal-Mart, and IGA. These large grocery stores also have household items such as cleaning supplies, kitchenware, and toiletries (shampoo and toothpaste). Some also have pharmacies where you can buy medicine. You can save money at the grocery store in the following ways:

- Buy generic or "no name" brands when possible. Generic and "no name" brands are usually cheaper but are the same quality as other, pricier items.
- Buy in bulk. Bulk means buying a large quantity of food that has been dried or cured, and will keep for a long time. These foods can include spices, nuts and dried fruit, pasta, rice and flour, and baking supplies. Bulk foods are cheaper than packaged foods, and are found in self-help bins or containers in a special aisle in most grocery stores.
- Use coupons and check for weekly specials. Most grocery stores have a flyer or newsletter with weekly specials and coupons.

You can also shop at smaller, independently owned grocery stores. These smaller grocery stores sometimes carry specialty items and ethnic foods. A full list of specialty stores can be found on the New Westminster Food Action Committee website.

### Quest Food Exchange

7753 Sixth Street

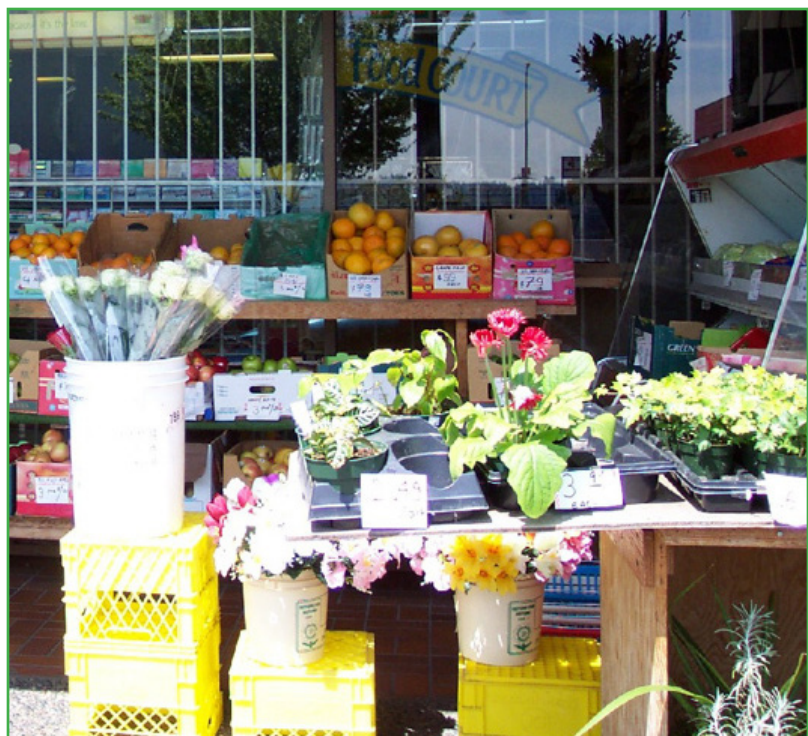
Telephone: 604-553-0636

*Quest Food Exchange is a not-for-profit grocery market for low-income families and individuals. Access to the store is through a referral from a Community Resource Partner.*

#### SCHEDULE

*Mondays & Saturdays, 9:00 am - 4:15 pm*

*Tuesday - Friday, 9:00 am - 6:15 pm*



## FRESH PRODUCE

There are alternatives to buying fresh produce at grocery stores. You can grow your own fruits, vegetables, and herbs, or buy them directly from farmers. Community gardens are areas in the city where people can collectively grow plants. The New Westminster Community Garden Society can help you get a plot and grow food and flowers in a community garden. Visit their website at [www.nwcgs.ca](http://www.nwcgs.ca) for more information.



You can buy fresh produce directly from farmers at the Royal City Farmers Market. The Farmers Market has a variety of seasonal produce that is grown locally. The produce is very fresh and sometimes cheaper than at the grocery store. The money goes directly to the farmer. The Royal City Farmers Market is also fun for the whole family to visit. You can find out more about the Royal City Farmers Market here: [rcfm.ca](http://rcfm.ca)

## FOOD SUPPORT SERVICES

New Westminster has many food support programs that are open to everyone. New Westminster's school district, SD40, has many schools with a hot lunch program for students. Families pay what they can for this program on a monthly basis. Learn more about on their website ([district.sd40.bc.ca/services/school-meals](http://district.sd40.bc.ca/services/school-meals)), or ask about the hot lunch program when enrolling your child or children in school.

Meals on Wheels is a food support program for people at home who are unable to buy or prepare their own meals. Seniors Services Society operates the local Meals on Wheels program: [www.seniorsservicesociety.ca/smow.htm](http://www.seniorsservicesociety.ca/smow.htm)

Many faith-based organizations operate food support programs. Please call for information about days and times. You do not have to be a member of the faith to access the programs. Here is a list of food support programs open to everyone.

### Holy Trinity Cathedral

514 Carnarvon Street

Phone: 604-521-2511

*Drop-in breakfast Thursday 8:00am - 9:00am*

<http://holytrinitycathedral.ca/our-programs/breakfast-program/>

### Muslim Food Bank

101-13085 115 Avenue

Surrey, BC V3R 0C3

Phone: 1-866-824-2525

Email: [contact@muslimfoodbank.com](mailto:contact@muslimfoodbank.com)



## New Westminster Family Place

101-93 Sixth Street

Phone: 604-520-3666

Email: [info@nwfamily.bc.ca](mailto:info@nwfamily.bc.ca)

*Food bank drop-in*

*Tuesday - Wednesday 9:00am - 10:00am*

[http://nwfamily.bc.ca/?page\\_id=21](http://nwfamily.bc.ca/?page_id=21)

## New Westminster Community Food Hub Greater Vancouver Food Bank

613 Queens Ave

Phone: 604-876-3601

*New West Family Place provides on-site child-minding and there is a low-cost produce market by New West Farmers Market.*

**SCHEDULE**

*Thursday, 10:30 am - 11:30 am for priority mobility, families with children under 6, and seniors (55+)*

*Thursday, 11:30 am - 12:30 pm for all other members*

## Olivet Baptist Church

613 Queens Ave

Phone: 604-659-2200

Email: [bfl\\_info@burnabyfamilylife.org](mailto:bfl_info@burnabyfamilylife.org)

*Programs assisting pregnant women and their infants who need extra help and support. Programs may provide weekly lunches, food vouchers, and prenatal vitamins. Program provided through Burnaby Family Life Institute.*

**SCHEDULE:**

*Tuesday, 10:30 am - 1:00 pm for moms and babies up to 6 months*

*Tuesday, 12:00 pm - 2:30 pm for pregnant women*

[http://www.fraserhealth.ca/find-us/services/our-services?program\\_id=13648](http://www.fraserhealth.ca/find-us/services/our-services?program_id=13648)

## Queens Avenue United Church

529 Queens Ave

Phone: 604-522-1606

Email: [queensaveuc@telus.net](mailto:queensaveuc@telus.net)

*Community Lunch*

*Wednesday 11:30 am - 1:00 pm*

<http://queensavenue.org/ministries/community-lunch/>

## The Salvation Army

325 6th Street

Phone: 604-521-2421

**SCHEDULE**

*Emergency food program: Monday-Friday, 10:00 am - 12:00 pm (by appointment)*

*Saturday Brunch: Saturday, 10:00 am*

*Sunday Meal Program: Sunday, 12:30 pm*

*Produce Day Program: Wednesday, 1:00 pm*

<http://www.salvationarmy.ca/britishcolumbia/regions/>

## Spirit of the Children Society

201-768 Columbia Street

Phone: 604-524-9113

Email: [reception@sotcs.ca](mailto:reception@sotcs.ca)

*Create a meal together in a positive environment, share and learn recipes, learn how to shop for foods on a budget, learn about healthy eating habits,, and experience traditional Aboriginal foods.*

<http://www.sotcs.ca/programsservices/traditional-kitchen-for-aboriginal-families-and-youth/>

## St. Barnabas Anglican Church

1010 Fifth Avenue (Tenth Street & Fifth Ave)

Phone: 604-526-6646

*Community Meal: Thursday 11:00am*

*Emergency Food Cupboard: Friday 10:00am - 12:00pm*

<http://stbarnabasparish.ca/ministry/>

## The Union Gospel Mission

658 Clarkson Street (near 6th Street & Columbia)

Phone: 604-525-8989

Email: [contact@ugm.ca](mailto:contact@ugm.ca)

**SCHEDULE**

*Breakfast: Mon - Fri, 8:30 am - 9:30 am*

*Soup Service: Mon - Fri 11:15am - 12:00pm*



# Getting around New Westminster

## WALKING

There are many reasons to choose walking to get around New Westminster. Walking is

- Free
- Healthy for your body and brain
- Good for the environment
- You will get to know your neighbourhood and the city well

### TIP

Don't be shy! Talk to people and ask them questions.

It is a good idea to wear bright clothing and use reflectors when walking.

To find information about safe routes to walk to school, walking events, walking groups and more, visit: <https://www.newwestcity.ca/walking> and [www.walkerscaucus.ca](http://www.walkerscaucus.ca)

### TIP

Regular fares are reduced on weekdays after 6:30 and all day Saturday, Sunday and holidays to a 1 Zone fare (\$2.75 for adults or \$1.75 for concession). Concession Fares are given to HandyCard holders, seniors 65 years and older and youth 14 to 18 years with valid photo identification proving age, and children 5 to 13 years. Children under 5 years ride free when accompanied by an adult (maximum 4 children per adult).

## PUBLIC TRANSIT

Metro Vancouver has a large public transportation system supplied by TransLink. New Westminster is served by the SkyTrain and many buses. SkyTrain attendants and bus drivers are there to help you, so ask questions.

- There are 5 SkyTrain stations in New Westminster: 22nd Street, New Westminster, Columbia, Sapperton, and Braid
- Bus service timetables, with fare and timetable information, are available from New Westminster Public Library (NWPL) and City Hall
- HandyDart is a transportation service for people with disabilities
- For more information about transit, transit passes (Compass cards) and fares, visit the Translink website at [www.translink.ca](http://www.translink.ca).



## TIP

Prohab Helmet Society provides bike helmets on a “pay what you can” basis. Request a helmet on their website: [www.prohab.ca](http://www.prohab.ca).



## CYCLING (RIDING A BICYCLE)

To ride a bicycle in New Westminster, you must wear a bike helmet, and have a front light and a back light on your bike if you ride at night.

- Get a bike route map/information guide from New Westminster Public Library (NWPL) or City Hall
- For more information about cycling, visit <https://www.newwestcity.ca/transportation/getting-around/cycling>
- There is a cycling support group in New Westminster. For more information about it, visit

<https://bikehub.ca/new-westminster>

## CAR SHARING

If you need to use a car sometimes, you can join a car sharing service.

- With car sharing, you only pay for the time you use the car and there are no extra costs involved
- Different types of vehicle are available for you to use as you need them
- There are currently 3 car sharing providers in New Westminster, each offering a different type of car sharing. For more information, visit: [www.evo.ca](http://www.evo.ca) or [www.modocoop.ca](http://www.modocoop.ca) or [www.zipcar.ca](http://www.zipcar.ca)

You need a valid BC Drivers' License to join a car sharing service.



## DRIVING YOUR OWN CAR

If you own and drive a car, you must have a valid BC Drivers' License and have current car insurance.

- The Insurance Corporation of British Columbia (ICBC) issues licenses and insurance. Visit the ICBC website at [www.icbc.ca](http://www.icbc.ca) for more information.
- Operating a vehicle without a driver's license and car insurance is against the law
- New Westminster has some specific traffic rules. Find these at [www.newwestcity.ca/cityhall/bylaws/streetandtrafficbylaw7664](http://www.newwestcity.ca/cityhall/bylaws/streetandtrafficbylaw7664)

## ADDITIONAL INFORMATION

The City of New Westminster's website is a good resource about transportation, including things like current transportation projects that are happening in the city ("Projects on the go") and updates on road works. The City's major goals for transportation include:

1. Having people make the majority of their trips on foot, by bike or on transit
2. Minimizing the distance that people drive
3. Eliminating serious injuries and deaths on the roads
4. Not making the road network any bigger
5. Discouraging additional regional traffic through the city

Please visit <https://www.newwestcity.ca/transportation> to find out more.



# BC Healthcare

## GETTING HEALTH INSURANCE



One of the first things you should do is register for the BC Medical Services Plan (MSP). This program is available for all Canadian citizens. Permanent residents who are landed immigrants in BC and have been here for more than three (3) months (your mandatory three month waiting period) are also eligible. Contact MSP as soon as possible, as your mandatory three month waiting period does not begin until you call them. Call 604-683-7151 or visit [www2.gov.bc.ca/gov/content/health/health-drug-coverage/msp](http://www2.gov.bc.ca/gov/content/health/health-drug-coverage/msp). A settlement agency can also help you fill in and send your application.

MSP covers many different healthcare costs. Because it only starts after three months, you must buy private insurance from the providers listed below until you have MSP. Once your three month waiting period is over, you will receive a BC Services Card that you must carry with you whenever you go to any healthcare professional.

Private Insurance providers include Pacific Blue Cross ([www.pbchbs.com/](http://www.pbchbs.com/)), Insurance Cover ([www.instantcover.ca](http://www.instantcover.ca)), and Canada Protection Plan ([www.cpp.ca](http://www.cpp.ca)).

## OTHER HEALTH PROGRAMS:

### Fair PharmaCare

*Assistance with prescription costs for low and moderate income families.*

[www.health.gov.bc.ca/pharmacare/plani/plani-index.html](http://www.health.gov.bc.ca/pharmacare/plani/plani-index.html)

### Healthy Kids Program

*Basic dental and vision care for children of low and moderate income families.*

[www.hsd.gov.bc.ca/publicat/bcea/HealthyKids.htm](http://www.hsd.gov.bc.ca/publicat/bcea/HealthyKids.htm)

## FINDING A DOCTOR AND HEALTH CLINICS

It is good to have a doctor who knows you and your family. You can find one by checking the website for the College of Physicians at [www.cpsbc.ca](http://www.cpsbc.ca), the Fraser Health Authority's website at [www.fraserhealth.ca](http://www.fraserhealth.ca) or looking in the local newspaper for clinics accepting new patients. However, many people do not have a family doctor and visit walk-in clinics instead. Listed beside are some of the clinics that provide healthcare. You do not have to have an appointment to see a doctor at these clinics.

### Columbia Family Practice & Walk-In Medical Centre

107-301 East Columbia Street  
Phone: 604-522-7363

### ForeMed Columbia Clinic

43 Columbia Street  
Phone: 604-522-2206

### Tenth Street Medicentre

75 10th Street  
Phone: 604-526-3308

# Emergencies

Don't panic! Call 9-1-1 and the Emergency Services workers will help you.

**TIP**



## MEDICAL

**In the event of a medical emergency, call 9-1-1 immediately.**

There is one hospital in New Westminster. This hospital has an Emergency department that serves people who need immediate attention for serious health and medical problems such as broken bones or injuries.

### **Royal Columbian Hospital**

330 East Columbia Street

Phone: 604-520-4253

## CRIME

**In the event of a crime or safety emergency, call 9-1-1 immediately.**

If it is not an emergency, you can call the New Westminster Police Non-emergency line and speak to an officer: 604-525-5411. Police in New Westminster are responsible for keeping the community safe by enforcing the law, and preventing and reducing crime. You can visit the police station or call the Non-emergency line to talk to an officer about concerns you have or to make a complaint.

Is English difficult to speak or understand? The person answering 911 can access people speaking over 200 languages.



## **FIRE AND RESCUE**

**In the event of a fire emergency, call 9-1-1 immediately.**

### **New Westminster Fire and Rescue Department**

820 Thirteenth Street

Phone: 604-519-1020

*Provides emergency services for fires, fire alarms, medical emergencies, motor vehicle accidents, and hazardous waste materials.*

### **New Westminster Police Station**

555 Columbia Street

Phone: 604-525-5411



## **DISASTERS**

Be sure you know what to do in the event of natural disasters such as earthquakes, floods, and fire. The City of New Westminster has an Emergency Preparedness Program that can help you be prepared. The program also provides services for people who have been evacuated from their homes. Check the website for more information: [www.newwestcity.ca/emergency-management/emergency-preparedness-program](http://www.newwestcity.ca/emergency-management/emergency-preparedness-program)

# Getting help for abuse or addiction

## **VIOLENCE AND ABUSE**

Abuse includes a range of behaviours, from intimidation (bullying) and threats to physical or sexual assault. If you or someone in your family is being abused, you are entitled to full protection of/under the law. If you are worried about being deported or compromising your immigration status, you will need to talk to a lawyer once you and your family are safe. There are many organizations that can help you and your family if you need protection:

### **VictimLink**

Phone: 1-800-563-0808

*This is a 24-hour toll-free and confidential helpline that provides information and services for all victims of crime and immediate support for victims of family and sexual violence. This service is available in over 110 languages.*

### **Victim Support Services**

555 Columbia Street

Phone: 604-529-2525

*Support services are available to victims of crime and trauma, 24 hours a day, every day of the week. Referrals to Victim Services are made through the New Westminister Police Department - however, people in need of assistance can get help by calling the Police Department by visiting in person or calling the phone number above.*

*Victim support services include crisis response, practical help, and information at the time of the crime. This service also provides referrals to community agencies, court updates or information, and assistance with filling out legal forms such as Victim Impact Statements and Crime Victim Assistance Applications.*

### **Burnaby and New Westminister Community Based Victim Service Program**

Phone: 604-525-9144

*Provides community-based victim services to adults age 19 and over who have experienced spousal assault, sexual assault, historical childhood physical and/or sexual abuse, or criminal harassment. Services include providing support, information about the criminal justice system, court orientation and accompaniment, form completion assistance, and referral to other services.*

### **Legal Services Society**

Phone: 604-408-2172

[www.lss.bc.ca](http://www.lss.bc.ca)

*The Legal Services Society provides legal aid in British Columbia. If you have a legal issue and are unable to pay for a lawyer, you may qualify for free legal advice from a lawyer or even have a lawyer represent you in court. You can call their toll-free number to apply for legal aid which is available in six languages. You can also speak to a Legal Services Society representative in person at their New Westminister office.*

### **Kids Help Phone**

Phone: 1-800-668-6868

*A 24-hour, free, confidential, and anonymous helpline that provides professional counselling and other resources for youth.*

### **Helpline for Children**

Phone: 604-310-1234

*24-hour, toll-free number serves children's safety needs. There is always a social worker on the line who can help you. Anyone of any age may call - children who are being abused, or adults who are concerned for a child's safety.*

### **Craig D. Sicotte, Law Corporation**

Law Courts, Begbie Square

222-651 Carnarvon Street

Phone: 604-585-6595

### **Multicultural Family Support Services**

Phone: 604-436-1025

Email: [againstvviolence@vlmfss.ca](mailto:againstvviolence@vlmfss.ca)

*This organization provides victim support for immigrant and visible minority women and families who are experiencing violence.*

## ADDICTION

New Westminster has many resources which can help you and your family with treatment, and recovery as well as support for people indirectly affected by addiction, listed below.

### Drug and Alcohol Information Referral

Phone: 604-660-9382

*Service is offered in many languages and is available 24 hours a day.*

### Fraserside Community Services

Phone: 604-522-3722

Addiction is a strong and harmful need to regularly have something, such as a drug, or do something, such as gambling.

**TIP**

### New Westminster Mental Health Centre

Phone: 604-777-6800

Phone (after hours line): 604-527-0009

### Problem Gambling Helpline

Phone: 1-888-795-6111

*This service is multi-lingual and available 24 hours a day.*



# Opening a bank account

Opening a bank account is a fairly simple process. There are many different kinds of financial institutions for you to choose from—for example, traditional banks, credit unions, or trust companies. You can find out more about financial institutions in the Provincial Newcomers' Guide. The financial institution you choose will also show you how to pay using a debit, credit, or cheque and how to do your banking using an Automated Teller Machine, the phone, or online. Many financial institutions have their New Westminster branches in the Uptown neighbourhood, in and around 6th Street and 6th Ave.

## TIP

Make sure to compare different banks and other financial institutions, and choose the one that is most convenient for you.



### Family Services of Greater Vancouver

Phone: 604-525-9144

[www.fsgv.ca](http://www.fsgv.ca)

*Runs a Money Skills Financial Literacy Program where you can learn to better manage your money.*

### Credit Counselling Society

Phone: 604-527-8999

[www.nomoredebts.org](http://www.nomoredebts.org)

*Provides help if you have issues with credit.*

# Paying your taxes

Keep your receipts and tax records for at least six years.

**TIP**

You must file your tax forms by April 30 of every year. For more information on how: [www.cra-arc.gc.ca](http://www.cra-arc.gc.ca). A settlement agency can help you fill out your tax forms.

## PROPERTY TAXES

Property tax is paid to the City of New Westminster for those who own property. This tax pays for City services such as garbage collection, fire protection, and road repairs. Homeowners receive a Property Tax Notice each year.

If you are low income, you can have your taxes done for free. Check with your settlement worker for more details.

**TIP**



## INCOME TAXES

All levels of government in Canada (municipal or city, provincial, and federal) are funded through taxes. Taxes pay for services such as healthcare, schools, and social services. The federal government collects income tax from all working people who make a certain amount every year. For more information about taxes, visit the Canada Revenue Agency website: [www.cra-arc.gov.ca](http://www.cra-arc.gov.ca)

# Child care and youth services

## CHILD CARE

It is illegal to leave children under the age of 12 alone. If you are working or going to school, or going out for a short time, you must find someone or a child care service to take care of your child or children while you are away.

## TYPES OF CHILD CARE

If you do not have a family member to take care of your children, there are two different kinds of child care available: licensed child care and unlicensed child care.

### Licensed child care

The BC Ministry of Health sets out the out health and safety requirements, licence application requirements, staffing qualifications, and program standards for licensed child care settings.

- A group child care centre (daycare) is usually in a community centre, church or school. It takes babies and children up to 12 years old. The workers have special training. Child care centres are usually open all day. For more information, visit: [www.health.gov.bc.ca/ccf/faq.html](http://www.health.gov.bc.ca/ccf/faq.html)
- A licensed family daycare takes babies and children of all ages. It can take up to seven children. This kind of care is located in the caregiver's home (home daycare).
- Pre-school programs are usually for children from 3 to 5 years old. They provide learning activities and games for children for up to four hours a day.
- Out-of-school care is usually for children from 5 to 12 years old. The program operates before and after school and on school holidays. It is usually held at or near the school.
- To find a licenced child care centre near you, visit: <http://maps.gov.bc.ca/ess/hm/ccf/> or contact the Burnaby/New Westminster Child Care Resource & Referral at <https://gv.ymca.ca/Programs/Child-Care/Child-Care-Information-and-Referrals>



## Unlicensed child care

- The BC government does not check babysitters or unlicensed child care.
- Unlicensed or Licence-not-required (LNR) child care providers can only care for two children or one group (brothers and sisters) of any age at one time, in addition to their own children. This kind of care is located in the caregiver's home (home daycare).
- Unlicensed child care providers may or may not have formal child care training or experience. They set their own hours of operation, fees, and operating policies.
- Parents must judge the quality of care provided in any unlicensed child care arrangement.



LNR child care providers are encouraged— but not required—to register with their local Child Care Resource and Referral (CCRR) program. If they have registered, it means they have met important requirements, such as:

- criminal record check (for everyone over age 12 living in the home)
- character references
- home safety assessment
- physician's report on their physical and emotional capacity to care for children
- first aid training
- child care training courses or workshops

For more information about the Child Care Resource and Referral Centre, visit: [www.ccr.bc.ca](http://www.ccr.bc.ca). You can also speak to someone by calling the Child Care Program and Services Call Centre toll-free: 1 888 338-6622



## CHOOSING CHILD CARE

Parents' Guide to Selecting and Monitoring Child Care in BC is a booklet that can help you decide what kind of child care you need. You can get the booklet on-line at: [http://www.health.gov.bc.ca/library/publications/year/2011/Parents%27\\_guide\\_to\\_selecting\\_and\\_monitoring\\_child\\_care\\_in\\_BC.pdf](http://www.health.gov.bc.ca/library/publications/year/2011/Parents%27_guide_to_selecting_and_monitoring_child_care_in_BC.pdf)

## FINDING CHILD CARE

The B.C. government has Child Care Resource and Referral offices that help parents find child care. For information, visit the website at: [www.ccr.bc.ca](http://www.ccr.bc.ca)

You can also:

- Ask a settlement worker at your immigrant service agency for help. To find an immigrant settlement agency in your area, visit: <http://www.cic.gc.ca/english/newcomers/services/>
- Talk to someone at the Ministry of Children and Family Development. Call the Child Care Program and Services Call Centre toll-free at: 1 888 338-6622
- Look in the yellow pages or search: [www.yellowpages.ca](http://www.yellowpages.ca), under Child Care, Day Care or Preschool Centres.
- Get advice from friends and neighbours.
- Look in the classified advertisements in the newspaper for babysitters and child care (day care) centres.
- Look for advertisements on notice boards in your community.

You may need to talk with several people and visit several places to find child care you like.

## CHILD CARE COSTS

Child care is expensive. The provincial government may pay for part of the cost for low-income families. This is called a child care subsidy. For more information, speak to someone at the Child Care Subsidy Service Centre. You can call the Child Care Programs and Services Call Centre at: 1 888 338-6622. If you do not speak English, ask for someone who speaks your language. To find out if you are eligible for the Child Care Subsidy, visit the website at <http://www2.gov.bc.ca/gov/content/family-social-supports/caring-for-young-children/child-care/financial-assistance-for-child-care>. You can also get more information on claiming a subsidy here: [http://www2.gov.bc.ca/assets/gov/family-and-social-supports/child-care/child\\_care\\_subsidy.pdf](http://www2.gov.bc.ca/assets/gov/family-and-social-supports/child-care/child_care_subsidy.pdf)



Families using a Registered Licence-not required child care provider are eligible for a higher Child Care Subsidy rate than a nonregistered Licence-not-required. For more information about subsidy rates, call toll-free: 1 888 338-6622 or visit: [http://www2.gov.bc.ca/assets/gov/family-and-social-supports/child-care/subsidy\\_rate\\_table.pdf](http://www2.gov.bc.ca/assets/gov/family-and-social-supports/child-care/subsidy_rate_table.pdf)

The Canada Child Tax Benefit is a monthly payment to help families with the cost of raising children under age 18. To qualify, at least one parent must be a resident of Canada and both parents must send in their income tax forms every year, even if they have no income to report. To apply, call 1 800 387-1193. For information, go to: [www.cra-arc.gc.ca/bnfts/cctb/menu-eng.html](http://www.cra-arc.gc.ca/bnfts/cctb/menu-eng.html). You can also talk to a settlement worker at your local immigrant settlement agency. You will need receipts from your child care centre. If you pay an individual for child care, you will also need receipts that contain their full name and their Social Insurance Number.

Child care expenses can also be deducted on your personal income tax claim. Visit <http://www.cra-arc.gc.ca/tx/ndvdl/tpcs/ncm-tx/rtrn/cmpltng/ddctns/lns206-236/214/menu-eng.html> for more information.

## CHILDREN WHO NEED EXTRA SUPPORT

Some children need special care. They may have a physical disability or a learning problem. For information on programs that may be available for your child with special needs, call 250 952-6044 or visit: [www.mcf.gov.bc.ca/spec\\_needs](http://www.mcf.gov.bc.ca/spec_needs)

Some child care centres can give your child extra care to be able to participate in a regular child care setting. To learn more about the Supported Child Development program, visit: <http://bc-cfa.org/programs-services/supported-child-development/supported-child-development/> and [www.childcarechoices.ca](http://www.childcarechoices.ca). You can also speak to someone at the Child Care Resource and Referral office. You can reach them by calling the Child Care Programs and Service Call Centre at: 1 888 338-6622.

If you are approved for a child care subsidy, you may also apply for the Special Needs Supplement. For more information, visit: [http://www2.gov.bc.ca/assets/gov/family-and-social-supports/child-care/child\\_care\\_special\\_needs.pdf](http://www2.gov.bc.ca/assets/gov/family-and-social-supports/child-care/child_care_special_needs.pdf) to download the application form.



## YOUTH (AGED 13 TO 18)

New Westminster has many programs that provide youth with opportunities to participate in a wide

range of recreational and social programs in a safe and supervised environment.

### My Circle

Immigrant Services Society of BC

<https://issbc.org/programs/settlement-services/my-circle/>

Phone: 604-684-7498

*A fun and innovative leadership program for youth aged 14 to 24. This program offers a safe and supportive space for youth to make new friends and gain understanding on integration and adjustment issues.*

### TIP

In BC, students must complete a minimum of 30 hours of after school activities to graduate. If your teenager plays sports or music, joins a club, volunteers after school or on weekends, or has a job, these experiences can help your teenager get his or her high school diploma.

Youth Centre at Century House and Drop in are great for kids and youth.

### TIP

### Newcomer Youth Connection Program Lower Mainland Purpose Society

720 12th Street

Phone: 604-512-4127

[www.purposesociety.org](http://www.purposesociety.org)

This program is specifically intended for youth aged 15 to 24 who are facing issues such as language barriers, isolation, stigma, cultural adjustments and homesickness.

### New Westminster Youth Centre

Phone: 604-515-3801

[www.newwestyouth.ca/](http://www.newwestyouth.ca/)

This centre is dedicated to providing a safe and supervised space for youth between 13 and 18 to socialize and get involved in recreation programs.

### Settlement Workers in Schools (SWIS) MOSAIC

<http://sd40.bc.ca/services/school-district-40-multicultural-and-settlement-services>



# Seniors' services

New Westminster has many organizations that provide services for older adults (aged 50 and over). These services range from health or housing services to recreation and leisure services.

## Seniors Services Society

750 Carnarvon Street

Phone: 604-520-6621

[www.seniorsservices.ca](http://www.seniorsservices.ca)

*Operates many programs and services for seniors.*

## Century House

620 Eighth Street

Phone: 604-519-1066

<https://www.newwestcity.ca/parks-and-recreation/facilities/century-house>

*A seniors-oriented centre with services and programs for adults 50 and over.*

More information on seniors' programming can be through the Clarion website below:

<https://www.newwestcity.ca/parks-and-recreation/recreation/active-living-guide-and-brochures#century-house-50>



# Shopping for clothing



New Westminster has three shopping areas: downtown, uptown, and Queensborough Landing. There are many affordable alternatives for buying clothing and household items.

Thrift stores and second hand stores are stores that sell lightly used clothing and household items. You can find unique and fashionable clothing at thrift stores on a tight budget. You can also donate your lightly used clothing and household goods to thrift stores.

## TIP

Consignment shops are stores that can sell your used clothing for you. You receive a percentage of the sale if someone buys your clothing. You can also sell your items directly to buyers on Craigslist.

The Salvation Army Second Hand Store (774 Columbia Street) and the SPCA Thrift Store (615 Twelfth Street) are examples of local thrift stores. There are many other thrift and second hand stores in New Westminster; you can find them by searching online.

# Work

## Social Insurance Number

Apply for your SIN as soon as you can! Your SIN is a very important document, so keep it safe.

**TIP**

In order to legally work in Canada, you need a Social Insurance Number (SIN). You should apply for a SIN card as soon as you arrive. Call 1-800-206-7218, or visit the local Services Canada office in New Westminster.

### Service Canada Centre,

#201-620 Royal Ave

New Westminster, BC V3M 1J2

Phone: 1 800-622-6232

## Know your Legal Rights as an employee and an employer

Both employees and employers have rights and responsibilities under the British Columbia Employment Standards Act and the Canada Labour Code. The Employment Standards Act and the Labour Code also outline rules for employment - for example, how many hours a week one may work, and health and safety regulations for employees and employers. The Employment Standards Act and the Labour Code do their best to protect the rights and responsibilities of both employees and employers. In British Columbia, the Employment Standards Act sets minimum wage rates, which is the lowest amount of money an employer must pay an employee for each hour of work. As of September 15, 2016 the general minimum wage is \$10.85 an hour. Please see <http://www2.gov.bc.ca/gov/content/employment-business/employment-standards-advice/employment-standards/factsheets/minimum-wage>

### Clicklaw

Provides legal information, education and help for British Columbians.

<https://www.clicklaw.bc.ca/>



# Finding a job

Finding work is important for many newcomers. Finding a job in Canada is a process that you have to start on your own. There is no central job registry where you apply for work. It is not unusual for it to take a while before you find a job. Try to get as much help as you can to make the job search easier.

## EMPLOYMENT SERVICES AGENCIES

The organizations on the next page can help you better understand the process of finding employment and what working in Canada is like. Visiting these organizations and getting an employment counsellor or case manager is the best way to get started. They can help you develop a plan, refer you to helpful workshops and programs, and help you write your resume.

The New Westminster Public Library has good resources for helping you apply for jobs, and you can visit the ASPECT website below for additional resources: [www.aspect.bc.ca](http://www.aspect.bc.ca)

Volunteering is a great way to stay active and gain or maintain your work experience. See the Volunteering section in Play and Participate to find out where you can volunteer.

**TIP**

## S.U.C.C.E.S.S.

Multi-service agency for new Canadians  
Youth Employment Programs (Chance to Choose)  
604-5050 Kingsway, Burnaby,  
Phone: 604-438-7222  
[www.successbc.ca](http://www.successbc.ca)

The Canadian government job bank is a great resource when searching for work:  
[www.jobbank.gc.ca](http://www.jobbank.gc.ca)

**TIP**

## Immigrant Services Society of BC

#280- 620 Royal Avenue  
Phone: 604-522-5902  
[www.issbc.org](http://www.issbc.org)

## Fraser Works Co-op

WorkBC Employment Service Centre  
2nd Floor, 519 Seventh Street  
Phone 604-522-9701 x123



# Assessing foreign degrees and credentials



If you are a newcomer to Canada with a degree or credentials from another country, it is important to get them assessed. Many credentials are accepted in Canada, but some are not.

## International Credential Evaluation Services

Operated through BCIT  
3700 Willingdon Avenue  
Burnaby, BC V5G 3H2  
Phone: 604-432-8800  
[www.bcit.ca/ices](http://www.bcit.ca/ices)

*They will assess your credentials for a fee. This fee includes two copies of the final assessment report.*

## Starting a Business

There are a number of resources for starting your own business. All businesses in New Westminister must be licensed. To apply for a business license, visit the City's website ([https://www.newwestcity.ca/business\\_licences.php](https://www.newwestcity.ca/business_licences.php)) or call the Business License Department at the City of New Westminister at 604-527-4565. The following organizations can help you with the process of starting your own business:

### SENI Sustainable Employment Network

Phone: 1-888-552-5554

[www.senibc.com](http://www.senibc.com)

*This organization helps those with disabilities find employment.*

There are also many business resources located in the BC Guide.



# Social Safety Net

You are not out of options if you cannot find work. The Social Safety Net refers to Canada's income assistance programs to support people in need. The GST/HST Credit Program and the Canada Child Tax Benefit Program (for families with children under the age of 18) are two government tax programs that can assist low and moderate income families with offsetting the cost of taxes.

Filling out forms for these programs can be complicated, so make sure to ask your settlement agency for help or a referral to someone who can assist you with this process and help you explore your options.

## **GST/HST Credit Program Canada Child Tax Benefit Program**

Canada Revenue Agency

Phone: 1-800-387-1193

[www.cra-arc.gc.ca/bnfts/menu-eng.html](http://www.cra-arc.gc.ca/bnfts/menu-eng.html)

New Westminster also has a Service Canada office for Employment Insurance. Employment Insurance (also known as EI) is a benefit program for unemployed persons.

## **EI Service Canada Office**

620 Royal Avenue , Suite 201

[www.servicecanada.gc.ca/tbsc-fsco/sc-dsp.jsp?rc=5940&lang=eng](http://www.servicecanada.gc.ca/tbsc-fsco/sc-dsp.jsp?rc=5940&lang=eng)



Visit the BC Ministry of Social Development and Social Innovation office in New Westminster to learn more about BC Employment and Assistance. This program is also an income support program for those in need.

## **BC Ministry of Social Development and Social Innovation**

202-1015 Columbia Street

Phone: 1-866-0800

<http://www2.gov.bc.ca/gov/content/governments/organizational-structure/ministries-organizations/ministries/social-development-and-social-innovation>

# Learn

## Canadian Education System

In Canada, children begin going to school at 5 years old and are legally required to attend school until they turn 16. Most students graduate from school at age 17 or 18.

Public education is free and available to every child in Canada. Most children attend public schools, but some families may choose to send their children to private schools where they are responsible for paying tuition (school fees).

New Westminister's public schools are operated by the New Westminister School District #40, and have three levels of schooling: elementary school for children aged 5 through 12, middle school for youth from 13 to 15, and high school for teenagers aged 16 to 18.

The school district is divided into areas called catchments - schools that serve neighbourhoods in New Westminister. Contact your local school to register your children and they will guide you through the process. If you are not sure what catchment area you are in, call the school board office at 604-517-5240.

### TIP

Participate on the PAC (Parent Advisory Council) of your child's or children's school. It will help you connect to other parents, practice your language skills, and help you learn about Canadian schools.

### SPECIAL PROGRAMS

The school district also has twelve Programs of Choice if you wish to choose what education your children receive. These include Montessori, Early French Immersion (elementary and middle school), and Late French Immersion (high school). Contact the school board office for more information. Children under 5 years old typically attend preschool to get them ready for kindergarten and beyond. StrongStart Early Learning Centres are free drop-in centres for children 0-5 and their parents or caregivers.

Qualified early childhood educators carry out learning activities including story-time, music, and art to help children socialize, integrate, and prepare for elementary school. Parents and caregivers are provided with opportunities to support their children's learning at home, and make connections to both the school and the community. For more information, visit the website: <http://sd40.bc.ca/services/school-district-40-strong-start-early-learning-centres>



## SUPPORT FOR NEWCOMERS

MOSAIC provides in-school and outreach support for the needs of newcomer and immigrant students and their families. Schools in New Westminster have settlement workers who will meet with all newcomer students and their families, and connect them with support and resources.

Services can include:

- Cross-cultural counselling
- Translation
- Orientation

Service can sometimes be provided in your family's home language, and is available in every school in New Westminster.

### School District Office

811 Ontario Street

Phone: 604-517-6240

<https://www.mosaicbc.org/services/family-children-youth/settlement-workers-schools/>



# English as a Second Language (ESL)

There are many English as a Second Language (ESL) programs available in New Westminster. To join the ELSA program you have to assess your English language skills. Call the Language Assessment Centre at 604-876-5756 to make an appointment for a test.

## Language Instruction for Newcomers to Canada (LINC)

LINC and Settlement Services  
#280-610 Sixth Street;  
Phone: 604-522-5902

## New Westminster English Language Centre

329 Columbia Street  
Phone: 604-523-0606

## Purpose Society

40 Begbie Street  
Phone: 605-526-2522

*Purpose Society offers a number of family programs, including English Made Easy, an ESL program for parents and grandparents with children up to 5 years.*

[www.purposesociety.org](http://www.purposesociety.org)

Practice your English by watching TV and listening to the radio. You can also talk to other parents at school or the playground in English.

**TIP**

There are other Community ESL programs in New Westminster. Purpose Society, MOSAIC, Fraserside Community Services and Family Services of Greater Vancouver all have ESL programs. Family Services of Greater Vancouver has a list of ESL programs available in New Westminster on their website: [www.fsgv.ca](http://www.fsgv.ca)



# Post-Secondary Education (College and University)

Post-secondary education is schooling after completing high school or a General Equivalency Diploma (GED). Many people choose to get further education, and there are many post-secondary schools in New Westminister and Metro Vancouver. Post-secondary education is not free, so you must make arrangements to pay for tuition. All postsecondary schools have a financial assistance centre to help you apply for scholarships, bursaries, and student loans.

Most post-secondary schools will take you or your children on a free tour or provide an informational session to help you decide which school you prefer.

**TIP**

Private educational institutions also offer certificate training. Make sure you only deal with certified institutions.

**TIP**

## Colleges & Universities in BC

**British Columbia Institute  
of Technology (BCIT)**  
[www.bcit.ca](http://www.bcit.ca)

**Capilano University**  
[www.capilanou.ca](http://www.capilanou.ca)

**Douglas College**  
<https://www.douglascollege.ca>

**Emily Carr University of Art & Design**  
[www.ecuad.ca](http://www.ecuad.ca)

**Langara College**  
<https://langara.ca/>

**Vancouver Community College (VCC)**  
[www.vcc.ca](http://www.vcc.ca)

**Kwantlen College**  
<http://www.kpu.ca/>

**Simon Fraser University (SFU)**  
[www.sfu.ca](http://www.sfu.ca)

**University of British Columbia (UBC)**  
[www.ubc.ca](http://www.ubc.ca)

## General Equivalency Diploma (GED) & High School

GED stands for General Equivalency Diploma, and is equal to graduating high school in the Canadian school system. If you have not completed your education, there are two primary Adult Learning Centres in New Westminister: Pearson Adult Learning Centre and Columbia Square Adult Learning Centre. It is never too late to go back to school so contact them for more information.

**Adult Learning Centres**  
[www.ce40.ca](http://www.ce40.ca)

**TIP**

Pearson Adult Learning Centre is a good place to get education, and is great for learning English. Visit their website ([palc.sd40.bc.ca/palc](http://palc.sd40.bc.ca/palc)) or call 604-517-6286.

# Play & Participate

## New Westminster Parks, Culture, and Recreation Facilities

Parks, Culture & Recreation partners with Fraserside Community Services (519 Seventh Street, 604-522-3722) in the delivery of a Subsidy Program that provides low income New Westminster residents with a 50% discount on most programs offered in our Active Living Guide. Community centres in New Westminster run programs and activities for people of all ages. These include swimming and skating lessons, arts and culture, health and fitness, music programs, and summer camps. By participating in activities at community centres, you can meet new people and be more involved in your community.

### Canada Games Pool & Fitness Centre

65 East 6th Avenue  
Phone: 604-526-4281

### Centennial Community Centre

65 East 6th Avenue  
Phone: 604-777-5100

### Moody Park Arena

701 8th Avenue

Community centres sometimes offer a special group rate for families. Ask at the front desk if a family rate is available.

**TIP**

Phone: 604-525-5301

### Century House

620 8th Avenue  
Phone: 604-519-1066

### Queen's Park Arena

1st Street and 3rd Avenue  
Phone: 604-777-5111

### Queensborough Community Centre

920 Ewen Avenue  
Phone: 604-525-7388

Children in Grade 5 have an Active Pass for drop-in activities. Ask the teacher for more information.

**TIP**

There are also many urban and natural parks, trails, and open spaces in New Westminster. For a full list of parks, community recreation facilities, and up-to-date programs, visit: [www.newwestpcr.ca](http://www.newwestpcr.ca).

# New Westminster Public Library

The public library is a great resource. Read, watch or listen to the latest bestselling book, movie or music. Find materials to help you learn or improve your English skills. Get reading and research advice. Increase your digital savviness. Find a space to study. Get help with your job search. Log on to a public computer. Access our wifi. Bring a child to storytime. Attend a community workshop or event.

To borrow books, DVDs and CDs, and use digital services outside the library, you will need a library card. Getting a card is easy: you need picture identification (such as a BC driver's license, a student card, or passport) and proof of residence - this can be a letter that has been mailed to your address, for example, a utility bill, personal mail, or your rental agreement. Bring these to the library front desk, and the clerk will help start a library membership and get a card for you.



## New Westminster Public Library Main Branch

716 6th Avenue  
Phone: 604-527-4660

## New Westminster Public Library Queensborough Branch

920 Ewen Avenue  
Phone: 604-636-4450  
[www.nwpl.ca](http://www.nwpl.ca)

# Volunteering

Volunteering in the community is a great way to get involved, make connections, meet people, and gain work experience to add to your resume. You can volunteer with your child's school to help out with sports teams or check out volunteer opportunities on [www.newwestcity.ca](http://www.newwestcity.ca) under *Be Involved > Volunteer*.

You can also check the following websites for more volunteer opportunities in New Westminster.

- Sports and Cultural Event Volunteering: [www.volweb.ca](http://www.volweb.ca)
- Community Involvement Volunteering: [www.govolunteer.ca](http://www.govolunteer.ca)
- Community Volunteer Connections: [www.volunteerconnections.net](http://www.volunteerconnections.net)

Check the local paper for volunteer opportunities.

**TIP**

The Hyack Festival Association organizes public events for the whole family throughout the year, including the Hyack Festival, May Day, and the Multicultural Festival. Check their website for events and dates: [www.hyack.bc.ca](http://www.hyack.bc.ca)

**TIP**

## Culture and heritage

New Westminster has many different culture and heritage associations. The City has five museums and two historical centres, and as well as events year-round. New Westminster Parks, Culture and Recreation has a comprehensive list of art galleries, theatres, museums, and special events listed on their website.

### New Westminster Culture and Heritage

302 Royal Avenue

Phone: 604-527-4640

[www.newwestcity.ca/services/arts-and-heritage](http://www.newwestcity.ca/services/arts-and-heritage)

## Faith-based associations

All religions are welcome in New Westminster. You can find a list of places of worship in the Yellow Pages under "Churches or Places of Worship", or by searching online. Faith-based associations sometimes host community events, and offer support services for people and families in need. See page 16 on Food Support Services for a list of associations that offer supports.





## City Council and voting

The City of New Westminster is governed by the City Council. The Council is made up of citizens elected by the community. City elections are held every four years. To be eligible to vote, you must be 18 years of age or older, be a Canadian citizen, have lived in BC for at least six months, and been a resident of New Westminster for at least 30 days before registering as a voter. To learn more about the City Council and election process, visit the City's website at [www.newwestcity.ca](http://www.newwestcity.ca).

### **New Westminster City Hall**

511 Royal Avenue

Phone: 604-521-3711

[www.newwestcity.ca](http://www.newwestcity.ca)

Canadian citizens are eligible and encouraged to vote in provincial and federal elections. To learn more about provincial and federal politics, you are welcome to contact your Member of the Legislative Assembly (MLA, provincial representative) and your Member of Parliament (MP, federal representative). The offices are open to the public.

## New Westminster Elected Representatives for the Year 2018

### **Judy Darcy, MLA**

New Democratic Party

Constituency Office

737 Sixth Street

New Westminster, BC V3L 3C6

Phone: (604) 775-2101

Fax: (604) 775-2121

Email: [judy.darcy.mla@leg.bc.ca](mailto:judy.darcy.mla@leg.bc.ca)

### **Peter Julian, MP**

New Democratic Party

Burnaby-New Westminster Riding

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# Acknowledgements

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