

“Thank you to Surrey Women’s’ Centre for compiling this COMMUNITY RESOURCE LIST into an easy to print resource and a further “extra special” thanks to White Rock RCMP for their initial development of THE PINK BOOK from which this list was derived.”

City of Surrey - Crime Reduction Strategy and the Surrey Coalition Against Domestic Abuse

JUNE 2011

~ Together we can make a difference ~

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## Crisis Support

### If you are in danger, dial **9-1-1** to contact the police.

If you require immediate practical and emotional support, or need assistance connecting to an organization in your community that can help you, these phone lines are available 24 hours a day 7 days a week (unless otherwise specified).

#### Emergency telephone support

##### **Crisis Centre BC - Distress Line**

The Distress Phone Services provide confidential, non-judgmental, free emotional support, for people experiencing feelings of distress or despair

**1-800-SUICIDE**

**1-800-784-2433**

##### **Fraser Health Crisis Line**

Volunteers provide phone support and crisis intervention counselling.

**1-877-820-7444**

**604-951-8855**

##### **After Hours Mental Health Services**

After hour mental health services provide clinical support and referrals to individuals experiencing a mental health crisis outside of regular Mental Health and Addiction Centre hours. Their line is staffed by registered nurses, psychiatric nurses, social workers and counsellors who provide telephone-based clinical and emotional support for individuals in crisis.

**1-877-384-8062**

##### **Prideline**

Prideline is a queer peer support/information/referral phone line. The line operates weeknights from 7 p.m. to 10 p.m. serving our communities both locally and province wide.

**1-800-566-1170**

##### **VictimLINK**

This line provides immediate crisis support for victims of family and sexual violence, help for all other victims of crime, information about, and referral to, victim's services and other resources, and basic legal information and awareness of rights.

**1-800-563-0808**

#### Centres

##### **South Fraser Women's Services**

15318 20th Ave, Surrey

The Society facilitates a Peer Crisis Support Program, which provides crisis and on-going peer support, available by telephone, drop-in or appointment during Tuesday - Friday from 10:30am-2:30pm.

**604-536-9611**

##### **Surrey Women's Centre**

10075 Whalley Blvd, Surrey

The Women's Centre provides crisis assistance for women ages nineteen and over who have experienced sexual assault, or violence in intimate relationships. All services are free and confidential. The Crisis line is available 24 hours a day, 7 days a week; the centre is open Monday-Friday 9:30am-5:00pm

**604-583-1295 (Crisis Line)**

## Counselling

Many of the counselling services in Surrey are focused on a particular subject. The options below are listed by type of service: Alcohol and Drug Abuse, Family, Grief and Loss, Violence and Trauma, and Suicide Prevention. For more general counselling services, please see the two options below.

**Community Counselling Clinic; Surrey** **604-587-8119**

Free of charge general counseling for individuals and couples run by student interns.

**Sources (formally Peace Arch Community Services)** **604-531-6226**

882 Maple Street, White Rock

PACS offers professional one-to-one and group counselling for life transitions, relationship struggles, childhood issues, anger, stress, grief, depression, and problem gambling. Services are offered for a fee.

### Alcohol and Drug Abuse

**Alcoholics Anonymous (A.A. - 24 HR)** **604-434-3933**

The AA Office maintains a Directory of meetings in the Lower Mainland for those who want to stop drinking and to utilize the 12 step AA system to manage addiction.

**Al-Anon Family Groups** **604-688-1716**

Al-Anon offers fellowship for the relatives and friends of alcoholics to allow them to share their experiences, strengths, and hopes.

**Creekside Withdrawal Management Centre** **604-585-5610**

13740 904 A Avenue; 2<sup>nd</sup> Floor, Surrey

Creekside provides a 24-hour, safe, supportive, medically supervised environment for individuals wishing to withdraw from substances of misuse.

**Deltassist** **604 594-3455**

9097 120 Street; Delta

This program provides counselling to any person living in Delta who is either directly or indirectly affected by a substance misuse problem. Services are for individuals, couples, families, youth, seniors and groups and include treatment, education and prevention. Outreach services for seniors also available.

**Narcotics Anonymous (NA - 24HR)** **604-873-1018**

Nar-Anon assists the families of addicts by practicing the 12 steps and giving comfort to families.

**Surrey Mental Health and Addictions Services** **604-953-4900**

Station Tower, 11<sup>th</sup> Floor; 13401-108<sup>th</sup> Ave, Surrey

The Surrey Addiction Services provides counseling and referral services for Surrey residents

## Family Counselling

### Family Support Services

**604-594-3455**

Deltassist; 9097 - 120 St, Delta

Counselling is conducted mostly on an outreach basis. Referrals primarily from MCFD, but community referrals are also accepted for Outreach Counselling to Families.

### Fraser River Counselling Centre

**604-513-2113**

Guildford Medical Centre, 15300-105<sup>th</sup> Ave, Surrey

Trinity Western's Student Intern clinic provides individual and couples counselling. There is a \$10.00 which can be waived in case of hardship.

### Options Family Counselling (For families with children 18 and under)

Call the **MCFD Surrey Intake Office (604) 951-5844** to apply

Professional therapists provide assessment, counselling and support to individuals, couples and families in Surrey. They'll guide and support you in creating and sustaining constructive changes in behaviour and belief systems.

Requires a referral from the Ministry of Children and Family Affairs, or Child and Youth Mental Health

### Sources BC Family Services and Family Therapy

**604-531-6226**

882 Maple St, White Rock

Family Services provides counselling and support to families in White Rock and South Surrey who are in crises or whose children are at risk. Counselling is available to families, youth and children who are referred by the Ministry of Children and Family Development. Family Therapy provides a variety of specialized clinical services to children and families including individual, family, relationship and child therapy.

## Grief and Loss

### BC Bereavement Help Line

**1-877-779-2223**

The Helpline encourages a healthy recovery for individuals who have experienced the loss of a loved one. Calls are free, confidential, and anonymous.

### Surrey Hospice Society

**604-543-7006**

13857 68 Ave, Surrey

The hospice provides one to one support or bereavement group support to adults, adolescents or children experiencing a loss. They also provide short-term grief support by telephone.

### White Rock Hospice Society

**604-531-7484**

15450 Russell Avenue, White Rock

Serving the Semiahoo Peninsula, the Hospice Society offers a professional counselling and volunteer support to meet the practical, emotional, and spiritual needs of those dealing with a terminal illness or loss. The Hospice Society individual and family counselling as well as closed support groups for children, teens, and adults.

## **Stopping the Violence and Trauma Counselling**

### **Sexual Abuse Counselling Centre**

**604-584-5811 x 237**

Options Community Services, 9815 140<sup>th</sup> Street, Surrey

The Sexual Abuse Counselling Centre provides counselling for children and youth ages 3 to 18 and have disclosed sexual abuse. Educational and emotional support is provided to family members.

### **Stopping the Violence Counselling**

The Trauma Counselling Program provides individual and group counselling to women who have experienced relationship violence, sexual assault or childhood violence and abuse.

**DIVERSECITY Multicultural Community Resources**

**604-597-0205**

**South Fraser Women's Services Society (South Surrey/White Rock)**

**604-536-9611**

**Surrey Women's Centre Society (Whalley)**

**604-583-1295**

## **Suicide Prevention**

### **SPEAC: Suicide Prevention Education and Counselling**

**604-584-5811**

Provides support to children and youth 18 and under who have made a suicide attempt or are at risk of doing so.

### **Suicide Counselling for Adults; Mental Health**

**Surrey:**

**604-953-4900**

**White Rock:**

**604-541-6844**

The Mental Health Centre provides follow-up services to adults around the issue of suicide and suicide prevention.

## Food and Clothing Services

The following organizations provide free food and clothing to community members; some also provide shower and laundry facilities. Please note that the listed food banks require specific documentation in order to receive service.

### Free Clothing and Meal Programs

#### **The Clothing Exchange**

**604-589-1868**

Surrey Women's Centre; 10075 Whalley Blvd, Surrey

Open on Wednesdays from 10am-12pm and 2pm-4pm, the Clothing Exchange is a free clothing closet for women and children. They supply clothing, small household items, and toiletries. Women do not have to be clients of the centre to use the program.

#### **Cloverdale Community Soup Kitchen**

**604-574-1725**

Cloverdale Christian Fellowship; 175 St and 57 Ave, Surrey

The kitchen serves soup on Mondays from 6:00-7:30pm, Pasta on Tuesdays between 8:30-9:30pm, hot dog lunch on Thursdays from 11am-1pm, and a hot meal on Sundays from 7:30-8:30pm.

#### **Community Meals**

**604-581-5172**

Surrey Urban Mission; 13388 104 Ave, Surrey

Lunch is served on Monday, Wednesday and Friday at noon. Saturday breakfast is held from 9:00am to 11:00 am Sunday evening dinner is from 5:00 to 6:00 p.m. on the third week each month. Doors open 15 minutes prior to each meal and everyone is welcome to attend.

#### **The Front Room**

**604-589-7777**

South Fraser Community Services Society; 10667 135A St, Surrey

Free 24-hour laundry and shower facilities, hygiene supplies, public phone access, free coffee and hot meals served daily.

#### **Guru Nanak Sikh Temple**

**604-594-8114**

7050 120 St, Surrey

Free meals are served every day from 8:00am-8:00pm.

#### **Nightshift Street Ministries Society**

**604-953-1155**

10635 King George Blvd, Surrey

Outreach provides hot meals, clothing, blankets, and basic care packages. Meals are served at 7pm nightly; call for serving location.

#### **Oak Avenue Neighborhood Hub Society**

**604-582-7088**

12740-102 Ave, Surrey

Community Dinner every second Saturday of each month; doors open at 4pm and dinner is served at 4:30pm. They also have a free clothing closet for children aged 0-12; please call for hours of operation.

**Off the Block****604-581-5172**

Surrey Urban Mission ; 13388 104 Ave, Surrey

This is a program for women who are living in poverty or are homeless and those who are involved in the sex trade. Join us for a hot meal, conversation, networking and the opportunity to find out about community resources. Clothing and small household items are available each week.

**South Fraser Women's Centre****604-536-9611**

15318 20<sup>th</sup> Ave, Surrey

A free hot lunch is offered Monday to Friday from 12pm to 1:30pm. The Centre offers a free drop-in clothing exchange and by-appointment laundry and shower facilities.

**Food Services****Djaef Mahier Grocery****604-588-9004**

10697 135A St, Surrey

A high protein food bank for residents in South Fraser area that are HIV+

**Surrey Food Bank****604-581-5443**

10732 135 St, Surrey

The Surrey Food Bank supplies a nutritious hamper, equaling about 3 to 4 days of food depending on the family size, to registered clients once every two weeks. Hamper distribution hours are Monday, Tuesday, Thursday and Friday from 9:30am-1:00pm. Picture ID, Proof of Address, Proof of low income, and proof of dependants is required.

**White Rock Food Bank****604-531-8168**

#5-15515 24<sup>th</sup> Ave, Surrey

The Food Bank provides enough food to last for two days each week. On-site shower and laundry facilities are available. Picture ID and proof of address required. Pickup is on Tuesdays from 9am-6pm and Wednesdays from 10am-2pm.

## Government Services

The following services are provided by provincial government ministries. Most are part of much larger offices, and have multiple locations in the Fraser Valley. If you are unsure who to contact for assistance, **Enquiry BC** (1-800-663-7867) can help you determine which provincial government ministry, Crown Corporation or public agency would be best suited to assist you.

### BC Corrections Probation

Probation officers facilitate offender programs, and supervise court orders. They also prepare reports and assessments about adult offenders, victims, and sentencing options for the court. Victims of crime can contact the Probation officer to report a breach of the offender's conditions, or information about the offender that could result in an increased risk to public safety.

<b>Delta/West Fraser</b> 8285 - 120 St, Delta	<b>604-501-3292</b>
<b>Surrey North</b> 103, 10475 - 138 St, Surrey	<b>604-586-4255</b>
<b>Surrey South/East</b> 100, 13545 - 64 Ave, Surrey	<b>604-502-5330</b>

### Crown Counsel

**1-800-880-0554**

Criminal Justice Branch of the Ministry of the Attorney General; 1430 57 Ave, Surrey

The Crown counsel are prosecutors who work for B.C.'s prosecution service - the Criminal Justice Branch of the Ministry of Attorney General. The Criminal Justice Branch operates independently of government and within the justice system. They do not represent the government, the police or the victim of an offence.

### Ministry of Children and Family Development

**1-877-387-7027**

The Ministry of Children & Family Development assists in the area of income assistance, child protection and various family support services such as adoption, foster care, child and youth mental health, youth justice, and special needs children & youth.

<b>Delta</b> Ste. 200 – 11861 88th Ave, Delta	<b>604 501-3237</b>
<b>Surrey</b> Ste. 110 7350 King George Hwy, Surrey	<b>604 501-3139</b>
<b>White Rock</b> 15455 Vine St, White Rock	<b>604 542-3900</b>

### Ministry of Housing and Social Development

**1-866-866-0800**

The Ministry of Housing and Social Development is responsible for delivering a variety of housing and social development programs. These include: income assistance (or welfare), assistance for persons with disabilities, and unemployment insurance.

<b>Fleetwood</b> 101-16088 84 <sup>th</sup> Ave, Surrey	<b>604-586-5600</b>
<b>Park Place</b> 130-13749 72 <sup>nd</sup> Ave, Surrey	<b>604-586-5600</b>
<b>Whalley</b>	<b>604-586-5600</b>

## Healthcare

The following organizations provide either general or specific health services. If you need to speak with a nurse about your symptoms, consult with a pharmacist about your medication questions, or find which health resource would be best able to help you, please contact **Healthlink BC** (811).

### General Health Services

**Delta Hospital** **604-940-9695**  
5800 Mountain View Blvd, Delta

**Peace Arch District Hospital** **604-531-5512**  
15521 Russell Avenue, White Rock

**Surrey Memorial Hospital** **604-581-2211**  
13750 96<sup>th</sup> Ave, Surrey

**Fraser Health; Public Health Units** **1-877-935-5669**

Public health units offer public health nursing services which include screening, assessment, counselling, referral, follow-up and health promotion activities for all age groups, as well as communicable disease control. Most public health offices also offer services such as speech language pathology, audiology, nutrition and dental health.

North Delta; 11245 84 Avenue, Delta 604-507-5400

South Delta; 4470 Clarence Taylor Crescent, Delta 604-952-3550

Guildford; 10233 153 Street, Surrey 604-587-4750

North Surrey; 10362 King George Boulevard, Surrey 604-587-7900

Cloverdale; 17700 56 Avenue, Surrey 604-575-5100

Newton; 7337 137 Street, Surrey 604-592-2000

White Rock/South Surrey; 15476 Vine Avenue, White Rock 604-542-4000

**Surrey North Community Health Centre** **604-583-5666**  
10697 135A St, Surrey

Surrey North Community Health Centre is a free medical clinic, which provides confidential general health services to disadvantaged populations. The clinic is open Monday through Friday; patients are seen on a first come, first served basis. Contact reception for physician and nurse hours. The clinic also offers testing and counseling for sexually transmitted diseases, pregnancy, hepatitis, and HIV/AIDS, provided by an on-site physician and nurse. Also on-site is a syringe exchange which operates in conjunction with the medical staff.

### Disability Services

**BC Centre for Ability** **604-580-6962**  
330-10362 King George Blvd, Surrey

The centre provides community based services designed to enhance the quality of life of children, youth and adults with physical, neurological and/or developmental disabilities and their families.

**Community Living BC** **604-501-8310**  
#110-7525 King George Highway, Surrey

Community living provides support services for people with developmental disabilities, children with special needs, and their families.

**HandiDART & Handy CARD****604-575-6600**

HandiDART is a public transportation service available for people with disabilities. HandiCARD transit passes allow free access to transit services. HandiDART offers pick-up/drop-off services.

**Provincial Disability Services****See: Government Services - Ministry of Social Development****Mental Health Support****Delta Mental Health and Addictions**

15-1835 56th Street, Delta

604-948-7010

6345 120 Street, Delta

604-592-3700

These offices provide Adult Community Support Services, a Short-Term Assessment and Treatment Program, a Community Residential Program, and Geriatric Psychiatry Service.

**Surrey Mental Health and Addictions Services****604-953-4900**Station Tower, 11<sup>th</sup> Floor; 13401-108<sup>th</sup> Ave, Surrey

The Surrey Addiction Services offer intake screening, crisis intervention, short-term assessment, consultation, group therapy, one-to-one counselling (ASTAT program). They serve clients with serious and persistent mental illness, offering case management services in areas of housing, nutrition, rehabilitation, finances (ACSS/ACM programs).

**White Rock/South Surrey Mental Health Centre****604-541-6844**

15521 Russell Ave, White Rock

This program provides assessment, screening, treatment, and counselling support to individuals in the community.

**Specialized Health Services****Positive Haven****604-588-9004**

10697 135A St, Surrey

Positive Haven is a support lounge for individuals and families living with HIV and HCV. The lounge offers an environment of support and socialization, providing individuals with an opportunity to lean on and learn from each other, as well as access to training, resources and workshops.

**Sexual Assault Nurse Examiner Program (SANE)****604-585-5688**

Surrey Memorial Hospital; 13750 96th Ave, Surrey

SANE is an emergency hospital service providing medical care for females, males, or transgender individuals, ages 13 and older, who come to the emergency department within 96 hours of a sexual assault. Services include examination, medical aftercare, and counselling referrals. Clients may choose to have forensic evidence stored for up to one year, with or without reporting the incident to the police.

**South Fraser Pregnancy Options Centre****604-584-4490**

#5-13634 104 Ave, Surrey

SFPO offers free pregnancy tests and information on abortion, adoption and parenting. Trained peer-counsellors help clients take a free and confidential pregnancy test and talk honestly about a woman's options: abortion, adoption or parenting.

## Housing Services

The following are three kinds of housing services available in those living in the Fraser Valley. Emergency shelters are available for those who are homeless or at risk of homelessness. Affordable housing programs will connect you with public, co-op, and low-cost housing options. Housing advocacy organizations educate about renter rights, and assist with landlord-tenant conflicts.

### Emergency Shelters

**Cloverdale Shelter** **604-574-4341**  
Options; 17910 Colebrook Road, Surrey

**Cynthia's Place** **604-582-2456**  
Cynthia's Place is an emergency housing program for homeless single women and women with children. Three meals are provided per day.

**Gateway Shelter and Front Room Drop In** **604-589-7777**  
South Fraser Community Services Society; 10667 135A St, Surrey

**Hyland House** **604-599-8900**  
Options; 6595 King George Highway

**Sheena's Place** **604-581-1538**  
Sheena's Place offers emergency housing for homeless single women and women with children. Three meals are provided per day.

### Affordable Housing Programs

**BC Housing** **1-800-257-7756**  
Fraser Regional Office; #800 - 5945 Kathleen Avenue, Burnaby **604-525-3033**  
Families (a minimum of two people, including one dependent child), seniors age 55 and older, people with disabilities who can live independently, and single people with low incomes who are homeless or at risk of homelessness are able to apply for rental assistance, and public housing.

**Community Housing Registry** **604-596-4321**  
Options; #100-6845 King George Blvd, Surrey  
The Registry links people seeking housing with individuals offering affordable housing options.

**Habitat Housing Society** **604-596-4321**  
#100-6846 King George Blvd, Surrey  
The society accepts applications from low-income families and adults with mental health disabilities on a self-referral basis.

## **Housing Advocacy**

### **Newton Advocacy Group**

**604 596 2311**

#A205 13588 88th Ave, Surrey

Advocates provide information on tenant rights and responsibilities, representation at arbitrations, assist in mediation with landlords, and provide help with applying for subsidized housing.

### **Residential Tenancy Branch**

**604-660-1020**

Lower Mainland Office; 400 - 5021 Kingsway, Burnaby

The Residential Tenancy Branch provides landlords and tenants with information and dispute resolution services.

### **Tenant Rights Action Coalition**

**1-800-665-1185**

TRAC provides tenants with legal education and information about residential tenancy law through our tenant Info-line (604-255-0546 or 1-800-665-1185), website, multilingual publications, and legal education workshops.

## Legal Services

The following services provide either advocacy or representation. An advocate is able to answer your questions, provide information, advice, and emotional support while a representative is most often a licensed attorney who is able to provide information, but also performs on your behalf in court.

### Advice and Advocacy

#### **Access Justice Pro Bono Legal Clinics**

**604-878-7400**

Free legal advice clinics staffed by volunteer lawyers on various legal issues.

#### **Dial-a-Law**

**1-800-565-5297**

Dial-a-Law offers free legal information on a variety of legal issues.

#### **Elizabeth Fry Society**

**1-888-879-9593**

237 E Columbia St, New Westminster

**604-520-1166**

Advocacy and support for women in conflict with the law or at risk of coming in conflict with the law.

#### **Family Duty Counsel**

**604-572-2204**

Located at the Surrey Provincial Courthouse, this project provides advice on legal rights, obligations, and family court procedures for lower-income individuals with family legal issues. Assistance is provided to negotiate and settle issues on a temporary or final basis.

#### **Legal Information & Advocacy Program**

**604-536-9611**

South Fraser Women's Services Society

This program provides support and family law information for women in Hindi, Punjabi, and English. Information includes areas of divorce, separation, custody, access and child support, maintenance, and restraining orders.

### Representation

#### **Lawyer Referral Service**

**604-687-3221**

The Lawyer Referral Service will refer callers to a suitable lawyer for legal assistance with no obligation. The caller then makes an appointment and receives an initial thirty minute consultation for \$25. All further meeting fees are determined by the lawyer and client.

#### **Legal Aid**

**604-585-6595**

#102-10706 King George Highway

Can represent clients in serious family law situations, child protection matters, immigration problems, and criminal charges (some exceptions apply). Proof of income required.

#### **Legal Services Society**

**604-585-6595**

#1370-13450 102<sup>nd</sup> Ave, Surrey

The Society provides legal information, advice and representation to clients facing family law and criminal law matters, as well as some other legal matters. An application form must be completed to determine financial eligibility.

**Law Students Legal Advice Program**

**604-822-5791**

Progressive Intercultural Community Society, #109 12414 82 Ave, Surrey

Call to book an appointment for legal advice or representation. LSLAP covers most areas of law, including: Criminal (if no previous record), small claims, residential tenancies, WCB, employment insurance, CPP, social assistance, BC benefits, wills and estates, consumer transactions, employee-employer, criminal injury compensation. They do not cover family law, real estate, personal injury or malpractice, immigration, or cases in the supreme or federal court.

## Police Services

The following are the municipal level police services for Delta, Surrey, and White Rock. Each is focused on law enforcement, but can also provide additional information and services.

### Delta

#### **Delta Police Department**

**911 or 604-946-4411**

4455 Clarence Taylor Crescent, Delta

### Surrey

#### **Surrey RCMP Detachment**

**911 or 604-599-0502**

14355 57<sup>th</sup> Ave, Surrey

#### **Surrey RCMP District 5**

**604-599-7810**

#100-1815 152 St, Surrey

District 5 delivers various volunteer crime prevention programs to South Surrey residents

### White Rock

#### **White Rock RCMP Detachment**

**911 or 778-593-3600**

15233 Pacific Avenue, White Rock

## Multicultural Services

The following provide culturally appropriate programs and community services for both newcomers to Canada as well as those looking to reconnect with their cultural community.

### **DIVERSEcity**

**604-597-0205**

#1107, 7330 - 137th Street, Surrey

DIVERSEcity Community Resources Society offers culturally appropriate counselling, employment, outreach and other services through six main departments, namely: Family Services, Community Development, Language Programs, Career Services, Interpretation and Translation Services, and Fee-for-Service Programs.

### **Immigrant Services of BC**

**604-595-4021**

#201-7337 137<sup>th</sup> St, Surrey

ISSofBC is a friend to newcomers, assisting with immediate settlement needs and appropriate language and employment training, and additional programs designed to help establish networks in their communities.

### **Kla-how-eya Aboriginal Centre of SACS**

**604-584-2008**

13629 – 108<sup>th</sup> Avenue, Surrey

Formerly called Surrey Aboriginal Culture Society, Kla-how-eya Aboriginal Centre of SACS supports activities that promote health and economic well being of Aboriginal people and promote the resurgence of resident Aboriginal culture, language and teachings, particularly those of local residency.

### **Progressive Intercultural Community Services Society – Surrey Office**

**604-596-7525**

#211 – 8556 120<sup>th</sup> Street, Surrey

PICS provides a variety of comprehensive programs and services to assist new and recent immigrants with their translation. PICS offers a wide range of employment programs, English Language Services for Adults (ELSA), seniors housing, and culturally-sensitive programs in English, Punjabi, Hindi, Urdu, Farsi, Pashto, Dari and Bengali.

### **S.U.C.C.E.S.S. – Surrey Office**

**604-588-6869**

#206 – 10090 152<sup>nd</sup> Street, Surrey

SUCCESS is a multi-service agency in BC that delivers services in five major areas: social services, employment services, business and economic development services, training and education services and health services. They also provide services in the following languages: English, Punjabi, Mandarin, Cantonese, Farsi and Korean.

### **Umoja Operation Compassion Society**

**604-581-5574**

10025 Whalley Blvd, Surrey

Umoja Operation Compassion Society helps African and other immigrant and refugee families successfully integrate into the Canadian culture while embracing their cultural roots. Umoja offers a Literacy and Life Skills Program, three unique Parenting Programs, An Outreach Program, Sewing Program, Children and Middle Years Program, Youth Drop-in and Surrey Champions Soccer Project.

## Services for Women

The following organizations provide support for women and their children in the Fraser Valley. Many of the programs are specifically for women who have experienced abuse. If you are looking to connect with a transition house, please see Victim's Services (pg 24).

### Childcare and Parenting Support

#### **Atira Family Project: Rediscover Parenting**

**604-531-9143**

This parenting program offers a safe and supportive environment for women who have been exposed to violence or abuse to explore parenting. The parenting program consists of thirteen weeks of closed group sessions.

#### **Childcare Options Resource & Referral Program**

**604-572-8032**

6878 King George Boulevard, Surrey

This referral program offers free consultation, support and referral services to parents seeking child care in Surrey and White Rock.

#### **Healthiest Babies Possible**

**604-583-1017**

Options Community Services, 10256 154 St, Surrey

Healthiest Babies Possible provides support for women who may have a high-risk pregnancy. Home visits, nutritional counselling, referrals and support are provided. Services are free, confidential, and offered in a variety of languages.

#### **Maxxine Wright Community Health**

**604-587-3835**

The Maxxine Wright Place Project supports women who are pregnant or have very young children (under the age of 2 at intake) and who are impacted by substance use and/or violence.

#### **Parenting After Separation Program**

**604-607-1035**

Parenting After Separation is a free three-hour information session for parents who are in the process of separation. The session includes information about the impact of separation on parents and children.

### Women's Centres

#### **South Fraser Women's Services**

**604-536-9611**

15318 20th Ave, Surrey

SFWS offers information, referral, peer support groups, and a legal information and advocacy program. Individual and group counselling is available through the trauma counselling program.

#### **Surrey Women's Centre**

**604-583-1295 (24 hr Crisis Line)**

10075 Whalley Blvd, Surrey

SWC provides crisis assistance, court accompaniment, and counselling for women who have experienced sexual assault, childhood abuse, or violence in intimate relationships. All services are free and confidential.

## **Women's Programs**

### **Aboriginal Women's Outreach**

**604-594-7547**

#204-15210 North Bluff Road, White Rock

Atira offers an outreach program for First Nations and Métis women who have experienced violence, including support groups, information and referral, crisis support, parenting groups, advocacy and accompaniment to some appointments.

### **Threshold Women's Program**

**604-572-5883**

Options Community Services, #100-6846 King George Blvd, Surrey

This program provides services to women who have experienced any type of abuse. The services provided are support, advocacy and information, court support, life skills, and immigration support.

### **Women's Empowerment Program**

**604-596-2311**

Newton Advocacy Group Society

#A203-13588 88<sup>th</sup> Ave, Surrey

The Women's Empowerment Program provides participants who are survivors of violence and/or abuse a combination of Group Workshops, as well as individual one-on-one sessions that include Personal Abuse Counselling and Personalized Coaching.

## Services for Children and Youth

The following services are available specifically for children and youth in the Fraser Valley. If you are looking for a specific service not listed, it may be helpful to contact the resource centres below, as each facilitates a wide variety of programs.

### Crisis and Mental Health

#### Child and Youth Mental Health

201-13680 105A St, Surrey	<b>604-951-5844</b>
8-15355 102A, Surrey	<b>604-586-2685</b>
11861 88 <sup>th</sup> Ave, Delta	<b>604-501-3237</b>
12616 22 <sup>nd</sup> Ave, White Rock	<b>604-542-3909</b>

To reduce the burden of suffering resulting from children's mental illness, child and youth mental health services are offered throughout British Columbia by the Ministry for Children and Family Development (MCFD). These services provide a wide range of community-based specialized mental health services to children and their families.

#### Children Who Witness Abuse Program

Options Community Services	<b>604-531-9143</b>
Atira Women's Resource Society	<b>604-531-9143 x22</b>

This Program offers free and confidential support for women, children, and youth who have lived in violent or abusive home environments. Support consists of closed group sessions lasting for ten weeks, covering areas such as self-esteem, anger, abuse, problem-solving.

#### Kid's Help Phone **1-800-668-6868**

Counsellors are available for support 24 hours a day, 7 days a week. All calls are confidential, anonymous and free.

### Drug and Alcohol Abuse

<b>Ala-Teen</b>	<b>604-688-1716</b>
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Support group for teens affected by others' alcohol abuse. (11-19 yrs)

<b>ASTRA Prevention Program</b>	Newton <b>604-592-6217</b>
Pacific Community Resources	Guildford <b>604-587-8107</b>

Confidential service for youth struggling with drug/alcohol misuse (13-18 yrs).

#### Daughters and Sisters **604-543-7892**

Plea Community Services; Ste 100 8431 160<sup>th</sup> St, Surrey

A six-month residential treatment program located in Surrey, this project helps young women aged 13 to 18 – including those who have been turned down by other agencies – to overcome the complex challenges they face as they move away from addiction

#### Waypoint **604-585-9195**

Plea Community Services; 16590 96<sup>th</sup> Ave, Surrey

A four-month residential treatment program located in Surrey, this project helps young men aged 13 to 18 – including those who have been turned down by other agencies – to overcome the complex challenges they face as they move away from addiction.

## **Housing Assistance**

### **Reconnect Youth Services**

**604-587-8105**

Alexandra Neighborhood House; 15455 Vine Avenue, White Rock

**604-538-5060 x21**

Reconnect is a program that offers a variety of services for street youth or youth thinking of moving onto the street. Outreach workers spend time on the street talking to and connecting with youth, helping them get in touch with services that can provide food, clothing, shelter or addiction support.

### **Next Step: Independent Living Program for Teens**

**604-592-6200**

Newton Youth Resource Centre; 114-13479 76<sup>th</sup> Ave, Surrey

Support services for youth including independent living resources, aid for sexually exploited youth, subsidized housing for young families, workshops on skills development and anger management workshops.

### **Surrey Youth Housing Program**

**604-592-6200**

Pacific Community Resources

This program aids youth aged 16-19 support in finding, securing and maintaining housing.

## **Resource Centres**

### **Boys and Girls Club**

**604-591-9262**

The club provides after-school camp and related programs such as counselling, anger management, sexual abuse counselling, youth housing support, and healthy relationships counselling.

### **Surrey Youth Resource Centres**

Newton: #114-13479 76<sup>th</sup> Ave, Surrey

**604-592-6200**

Guildford: 205-14727 108th Ave, Surrey

**604-587-8100**

The centres offer housing information, employment services, a counselling clinic, mentorship programs, an alternate school for Grades 8-12, and free phone and computer usage.

### **Children, Youth and Family Centre**

**604-538-5060**

Alexandra Neighborhood House; 15455 Vine Avenue, White Rock

The centre has a wide variety of programs and services available for children, youth, and families including after-school programs, mentoring, family mediation, leadership training, and a youth wellness clinic.

## Services for Seniors

The following programs are available for seniors living in the Fraser Valley. Some focus specifically on health care and support, but the organizations that provide recreational and social activities often also provide additional services for other subjects affecting seniors living in the community.

### Abuse Services

#### **BC Coalition to Eliminate Abuse of Seniors**

**604-437-1940**

411 Dunsmuir St, Vancouver

BCCEAS provides information, training, and materials regarding the abuse and neglect of seniors. The Coalition offers information about ongoing adult guardianship and legal issues confronting seniors.

#### **Senior Women's Outreach Program**

**604-816-0928**

Atira Women's Resource Society

This program is designed for women age 55+ who are experiencing abuse by an intimate partner or family member or someone who is in a position of power such as a landlord or caregiver and who may be unable to or not ready to access a transition house.

### Emergency Support and Health Care

#### **Elder Health Services**

**604-535-4577**

Peace Arch Hospital – Berkley Pavillion; 15521 Russel Ave, White Rock

The elder health program provides assessment and treatment services for seniors who have had changes in their physical or mental health that affects their ability to live independently.

#### **Fraser South Home Health**

**604-953-4965**

Home Health provides in-home health care support services, residential care services and special support to people whose ability to function independently is affected by health-related problems. Costs may vary.

#### **Lifeline – Personal Emergency Response**

**604-535-4560**

Lifeline is a personal emergency response system for those who wish to remain independent in spite of age or medical limitations. In crisis situations, the resident pushes a button located on a pendant or wristband to obtain emergency assistance.

#### **Safely Home**

**604-541-0606**

Alzheimer Society Resource Centre, #102-15240 Thrift Avenue, White Rock

Safely Home is a nationwide program that assists police in finding a person who is lost and returning them safely to their home. Once a person is registered, vital information is stored confidentially on a police database, should they wander. Registration is voluntary and costs \$35. Registration can be done online at [www.safelyhome.ca](http://www.safelyhome.ca) or through the Alzheimer Society Resource Centre above.

#### **SAFER Shelter Aid for Elderly Renters**

**604-433-2218**

BC Housing; 101-4555 Kingsway, Burnaby

The SAFER Program provides direct cash assistance to eligible residents of British Columbia who are age 60 or over and who pay rent for their homes. SAFER reimburses between 35% and 90% of the difference between 30% of your total income and your rent.

**If you are in immediate danger, dial 9-1-1 to contact police**

## Recreation and Activities

### **Come Share**

**604-531-2502**

15008 26<sup>th</sup> Ave, Surrey

Come Share provides therapeutic recreational programming to help frail seniors remain independent and as active as possible. Costs vary depending on needs.

### **Kent Street Activity Centre**

**604-541-2231**

1475 Kent St, White Rock

The Activity Centre provides those 55+ with a place to continue interests, gain new skills, pursue creative activities, volunteer, and meet new friends. The centre offers social activities, instructional classes, and support services for seniors. An annual membership fee is charged.

### **Senior Support Services**

**604-531-9400**

15008 26<sup>th</sup> Ave, Surrey

Senior support services offers services including a dining club, elder abuse program, foot care service, friendly visitors, peer support and caregiver support programs.

### **Shop-by-Phone and Volunteer Wheels**

**604-542-4357**

Source; 882 Maple St, White Rock

This grocery-shopping service is for residents who are unable to shop for themselves. Volunteer Wheels provides transportation for medical and dental appointments only.

## Victim's Services

The City of Surrey has two victim service programs available to provide immediate assistance to victims of crime. The Surrey Women's Centre provides services to victims of family and sexual violence. The Police Based Victim Service Units support victims of all crime types.

### Community Based Victim's Services

#### Crime Victim Assistance Program

If you are a victim, immediate family member, or a witness to a crime who has been injured physically or emotionally, you may be eligible for financial assistance or benefits to help with costs and your recovery. Victim service workers from the below organizations can help you apply for this through the Crime Victim Assistance Program.

#### Surrey Women's Centre Society

**604-583-1295**

10075 Whalley Blvd, Surrey

The Surrey Women's Centre Court Services assist victims of sexual assault and domestic violence by walking them through the justice system. Our workers connect with police, Crown counsel and other criminal justice personnel to ensure that victims have the information, resources and support needed to ease their anxiety while testifying in court.

#### VictimLINK

**1-800-563-0808**

This line provides immediate crisis support for victims of family and sexual violence, help for all other victims of crime, information about, and referral to, victim's services and other resources, and basic legal information and awareness of rights. It is available 24 hours, 7 days a week.

### Police Based Victim Services

#### Surrey RCMP Victim Services

**604-599-7600**

14355 57<sup>th</sup> Ave, Surrey

This program provides services including emotional support and information to victims of crime or tragedy.

#### White Rock RCMP Victim Assistance Program

**604-541-5111**

15233 Pacific Avenue, White Rock

The Victim Assistance Program offers practical and emotional support services to individuals affected by crime and/or trauma in the community.

#### Delta Police Victim Services

**604-940-5019**

DPVS provides victims of crime or trauma with confidential support, referrals and information on court and police procedures.

#### Protection Order Registry

**1-800-563-0808**

The POR ensures that the police have 24 hour access to current information on no-contact orders. Individuals who have protection orders can call the above number to ensure that their order is registered.

**Victim Safety Unit****604-660-0316**

#301-815 Hornby St, Vancouver

The Victim Safety Unit provides information to victims about the status of an accused /offender when he or she is being supervised by BC Corrections. Application forms to register for notification can be obtained online at <http://www.pssg.gov.bc.ca> (Victim Services) or through your local Victim Assistance Program.

**Transition Houses****Ama House****604-542-5992**

Safe shelter and support for women 55 years of age and older who are experiencing emotional or physical abuse in an intimate relationship or from a caregiver.

**Durrant House****604-531-4430**

Durrant offers safe shelter, emotional support, resource information, and advocacy for women and their children who are victims of violence or emotional abuse from their partners.

**Evergreen Transition House****604-584-3301**

Evergreen provides safe shelter to women and children who are victims of violence or emotional abuse from their partners. Counselling and referrals are provided, when needed. Maximum stay is generally one month.

**Shimai House****1-877-581-9100**

Shimai is a first-stage transition house for women and their children escaping abuse; in addition to standard supports, their staff provide on-site non-medical detoxification. An alcohol and drug therapist is available twice weekly for appointments. Women are not required to be abstinent, but must not use alcohol and/or drugs on site. Women on methadone are welcome and staff will dispense carries

**Virginia Sam Transition House****604-572-5116**

This program provides a safe home-like environment for women, and women with children, who are fleeing abusive relationships.