Updated August 21, 2026

Shelter and Support Guide

Emergency Service Numbers

In an Emergency, call 9-1-1

New Westminster Police Service, Victim Services Units

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

Crisis Intervention and Suicide Prevention Distress Line

Metro Vancouver: 604-872-3311
BC Wide: 1-800-SUICIDE (1-800-784-2433)

24 hours a day, 7 days a week

- Confidential and non-judgemental.

Laundry, Showers and Bathrooms

Maida Duncan Women's Drop-In Centre - Temporarily Closed until September 8, 2026

Lower level, 402 East Columbia Street
604-520-1166

Monday: closed

Tuesday: 10am-8pm **(closed)**

Wednesday to Sunday: 10am-4pm (closed)
Showers, laundry, donations, food.

- Please call 604-520-1166 to confirm operating times as it changes based on staff availability and programming.

Sanitation Trailer (includes 2 toilets, sinks, and 2 showers)

502 Columbia Street (next to the Nightly Shelter - enter on Front Street)

24 hours a day, 7 days a week.

- Open to all members of the public.

New Westminster

Water Fountains

- Water fountains are located at Columbia and Eighth Street, Hyack Park, Westminster Pier Park, Fourth Street near the concession.

Outreach & Health Services

City of New West Crises Response Outreach Team and Drop-in Service at the Library and Queensborough Community Centre:

City of New West Public Library, 716 6th Avenue
604-527-4502 (Crises Response Outreach Team and Operations Support Team)

Every second Wednesday starting January 8: 1:30pm - 2:30pm

Queensborough Community Centre, 920 Ewen Avenue, Sampson Room (meeting room 2)
604-527-4502 (Crises Response Outreach Team and Operations Support Team)

Every Thursday from 10:00am – 12:00pm. Services include showers and refreshments. Soap and towels will be provided for anyone who wishes to use the showers.

Century House

620 Eighth Street
Tuesday: 10am to 12:30pm

- **For ages 55 to 64**
- **Community Integration Specialist** – Assistance with applying for Income/Disability benefits; completing monthly reports; submitting service requests for health supports, crisis supplements, shelter updates, and ID supplements; ordering birth certificates; accessing housing security deposits, start-up funds, and beds; and providing outreach for individuals unable to visit an income-assistance office.

Fraser Health Access Line: Mental Health and Substance Use

1-833-866-6478
7 Days a Week: 8:30am – 8:30pm

Integrated Homelessness Action Response Team (IHART)

236-332-6144

7 days a Week: 8:30am to 4:30pm

Email: IHART.NewWest@fraserhealth.ca

- IHART teams are made up of nurses, social workers, outreach workers, peer support workers, and mental health clinicians who provide low barrier, culturally safe, wrap-around care to adults who are 19+ and are unhoused.

Lookout Housing & Health Society OUTREACH

604-529-9126, extension 105

- Outreach workers in New Westminster assist homeless individuals living outdoors to become housed and connect to wrap around support services that provide stability.

New Westminster Mental Health Centre

2nd floor, 403 Sixth Street 604-777-6800

Monday – Friday: 8:30 am - 4:30 pm

Fraser Health Crisis Line*: 604-951-8855 or Toll-free 1-877-820-744
**24 hours a day – everyday*

- Services for adults (+19) who have acute and/or persistent mental health conditions.
- Services include assessment, individual and group treatment, care coordination, rehabilitation services, family & peer support, residential care, and referral/bridging to other community services.

Purpose Society

40 Begbie Street 604-526-2522

Monday to Friday: 8:30 am – 5 pm

The front office is open for information and harm reduction supplies

Crisis Response, Community Led (CRCL) (Formally PACT)

*778-727-3909**

7 Days a Week: 7am – 11:30pm

Mobile, community-led team (comprised of a Mental Health worker and Peer Support Worker) that offers support to individuals experiencing a mental health and/or substance use crisis.

- Available to aged 13+ living in New West.

*For any additional questions regarding CRCL, please contact Nicole Sto Tomas, CRCL Program Coordinator/Case Manager at nicole.stotomas@purposesociety.org

Health Contact Centre

40 Begbie Street, (Entrance behind the building on Alexander Street)

604-526-2522

Seven days a week: 8:00am to 10:30pm

- Witnessed consumption
- Drug testing
- Harm reduction supplies
- Take-Home Naloxone Kits
- Overdose response training
- Peer support
- Community referrals (health clinic, counselling, food programs, tech café, & more)

Health Van

604-351-1885

Monday: 11am – midnight

Tuesday & Wednesday: 5:00 pm – midnight

Thursday: 11:00 am - midnight

Friday, Saturday and Sunday: 5:00pm – midnight

- The health van provides harm reduction supplies during the hours listed above.

Purpose Youth Clinic

40 Begbie Street, 604-526-2522

Mondays, Tuesdays and Thursdays: 1:00 pm – 6:00 pm
Provides the following services to youth 21 years or under:

- Access of free medical care
- birth control education & provision
- pregnancy testing + decision making
- STI information, examinations + treatment; and HIV education & testing

Digital Inclusion Initiative at Purpose Society

Visit digitalinclusionproject.org

Call (604) 526-2522

- Provides a space where people are able to come and use electronic devices for free, access Internet, and one-on-one support.

RAAC Care (Rapid Access to Addictions Care) Fraser Health

330 East Columbia Street – First Floor

604-527-2904

- Mental Health and Substance Use Wellness Centre

Mental Health and Substance Use Urgent Care Response Centre

201 Keary Street (ENTRANCE OFF OF ALLEN ST.)

604-520-4253 Ext. 522930 for non-emergency line.

8:30am – 8:30pm

- Services include: early psychosis intervention, older adult mental health, opioid agonist treatment, psychiatry unit, and mental health and substance use urgent care response centre. Services are targeted to adults 19 years or older.

Union Gospel Mission New Westminster

658 Clarkson Street 604-525-8989

Monday to Friday: 10:00am-12:30pm
Regular hot community lunch: 11:30am–12:30pm

- Wednesdays:
    - Community Connect Day – service providers and agencies such as Fraser Health IHART, MSDPR, and outreach service onsite from 10:00am-12:30pm (or by appointment between 1:30-5:00pm). Health and Wellness Clinic with
    - Dr. Heidi Standeven is open by appointment every other Wednesday. *(Dr. Heidi is a naturopathic doctor who offers primary care, including B12 & B complex injections, urinary infection screen, pregnancy test, consultations, and renewing most prescriptions (for the exception of pain meds like opioids).*
    - IHART Foot Clinic is onsite every first Wednesday of the month

WINGS Outreach Team

604-521-1888

- Relocation and multicultural support for women and children fleeing domestic abuse.
- Consultation, and referrals to community-based services. Services are targeted to adults 19 years or older.

Shelter & Housing

Purpose Society Nightly Shelter

502 Columbia Street (Former Army & Navy Building)
604-526-2522 (8:30am-5:00pm)
604-375-5792 (shelter hours)

24 hours a day, 7 days a week

Must enter on Front Street only

- 50 beds (men and Women), Supports and meal services provided

Shelter and Street Help Line - 211

Call 2-1-1

Monday to Friday (excluding statutory holidays): 9:00am–9:00pm

- Designed to assist people who are affected by homelessness.

Covenant House (Vancouver)

604-685-7474

- Helps youth aged 16 to 24 who have fled physical, emotional and/or sexual abuse; those who have been forced from their homes; and those who have aged out of foster care.

Elizabeth Fry Society

Gurney's Place Shelter (New Westminster)

604-524-0710

- Twelve units of emergency shelter for women and children

Pathways (New Westminster)

604-540-1985

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

Sheena's House (North Surrey)

604-581-1538

- For women and children.

Cynthia's Place (North Surrey)

604-582-2456

- For single women

Fraserside Community Services Society Emergency Family Shelter

604-525-3929

- Twelve beds for homeless families and single parents.

Last Door Recovery House

327 Eighth Street 1-866-247-9890

- Adult and youth addictions treatment program for males.

Lookout Housing and Health Society Nightly Shelter

740 Carnarvon Street

604-523-9126

- Enter on Carnarvon
- Open 24/7

Maria Keary Cottage

305 Carnarvon Street

604-636-3590

- Seventeen beds. Call for placement.

Monarch Place Transition House

604-521-1888

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

Salvation Army Stevenson House 24/7 Shelter

32 Elliot Street 604-526-4783

- Fourteen to sixteen bed emergency shelter for men. At capacity.

Servant Anonymous Society (Surrey)

604-590-2304

- Operates residential programs for sexually exploited women and youth.

Government Services

BC 211

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

Ministry of Social Development and Poverty Reduction

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

Monday to Friday: 9:00 am – 1200 pm **and** 1:00 pm – 4:00 pm

- Provides income assistance, disability assistance, and referral to employment services for individuals who are unemployed, underemployed, awaiting other income, or unable to work.

Ministry of Children and Family Development – New Westminster

201 – 1065 Columbia Street - Call 604-660-9495

Indigenous Services: call 604-660-9710

Children and Youth with Special needs: call 604-660-5900 press 1

- Services to children, youth and their families (0-18 years), including:
    - Child Protection | Child, Youth and Family Services
    - Child and Youth Mental Health
    - Youth Justice

Service Canada Centre

201 – 620 Royal Avenue

Call 1-800-622-6232 for information

- Burnaby and Surrey offices are operating in limited capacity and are offering BC Service Card and BC ID.