

## COMMUNITY RESOURCE LIST

### Region: South Fraser

(Surrey, Langley, White Rock, Delta, Ladner)

The following services and resources are often available in BC communities.  
We have provided province-wide contact information where it is available.

**Legend:** Local community resources Provincial resources

Alzheimer Society of B.C.		
First Link® Dementia Helpline – English (Monday to Friday, 9 a.m. to 8 p.m.)	1-800-936-6033	info.helpline@alzheimerbcb.org
First Link® Dementia Helpline - Chinese (Monday to Friday, 9 a.m. to 4 p.m.)	1-833-674-5007	info.chinese@alzheimerbcb.org
First Link® Dementia Helpline - South Asian (Monday to Friday, 9 a.m. to 4 p.m.)	1-833-674-5003	info.southasian@alzheimerbcb.org
Alzheimer Resource Centre 201 – 15127 100th Avenue Surrey, B.C. V3R 0N9	604-449-5000	info.southfraser@alzheimerbcb.org www.alzheimerbcb.org
Health Authority		
Accessing Health Care To obtain a case manager and initial assessment to home support, day programs, respite, facility placement, etc.		www2.gov.bc.ca/gov/content/health/accessing-health-care
Fraser Health: Home Health and Community Care To obtain a case manager and initial assessment for access to home support, day programs, respite, facility placement, etc.	1-855-412-2121	www.fraserhealth.ca
Support and Health Services		
BC Housing Offers programs such as SAFER & the BC Rebate for Accessible Housing. Income eligibility required.	1-866-465-6873	www.bchousing.org/home
BC Mental Health Support Line (24 hours) For emotional support, information, and resources	310-6789 across BC - no area code	www.crisislines.bc.ca
BC211 (24 hours) Source for local community centers, seniors' centers, transportation options & other social and government services.	Phone/Text 2-1-1	www.bc211.ca info@bc211.ca
Better At Home A United Way program that helps seniors with simple non-medical, day-to-day tasks *Not available in all communities		www.betterathome.ca
Brella Community Services Society	604-531-9400	https://www.brellasociety.ca/

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**DISCLAIMER:** The Alzheimer Society of B.C. does not endorse or assume responsibility for the resources or services mentioned in this document. The list is simply a tool to help with personal research and access to information.

<b>Support and Health Services (cont'd)</b>		
Car 67 Intervention for mental health crises	604-599-0502	Surrey only <a href="https://www.fraserhealth.ca/Service-Directory/Services/mental-health-and-substance-use/car-67#.ZFQ-K3bMKUk">https://www.fraserhealth.ca/Service-Directory/Services/mental-health-and-substance-use/car-67#.ZFQ-K3bMKUk</a>
Crisis Centre of BC (24 hours) Crisis intervention and suicide prevention center.	1-800-784-2433	<a href="http://www.crisiscentre.bc.ca">www.crisiscentre.bc.ca</a>
Family Caregivers of BC Access to information, education, and a toll-free support line that enables caregivers to feel successful in their role.	1-877-520-3267	<a href="http://www.familycaregiversbc.ca">www.familycaregiversbc.ca</a>
Fetch Database of local community health resources		<a href="http://www.divisionsbc.ca/provincial/what-we-do/patient-support/fetch">www.divisionsbc.ca/provincial/what-we-do/patient-support/fetch</a>
Fraser Health Crisis Line	1-877-820-7444	
HealthLink BC (24 hours) Non-emergency health information line in 130 languages. Speak with a nurse, pharmacist, or dietician.	Phone 8-1-1	<a href="http://www.healthlinkbc.ca">www.healthlinkbc.ca</a>
KUU-US Indigenous Crisis Response Service Provides 24/7 culturally aware crisis support to Indigenous people in BC	1-800-588-8717	<a href="http://www.kuu-uscrisisline.com">www.kuu-uscrisisline.com</a>
Langley Seniors Resource Society	604-530-3020	<a href="https://lsrs.ca/">https://lsrs.ca/</a>
Mental Health Non-emergency Langley North Delta Surrey White Rock Delta	604-514-7940 604-592-3700 604-953-4900 604-541-6844 604-948-7010	
PharmaCare for BC Residents PharmaCare helps B.C. residents pay for eligible prescription drugs, designated medical supplies, and some pharmacy services	604-683-7151 (Lower mainland) 1-800-663-7100 (Rest of BC)	<a href="http://www2.gov.bc.ca/gov/content/health/health-drug-coverage">www2.gov.bc.ca/gov/content/health/health-drug-coverage</a>
Red Cross Health Equipment Loan Program Short term equipment rental such as wheelchairs, walkers, and bathroom aids. Ask if longer terms available.	1-800-418-1111	<a href="http://www.redcross.ca">www.redcross.ca</a>
Seniors Distress Line	604-872-1234	<a href="http://www.crisislines.bc.ca">www.crisislines.bc.ca</a>
<b>Safety and Medical Alert Services</b>		
Fraser Health Lifeline A personal response service that lets you summon help.	604-953-4960 604-946-1121 ext. 783268	(Surrey, White Rock, Langley) (Delta)
Lifeline A personal response service	1-866-594-7420	<a href="http://www.lifeline.ca">www.lifeline.ca</a>
MediAlert® Medical ID bracelets	1-800-668-1507	<a href="http://www.medicalert.ca">www.medicalert.ca</a>
Telus Livingwell Companion A personal response service with fall detection, GPS tracking, automatic fall detection and more.	1-855-909-2250	<a href="https://www.telus.com/en/personal-health/livingwell-companion">https://www.telus.com/en/personal-health/livingwell-companion</a>

<b>Meal Delivery Services</b>		
Better Meals Program Meal service provider delivering healthy meals *Not available in all communities	1-888-838-1888	<a href="http://www.bettermeals.ca">www.bettermeals.ca</a>
Food Banks BC Locations of most BC food banks	604-498-1798	<a href="https://www.foodbanksbc.com/">https://www.foodbanksbc.com/</a>
Meals on Wheels Surrey / North Delta White Rock / South Surrey Langley South Delta	778-590-1433 604-541-6325 604-533-1679 604-946-9526	<a href="https://www.seniorsservicessociety.ca/our-services/meals-on-wheels/">https://www.seniorsservicessociety.ca/our-services/meals-on-wheels/</a>
<b>Ethno-cultural Services</b>		
S.U.C.C.E.S.S. (Surrey) A non-profit, multi-service agency assisting multicultural Canadians, new immigrants, and permanent residents.	604-588-6869	<a href="http://www.successbc.ca">www.successbc.ca</a>
(S.U.C.C.E.S.S.) Chinese Help Line (10 a.m. to 10 p.m.)	604-270-8233 604-270-8222	(Cantonese) (Mandarin)
Progressive Intercultural Community Services Society PICS (Surrey) A non-profit society providing programs and services for new immigrants, seniors, women and youth.	604-596-7722	<a href="http://www.pics.bc.ca">www.pics.bc.ca</a>
DIVERSEcity Community Resource Society Information, referral, and support services to the South Asian communities.	604-597-0205	<a href="http://www.dcrs.ca">www.dcrs.ca</a>
<b>Transportation</b>		
Access Transit For HandyDART and Taxi Saver	778-452-2860 or 604-953-3680 778-375-7500	
BC Transit Transit options available in your community. Includes seniors' fare discount, Bus Pass program and HandyDART services	250-382-6161 (Head Office)	<a href="http://www.bctransit.com">www.bctransit.com</a> <a href="mailto:transitinfo@bctransit.com">transitinfo@bctransit.com</a>
HandyDART To book or cancel a trip	604-575-6600 or 1-844-475-6600	
Hope Air Providing free flights to people who cannot afford the cost of an airline ticket for specialized medical care outside their home community.	1-877-346-4673	<a href="http://www.hopeair.ca">www.hopeair.ca</a>
RoadSafetyBC Responsible for road safety including assessing medical fitness of drivers.	1-855 387-7747	<a href="http://www2.gov.bc.ca/gov/content/transportation/driving-and-cycling">www2.gov.bc.ca/gov/content/transportation/driving-and-cycling</a>

<b>Transportation (cont'd)</b>		
<b>Ride Programs</b> Reliable transportation services run by and for local people. Availability and fees vary by community.		
Deltassist – North Delta	604-594-3455	
Deltassist – Ladner	604-946-9526	
Deltassist – Tsawwassen	604-946-9526	
DIVERSEcity – Surrey	604-507-2266	
Langley Seniors Resource Society	604-530-3020 ext. 305 or 307	
North Delta Seniors Bus	604-353-6305 or 604-597-4876	
PICS – Whalley	604-512-3870	
Sources – White Rock/South Surrey	604-531-6226 or 604-542-4357	
Seniors Community Connector – White Rock/South Surrey	604-531-9400 ext. 204	scc@comeshare.ca
<b>Sparc BC</b> Parking permits for persons with disabilities.	1-888-718-7794	<a href="mailto:info@sparc.bc.ca">info@sparc.bc.ca</a> <a href="http://www.sparc.bc.ca">www.sparc.bc.ca</a>
<b>TransLink (Lower Mainland)</b>	604-953-3333	<a href="https://www.translink.ca/">https://www.translink.ca/</a>
<b>Travel Assistance Program (TAP BC)</b> Helps alleviate some of the transportation costs for eligible BC residents who must travel within the province for treatment.	1-800-663-7100	<a href="http://www2.gov.bc.ca/gov/content/health/accessing-health-care/tap-bc">www2.gov.bc.ca/gov/content/health/accessing-health-care/tap-bc</a>
<b>Advocacy/Protection from Abuse</b>		
<b>Alzheimer Society of B.C.</b> Self-advocacy strategies webpage with several “Fact Sheets”		<a href="http://www.alzheimerbc.org">www.alzheimerbc.org</a> >> search “advocacy” in the search bar
<b>Office of the Seniors Advocate of BC</b> Information for BC Seniors	1-877-952-3181	<a href="http://www.seniorsadvocatebc.ca/">www.seniorsadvocatebc.ca/</a>
<b>Patient Voices Network</b> A community of patients, families and caregivers working together with health care partners to improve B.C.’s health care system.	1-877-282-1919	<a href="http://patientvoicesbc.ca/">patientvoicesbc.ca/</a>
<b>Public Guardian and Trustee of BC</b> Helps adults who need support for financial and personal decision making.	1-800-663-7867	<a href="http://www.trustee.bc.ca">www.trustee.bc.ca</a>
<b>Seniors Abuse and Information Line (SAIL)</b> Seniors First BC	1-866-437-1940	<a href="http://www.seniorsfirstbc.ca">www.seniorsfirstbc.ca</a>
<b>Financial/Legal Assistance</b>		
<b>Access Pro Bono</b> Provides legal services to clients who meet the income eligibility criteria. A free online 15-minute lawyer consultation is available.	1-877-762-6664	<a href="http://www.accessprobono.ca/our-programs/lawyer-referral-service">www.accessprobono.ca/our-programs/lawyer-referral-service</a>
<b>BC Seniors Supplement</b> 65+ low income, GIS, OAS	1-866-866-0800	<a href="http://www2.gov.bc.ca/gov/content/family-social-supports/seniors">www2.gov.bc.ca/gov/content/family-social-supports/seniors</a>

<b>Financial/Legal Assistance (cont'd)</b>		
<b>Canada Benefits</b> Overview of all government benefits programs & services for individuals.	1-800-622-6232	<a href="http://www.canadabenefits.gc.ca">www.canadabenefits.gc.ca</a>
<b>Canada Revenue Agency</b> Information on tax returns, including tax benefits and disability. Tax Certificate (T2201).	1-800-959-8281	<a href="http://www.canada.ca">www.canada.ca</a>
<b>Canadian Centre for Elder Law (CCEL)</b> Conducts research, outreach, and public legal education on elder law legal issues.		<a href="http://www.bcli.org/sectors/ccel">www.bcli.org/sectors/ccel</a>
<b>Clicklaw BC</b> This is a self-help on-line resource with easy access to information on various legal topics.		<a href="mailto:editor@clicklaw.bc.ca">editor@clicklaw.bc.ca</a> <a href="http://www.clicklaw.bc.ca">www.clicklaw.bc.ca</a>
<b>Legal Aid BC</b> Provides legal aid, legal resources and publications for very low-income clients who meet the income eligibility criteria.	1-866-577-2525	<a href="http://www.lss.bc.ca/legal_aid/legalinformationOutreachWorkers">www.lss.bc.ca/legal_aid/legalinformationOutreachWorkers</a>
<b>Nidus Personal Planning Resource Centre and Registry</b> Personal planning resources and assistance Phone appointments can be requested by email.		<a href="http://www.nidus.ca">www.nidus.ca</a> <a href="mailto:info@nidus.ca">info@nidus.ca</a>
<b>Service BC (Government Services)</b> They will direct you to the appropriate service or department.	1-800-663-7867	<a href="http://www.servicebc.gov.bc.ca">www.servicebc.gov.bc.ca</a>
<b>Service Canada</b> Canada Pension Plan (CPP), Guaranteed Income Supplement (GIS), Old Age Security (OAS), OAS Spousal Allowances.	1-800-622-6232	<a href="http://www.servicecanada.gc.ca">www.servicecanada.gc.ca</a>
<b>Veterans Affairs Canada</b> Provides veterans and their families with services and benefits	1-866-522-2122	<a href="http://www.veterans.gc.ca">www.veterans.gc.ca</a>
<b>Grief Support Services</b>		
<b>BC Bereavement Helpline</b> Provides telephone support and connects to grief and support services.	1-877-779-2223	<a href="mailto:contact@bcbh.ca">contact@bcbh.ca</a> <a href="http://www.bcbh.ca">www.bcbh.ca</a>
<b>BC Hospice Palliative Care Association</b> Membership in BCHPCA is open to individuals	1-877-410-6297	<a href="http://www.bchpca.org">www.bchpca.org</a>
<b>Canadian Virtual Hospice</b> Information and support on palliative and end of life care.		<a href="mailto:info@virtualhospice.ca">info@virtualhospice.ca</a> <a href="http://www.virtualhospice.ca">www.virtualhospice.ca</a>