

## 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



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## 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