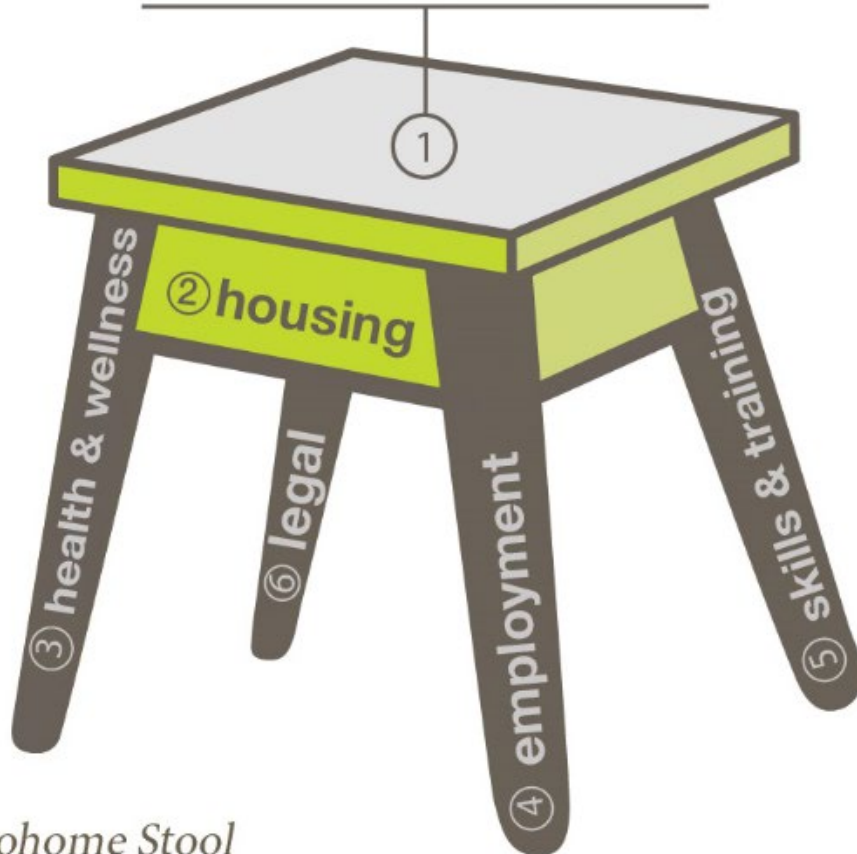


Thriving Citizens

Safety & Belonging
















Streetohome Stool

Companion Guide to Services

Updated March 3, 2021



Due to COVID-19's impact on services and hours of operation, we recommend calling ahead to confirm the information in this guide.

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Icon Guide

	Everyone (19+)
	Disability (Visible & Invisible)
	Family

	Immigrant & Convention Refugee
	Indigenous
	LGBTQ2S+

	Men
	Seniors
	Women
	Youth

About the Guide

To be included in the **Companion Guide to Services**, resources must align with the Streetohome Stool (<http://www.streetohome.org/homelessness-prevention/>) and be:

- Available in the city of Vancouver
- Free (most services) or minimal cost (listed)
- Accessible through self-referral

Information about each service has been verified by Streetohome volunteers. The Guide is current as of November 18, 2020. If you become aware of outdated information in the resource guide, please let Streetohome know by calling 604-629-2711 ext. 103 or email info@streetohome.org.

Housing

Are you looking for different housing?

BC Housing

- Provides housing assistance for vulnerable individuals
 - ✓ Financial assistance for housing

Rental Assistance Program (RAP)

- Provides eligible families with assistance to help with their monthly rent payments
- Eligibility: Household income of \$40,000 or less, have a dependent child, and employed at some point during the year

Phone: 604-433-2218

<https://www.bchousing.org/housing-assistance/rental-assistance/RAP>

Shelter Aid for Elderly Renters (SAFER)

- Provides monthly cash payments to subsidize rents for BC seniors with low to moderate incomes
- Eligibility: Ages 60 and over, must have low or moderate income

Phone: 604-433-2218

<https://www.bchousing.org/housing-assistance/rental-housing/subsidized-housing>

Subsidized Housing

- Long-term housing for people who permanently reside in British Columbia
- Rent is geared to income (30% of income)
- Eligibility: May be a senior aged 55 and over, a family with a dependent child, a person with disabilities, and/or single people and couples who are low income, homeless or at risk of homelessness. Must be a Canadian citizen, a refugee sponsored by the government of Canada, or an individual who has applied for refugee status.

Phone: 604-433-2218

<https://www.bchousing.org/housing-assistance/rental-housing/subsidized-housing>

Supportive Housing Registration

- Housing for low-income individuals with on-site supports to help those who need assistance in finding and maintaining housing stability
- Eligibility: Are low income, are at-risk of homelessness or currently homeless, and/or require supports to help you maintain housing

Phone: 604-433-2218

<https://www.bchousing.org/housing-assistance/housing-with-support>

NOTE: *The Supportive Housing Registry has a long wait list and the highest need individuals will be prioritized for vacancies.*

Housing

Homeward Bound

- Assists individuals who are currently, or about to become homeless, with access to transportation back to their self-identified 'home' community where they have supports
 - ✓ Financial assistance for associated travel expenses

Please contact Carnegie Outreach

Address: 392 Powell Street, Vancouver BC, V6A 1G4

Phone: 604-665-3318 | **Email:** carnegie.outreach@vancouver.ca

Supporting Tenants, Enabling Pathways (STEP)

- Help with moving on from supportive housing to your choice of affordable, independent housing
 - ✓ Financial assistance to help pay for expenses associated with independent housing
 - ✓ Support plan

Please contact Carnegie Outreach

Address: 392 Powell Street, Vancouver BC, V6A 1G4

Phone: 604-665-3318

Email: carnegie.outreach@vancouver.ca



NOTE: If you are a recent newcomer to Canada, please reach out to settlement services (page 59) for help with finding housing.



Employment

Do you want to find new work opportunities?

ACCESS

Industries: (Administration) (Construction) (Trades)

- Provides education and training services to Indigenous people of all ages living in Greater Vancouver. We look at your skills and interests to help create an action plan. Call or drop-in at the office to meet with a counsellor to help determine eligibility.

✓ Flexible Schedule ✓ Mentorship/Coaching ✓ Skills Training/Upgrading

COVID Update: Appointment only, please call ahead.

Hours: Monday - Friday: 8:30am - 4pm

Address: Suite 110 – 1607 E. Hastings St., V5L 1S7

Phone: 604-251-7955

<http://www.accessfutures.com/>

Atira Property Management

Industries: (Front Desk) (Security) (Light Labour)

- Hires residents of the DTES who are receiving income assistance or living in a single room accommodation. Once employed, Atira offers housing and banking help.

✓ Flexible Schedule ✓ Benefits (i.e., Raises) ✓ Mentorship/Coaching
 ✓ Skills Training/Upgrading ✓ No reference/resume needed

COVID Update: Calling ahead is preferred but drop-ins are available.

Hours: Monday - Friday: 8:30am - 5pm

Address: 405 Powell Street Vancouver, BC V6A 1G7

Phone: (604) 439-8848 | **Email:** info@atira.ca

<http://www.atira.bc.ca>

BladeRunners

Industries: (Construction) (Trades)

- Connects Indigenous youth with work opportunities in construction and trades.
- Provides 2 weeks of safety training which includes First Aid, Hazardous Materials, Fall Protection and more. While in training, you get a hot breakfast and lunch each day. When you complete your training, we provide you with work gear and tools and then we find you a job!
- Eligibility: Indigenous youth, ages 19-30

✓ Mentorship/Coaching ✓ Opportunities for growth ✓ No reference/resume needed
 ✓ Transportation ✓ Job Placement
 ✓ Skills Training/Upgrading ✓ Free Meals ✓ Work gear provided

Hours: Monday - Friday: 8:30am - 4pm

Address: 390 Main Street, Vancouver BC, V6A 2T1

Phone: 604-913-7933 | **Email:** bladerunners@accessfutures.com

<https://www.accessfutures.com/bladerunners/>

Employment

Boys & Girls Club Employment Now

Industries: (Administration) (Customer Service)

- Program focuses on making sure you have the skills and opportunity to get hired
- Let us give you training, get you an interview with an employer, tour an employer's work site, beef up your resume and cover letter, and receive training even after you're hired
- Eligibility: Ages 17-29; legally entitled to work in Canada
 - ✓ Mentorship/Coaching
 - ✓ Resume Writing
 - ✓ Job Search Support
 - ✓ Not a full time student

Address: 2875 St George Street, Vancouver BC, V5T 3R8

Phone: 604-591-9262, ext. 117

Email: employmentprograms@bgcbc.ca

<https://bgcbc.ca/employment-services/>



Boys & Girls Club Skill Link

Industries: (Job-Readiness)

- Assists youth, ages 15 to 30, who have had difficulties making a successful transition to the labour market
- During the 17-week program, participants receive an hourly wage for 5 weeks of classroom training and 8 weeks of paid work experience
 - ✓ Paid Training
 - ✓ Paid Work Experience

Address: 2875 St George Street, Vancouver BC, V5T 3R8

Phone: 604-591-9262, ext. 117 | **Email:** employmentprograms@bgcbc.ca

<https://bgcbc.ca/employment-services/>

Clean Start BC

Industries: (Junk Removal) (Pest Control) (Extreme Cleaning Services)

- Provides training and employment to people with barriers to employment such as poverty and disability
 - ✓ Benefits (i.e., Raises)
 - ✓ Opportunities for growth
 - ✓ Mentorship/Coaching
 - ✓ Flexible Schedule
 - ✓ Skills Training/Upgrading
 - ✓ Transportation

Address: 25 E Hastings St., Vancouver BC, V6A 0A7

Phone: 1-855-297-8278 (Toll Free) | **Email:** info@cleanstartbc.ca

<https://www.cleanstartbc.ca>

Employment

Coast Clubhouse - Coast Mental Health

Industries: (Landscaping) (Food Services) (Community Cleaning) (Administration)

- Become a member at the clubhouse to gain volunteer experience and to become eligible for employment opportunities
- Eligibility: Members need documentation of a diagnosed mental illness
 - ✓ Benefits (i.e., Raises)
 - ✓ Free Meals
 - ✓ Mentorship/Coaching
 - ✓ Flexible schedule
 - ✓ Opportunities for growth
 - ✓ Transportation

Address: 295 East 11th Avenue, Vancouver BC, V5T 2C4

Phone: 604-675-2357 | **Email:** clubhouseinfo@coastmentalhealth.com

<https://www.coastmentalhealth.com/what-we-do/pillar-employment-and-education/>

If you are a youth (ages 19-30) please contact Jolene at:

Phone: 778-222-5246 | **Email:** youngadults@coastmentalhealth.com

Common Thread – CraftWorks

Industries: (Art) (Craftmanship)

- Provides opportunities for participants to create craft items and receive supplemental income
- Offers craft therapy activities for individuals who are not able to work but who would benefit from social engagement and community connectedness

Address: #340-1275 Venables Street, Vancouver BC, V6A 2C9

Phone: 604-736-2113 Ext. 2 | **Email:** craftworks@commonthread.ca

www.commonthread.ca/

Community Thrift and Vintage

Industries: (Self-Employment) (Art) (Craftmanship)

- Do you have a talent for creating? Have you always wanted to sell your handcrafted merchandise? We want to help you!
- We can sell your pottery, gift cards, art, jewelry, knit-wear and much more

COVID-19 Update: Please call ahead.

Hours: Monday - Saturday: 12pm - 6pm

Address: 11 West Hastings Street, Vancouver BC, V6B 1G4

Phone: 604-629-8396 | **Email:** communitythriftandvintage@gmail.com

<https://communitythriftandvintage.com/>

Employment

Embers: Eastside Works



Industries: (Light Labour) (Peer Work)

- Helps those with traditional employment barriers find jobs (resume help, minor tech programs, soft-skills training, ongoing support connections to basic needs, etc.)

- | | | |
|-----------------------------|-----------------------|------------------------------|
| ✓ Skills Training/Upgrading | ✓ Mentorship/Coaching | ✓ Opportunities for growth |
| ✓ Flexible Schedule | ✓ Transportation | ✓ No reference/resume needed |

COVID-19 Update: Please call ahead to book an appointment.

Hours: Monday - Friday: 11am – 4pm

Address: 57 East Hastings Street (The Lux), Vancouver BC, V6A 0A7

Phone: 604-620-4587 | **Email:** eastsideworks@embersvancouver.com

<https://www.embersvancouver.com/eastside-works/>

Embers Staffing Solutions



Industries: (Construction) (Events) (Administration) (Janitorial)

- Walk in, take an orientation, and get a job the next day
- Provides a supportive environment and a ladder of opportunities

- | | | |
|-----------------------------|----------------------|------------------------------|
| ✓ Benefits (i.e., Raises) | ✓ Transportation | ✓ Opportunities for growth |
| ✓ Skills Training/Upgrading | ✓ Free meals | ✓ No reference/resume needed |
| ✓ Mentorship/Coaching | ✓ Work gear provided | |

Hours: Monday - Friday: 5:30am - 5:30pm; Saturday: 6am - 9am

Address: 240-111 West Hastings Street, Vancouver BC, V6B 1H4

Phone: 604-692-0781 | **Email:** vancouver@embersstaffing.com

<https://www.embersvancouver.com/staffing-solutions/>

Enterprising Women Making Art



Industries: (Self-Employment) (Art)

- A self-employment initiative that works with women artists and artisans to produce and market women's visual art and handmade products
 - Focuses on building women's capacities, knowledge, and increasing their access to markets and sales
 - Please call or email for more information
 - Eligibility: For women and women-identified folk in Vancouver's Downtown Eastside who are impacted by violence and face significant barriers to traditional employment
- | | | |
|------------------------------|-----------------------------|-----------|
| ✓ No reference/resume needed | ✓ Variety of free workshops | ✓ Drop-In |
|------------------------------|-----------------------------|-----------|

COVID-19 Update: Limited capacity (9 at a time); masks required (supplied).

Address: 800 East Hastings Street, Vancouver BC, V6A 1R6

Phone: 604-685-8043 | **Email:** EWMA@atira.bc.ca

<https://atira.bc.ca/what-we-do/program/enterprising-women-making-art/>

Employment

Hives for Humanity

Industries: (Beekeeping) (Gardening) (Craftsmanship)

- Opportunities include: Pollinator Gardening, Therapeutic Beekeeping, Beeswax Candles and Honey Production
- Mentorship-based programming
- Supports at-risk populations of people with respect and joy
 - ✓ Flexible Schedule
 - ✓ Skills Training/Upgrading
 - ✓ No reference/resume needed
 - ✓ Mentorship/Coaching

COVID-19 Update: Call or email ahead for intake.

Hours: Monday – Friday: 9am - 5pm

Address: 1245 Glen Drive, Vancouver BC, V6A 3M8

Phone: 778-889-3421 | **Email:** info@hivesforhumanity.com

<https://www.hivesforhumanity.com/>

Just Work

Industries: (Construction) (Food Services) (Pottery)

- Long-term, flexible employment for those who face barriers to work in the traditional workforce
 - ✓ Flexible Schedule

Address: 1803 East 1st Ave., Vancouver BC, V5N 1B2

Phone: 604-734-2104 | **Email:** info@justwork.ca

<http://www.justwork.ca/>

Megaphone

Industries: (Magazine and calendar sales)

- If you are experiencing poverty, homelessness, and/or living on a low fixed income, and looking for a way to earn money through a flexible job - come to a vendor training to learn more
- Walk-ins on Mondays and Tuesdays from 10am - 3pm and take an orientation
 - ✓ Flexible Schedule
 - ✓ Mentorship/Coaching
 - ✓ No reference, ID, or resume needed
 - ✓ Skills Training/Upgrading
 - ✓ Work gear provided

COVID-19 Update: Call ahead preferred. Drop in is only 1 person at a time.

Hours: Monday – Friday: 10am - 3pm

Address: 312 Main St., Vancouver BC, V6A 2T2

Phone: 604-255-9701 | **Email:** info@megaphonemagazine.com

<http://www.megaphonemagazine.com>

Employment

Mission Possible (MP)



Industries: (Community Cleaning) (Landscaping) (Community Safety)

- Supports individuals with employment training and individual coaching, and through offering supportive, transitional work opportunities
 - Info sessions held every Thursday from 1-1:30 pm
 - MP Maintenance is a full-service exterior property cleaning company
 - MP Neighbours complete regular neighbourhood routes in the Downtown Eastside to provide outreach and referral services to people on the streets, checking in with businesses, and building connections, as well as needle pick-up
- | | | |
|----------------------------|-----------------------------|------------------------------|
| ✓ Benefits (i.e., Raises) | ✓ Skills Training/Upgrading | ✓ Opportunities for growth |
| ✓ Free Meals (on weekends) | ✓ Mentorship/Coaching | ✓ No reference/resume needed |
| ✓ Flexible Schedule | | |

COVID-19 Update: Please call ahead as info sessions sizes are limited.

Hours: Monday - Friday: 9am - 3pm

Address: 659 East Hastings St. Vancouver BC, V6A 1R2

Phone: 604-253-4469

<https://www.mission-possible.ca/services>

Potluck Cafe



Industries: (Food Services)

- Provides on-the-job kitchen training and life skills support for residents with barriers to traditional employment
 - Drop by with a resume or contact the Employment Support Worker
- | |
|-----------------------------|
| ✓ Benefits (i.e., Raises) |
| ✓ Opportunities for growth |
| ✓ Mentorship/Coaching |
| ✓ Work gear provided |
| ✓ Free Meals |
| ✓ Skills Training/Upgrading |

Hours: Monday - Friday: 8:30am - 4:30pm

Address: 30 West Hastings St., Vancouver BC, V6B 1G4

Phone: 604-609-7368

<https://potluckcatering.org/>



Employment

Street Youth Job Action (SYJA)

Industries: (Community Cleaning)

- Gives youth the opportunity to earn money, build confidence and skills, while connecting them to supports that lead to improved outcomes in their lives
- Work a five-hour shift, helping to clean the streets of downtown Vancouver of graffiti, posted flyers, and hazardous materials like needles
- Eligibility: Youth under 25

- | | | |
|------------------------|-----------------------|----------------------------|
| ✓ Job Search Support | ✓ Mentorship/Coaching | ✓ Opportunities for growth |
| ✓ Paid Work Experience | ✓ Resume Writing | ✓ Free Meals |
| | | ✓ Work gear provided |

COVID-19 Update: Regular drop-in services have been significantly reduced

Address: 1138 Burrard Street, Vancouver BC, V6Z 1Y7 (Directions Youth Services Centre)

Phone: 604-633-1472 | **Toll-free:** 1-866-249-6884 **Email:** directions@fsgv.ca

<https://www.directionsyouthservices.ca/street-youth-job-action>

The Binnars Project

Industries: (Community Cleaning)

- Earn extra money and connect with the binning and recycling community
- To join, drop by a meeting: Tuesdays 5:30pm-6:30pm

- | | | |
|---------------------------------|-----------------------|------------------------------|
| ✓ Skills Training/
Upgrading | ✓ Flexible Schedule | ✓ No reference/resume needed |
| | ✓ Mentorship/Coaching | |

Address: 312 Main St. Vancouver BC, V6A 2T2 (Entrance on Cordova St)

Phone: 604-612-6747 | **Email:** info@binnarsproject.org

<https://www.binnarsproject.org>

WorkWithUs (TPD)

Industries: (All)

- Connects individuals with work opportunities in a variety of industries

- | | | |
|---------------------------|---------------------|----------------------------|
| ✓ Benefits (i.e., Raises) | ✓ Flexible Schedule | ✓ Opportunities for growth |
|---------------------------|---------------------|----------------------------|

Hours: Monday – Friday: 8am – 5pm

Phone: 604-409-4090 | **Email:** info@work-with-us.org

<https://work-with-us.org/>

Employment



Access employment services including job search resources, skills assessment, training, work experience placement and online services

- ✓ Variety of free workshops
- ✓ Job Search Support
- ✓ Skills Training/Upgrading

134 East Hastings

Address: 134 East Hastings St. V6A 1N4

Phone: 1-800-763-1681 | **Email:** centre-vancouver-134easthastings@workbc.ca
<http://workbccentre-vancouver-134easthastings.ca/>

Burrard

Address: 900-1200 Burrard St. V6Z 2C7

Phone: 604-334-6372 | **Email:** centre-vancouver-burrard@workbc.ca
<https://workbccentre-vancouver-burrard.ca/>

Commercial

Address: 312-2555 Commercial Dr. V5N 4C1

Phone: 604-708-9300 | **Email:** centre-vancouver-commercial@workbc.ca
<http://workbccentre-vancouver-commercial.ca/>

East 3rd

Address: 110 East 3rd Ave. V5T 1C8

Phone: 236-886-1481 | **Email:** centre-vancouver-east3rd@workbc.ca
<https://www.workbccentre-vancouvermidtown-east.ca/>

Vancouver South

Address: 7575 Cambie St. V6P 3H6

Phone: 604-263-5005 | **Email:** centre-vancouversouth@workbc.ca
<http://workbccentre-vancouversouth.ca/>

West Broadway

Address: 300-2150 West Broadway, V6K 4L9

Phone: 604-688-4666 | **Email:** centre-vancouvermidtown-west@workbc.ca
<https://workbccentre-vancouvermidtown-west.ca/>

West Pender

Address: 200-250 West Pender St. V5B 1S9

Phone: 604-334-6372 | **Email:** centre-vancouver-westpender@workbc.ca
<https://workbccentre-vancouver-westpender.ca/>

Employment

YMCA – Youth Employment Support

Industries: (Job-readiness)

- Helps youth find a job, keep a job and get them on their career path.
- Sign up for an information session
- Eligibility: Ages 15-30
 - ✓ Paid Training
 - ✓ No reference/resume needed

Address: 955 Burrard Street, Vancouver BC, V6Z 1Y2

Phone: 604-685-8066 | **Email:** yeb@gv.ymca.ca

<https://www.gv.ymca.ca/employment-services>

YWCA Aspire

Industries: (Non-Profit) (Administration)

- Assists newcomer refugee women in gaining valuable work experience in the non-profit sector
- 6 weeks of employment workshops and 12 weeks of PAID work placement
- Eligibility: Self-identified newcomer refugee women who are Permanent Residents or Protected Persons (Convention Refugees)
 - ✓ 21-Week Program
 - ✓ Job Placement
 - ✓ Financial assistance for transit and childcare
 - ✓ Support Plan
 - ✓ Peer Support

Address: 4th Floor - 535 Hornby Street, Vancouver BC, V6C 2E8

Phone: 604-323-4233 | **Email:** aspire@ywcavan.org

<https://ywcavan.org/aspire>

YWCA Job Futures 55+

Industries: (Job-Readiness)

- Prepares mature workers with employment barriers in achieving sustainable employment through skills training and employment supports
- Sign up for an information session and see if this program is right for you!
- Eligibility: ages 55 and over
 - ✓ 10-Week Program
 - ✓ Transportation Support
 - ✓ Skills Training/Upgrading
 - ✓ Support Plan
 - ✓ Job Search Support

COVID-19 Update: This program is online

Phone: 604-220-7183 or 604-818-1082 | **Email:** jobfutures@ywcavan.org

<https://ywcavan.org/job-futures>

YWCA Tech Link

Industries: (IT and Tech)

- Receive training and work experience providing IT Helpdesk Specialist services
- Provides EI-eligible internationally-trained professionals or Canadians with limited work experience, with training and work experience in tech
- Must be a Permanent Resident or Canadian Citizen living in Metro Vancouver
 - ✓ Mentorship/Coaching
 - ✓ Job Search Support
 - ✓ Skills Training/Upgrading

Address: Now online

Phone: 778-990-4856 | **Email:** techlink@ywcavan.org

<https://ywcavan.org/techlink>



Volunteering

Do you want to find volunteer opportunities?

Broadway Youth Resource Centre Youth Volunteer Program

- Offers Vancouver youth aged 13-24 one-to-one support to empower youth leadership in the community through placement in volunteer activities such as gardening, social media, kitchen, Youth Action Committee, and special events
- Eligibility: Ages 13-24
 - ✓ Training Provided

Address: 2455 Fraser Street, Vancouver BC, V5T 1T1

Phone: 604-709-5720 | **Email:** byrc@pcrs.ca

<https://pcrs.ca/our-services/byrc-youth-volunteer-program/>

Canadian Mental Health



- Build skills, learn more about mental health and meet new people
- Please fill out an application at your nearest branch
 - ✓ Interview needed
 - ✓ Reference needed

Address: Suite 905 – 1130 West Pender St., Vancouver BC, V6E 4A4

Phone: 604-688-3236

<https://cmha.ca/get-involved/volunteer>

Charity Village



- The top Canadian source for nonprofit jobs, training and volunteer opportunities

Phone: 1-800-610-8134 | **Email:** help@charityvillage.com

<https://charityvillage.com/app/volunteer-listings>

City of Vancouver



- The City and Park Board have a diverse range of volunteer opportunities to fit your goals, skills and schedule
- Take a quiz and find your volunteer match: <https://vancouver.ca/people-programs/volunteering.aspx>





Volunteering

DTES Women's Centre Skills Development Program



- Empowers women who live in the Downtown Eastside for overall life improvement
- Women build individual and collective capacity for ownership, leadership, and positive change
- Opportunities Include:
 - ✓ Clothing Room Attendant
 - ✓ Food Prep and Service
 - ✓ Receptionist
 - ✓ Shelter Support Worker
 - ✓ Street Market Vendor
 - ✓ Workshop Facilitator
 - ✓ Participation on hiring and fundraising committees and special events

Hours: *Tuesday, Thursday:* 10am - 5pm; *Wednesday:* 11am - 5pm

Address: 302 Columbia Street, Vancouver BC, V6A 4J1

Phone: 604-681-8480 | **Email:** engagement@dewc.ca

<http://dewc.ca/programs/skills-and-development>

Go Volunteer



- GoVolunteer.ca website is easy to use and lists hundreds of volunteer opportunities

Address: 1183 Melville St., Vancouver BC, V6E 2X5

Phone: 604-875-9144 | **Email:** info@govolunteer.ca

<https://www.govolunteer.ca/>

Museum of Vancouver



- Lead educational programs, do research or data administration, or help at special events

Address: 1000 Chestnut Street, Vancouver BC, V6J 3J9

<https://museumofvancouver.ca/volunteer-opportunities>

My Sister's Closet



- Retail, promotions marketing, and merchandising are just a few of the opportunities at Battered Women's Support Services' retail program

COVID-19 Update: Seymour location is currently closed.

Address: 1830 Commercial Drive, Vancouver BC, V5N 4A5

Phone: 604-687-0770 or 778-996-5451 | **Email:** mrsp@bwss.org

<https://www.bwss.org/take-action/volunteer/>

Mom2Mom Child Poverty Initiative Society



- Join a community of women who care for one another while modelling strength, personal responsibility, and integrity
- Volunteers give their time, compassion, stability and consistency, and serve as role models and nurturing friends who can walk the journey of motherhood with our moms

Address: #500 - 610 Main Street, Vancouver BC, V6A 2V3

Phone: 604-343-6514 | **Email:** info@m2mcharity.ca

<https://www.m2mcharity.ca>



Volunteering

Society for the Prevention of Cruelty to Animals (SPCA)



- From dog walking to fundraising to special events, the SPCA offers a range of volunteer opportunities

✓ Attend an interview or info session

✓ Training Provided

Address: 1245 East 7th Ave., Vancouver BC, V5T 1R1

Phone: 604-681-7271

<https://spca.bc.ca/ways-to-help/volunteer/>

Volunteer Vancouver



- Provides volunteer information and listings of opportunities in your local community

Email: info@volunteeringvancouver.ca

<https://volunteeringvancouver.ca/volunteer-opportunities/>

Do you want to learn a new skill, or further your learning or training?

Active Career Connect and Engagement Project

- Connects Internationally Trained Immigrants (ITIs) to employment opportunities that enhance their self-sufficiency to develop their careers in Canada
- Paid work placement, support and guidance, and networking opportunities
- Offers services online and information sessions every Tuesday morning
- Eligibility: Internationally Trained Professional; a permanent resident or Canadian citizen
 - ✓ Paid Work Experience
 - ✓ Mentorship/Coaching

Phone: 604-684-1628 | **Email:** info@success.bc.ca
<https://successbc.ca/accep/>

Advanced Literacy and Essential Skills in the Workplace

Industries: (IT and Tech) (ESL)

- Oral and written communication skills for IT professionals
- Eligibility: Permanent Resident, naturalized Canadian citizen or refugee

Address: 601 – 333 Terminal Ave. Vancouver BC, V6A 4C1

Phone: 604-684-2504 | **Email:** ales@issbc.org
<https://issbc.org/our-services/aleswork>

Baristas Training Program

Industries: (Food Services)

- Provides life skills guidance, employment skills coaching, training certifications, and work experience with Starbucks in preparation for employment
- Eligibility: Ages 16-30; lives in the Lower Mainland; able to attend each class via Zoom with video and audio
 - ✓ Course length: 5 weeks
 - ✓ Paid Training
 - ✓ Paid Work Experience

COVID-19 Update: Now online. Please connect by phone or email if you have questions

Phone: 604-999-2301 | **Email:** baristas@pcrs.ca
<https://pcrs.ca/service-types/employment/>

Career Paths for Skilled Immigrants

Industries: (Food Services) (Customer Service)

- Assists skilled immigrants with experience in sales and service occupations (corporate sales management, retail and wholesale trade management, and restaurant and food service management) to obtain employment in their field
- Financial support for skill enhancement, career planning, language training and networking
- Eligibility: Permanent Resident or awaiting PR Status, or a convention refugee and protected person outside Canada
 - ✓ Job Search Support
 - ✓ Mentorship/Coaching

Address: 8153 Main St. Vancouver BC, V5X 3L2 (Vancouver office)

Phone: 604-596-7722 | **Email:** careerpaths@pics.bc.ca
<https://pics.bc.ca/programs/employment/career-paths-for-skilled-immigrants/>



Learning, Training and Skills

Coast Learning Centre: Basic Education Courses



Industries: (English, Math, Computer Skills)

- Gr. 3-8 equivalency courses
 - ✓ Course length: 2 classes per week

Address: 295 E 11th Ave., Vancouver BC, V5T 2C4

Phone: 604-675-2363

Website: <https://www.coastmentalhealth.com>

Common Thread – Threadworks



Industries: (Craftsmanship)

- Equips participants who have complex health and social challenges with sewing skills so that they can find employment or establish a home-based business

Address: #340-1275 Venables Street, Vancouver BC, V6A 2C9

Phone: 604-736-2113 ext. 3 | **Email:** training@commonthread.ca

Website: www.commonthread.ca/

D.I.C.E.D Culinary School



Industries: (Food Services)

- Gives students an edge in gaining employment through the local workforce and integration into the community
 - ✓ Course length: 50 weeks
 - ✓ Job Placement

Address: 1508 East 3rd Ave. Vancouver BC, V5N 1G9

Phone: 778-997-8057 | **Email:** don.guthro@northshoreculinaryschool.com

Website: <https://onlineculinaryschool.ca/>

Employ to Empower Development Program



Industries: (Small Business Training)

- An interactive curriculum to help DTES residents learn basic business knowledge to make their business idea or product become a reality
- Topics include how to write a business plan, marketing, social media, selling online, cashflow and budgeting

- ✓ Course length: 9 weeks
- ✓ Skills Training/Upgrading
- ✓ Soft Skill Development
- ✓ Business Development Courses
- ✓ Mentorship/Coaching

Address: 405-268 Keefer Street, Vancouver BC, V6A 1X5

Phone: 778-928-1221 | **Email:** christina@employtoempower.com

Website: <https://employtoempower.com/entrepreneurship/>



Learning, Training and Skills

HAVE Culinary Training Society – Culinary Training Program



Industries: (Food Services)

- Struggling to find stable employment because you face challenges with a physical disability, mental health, poverty, addiction or homelessness? HAVE provides culinary job training and work opportunities to individuals in Vancouver who experience barriers to employment.
- Learn cleaning, prepping and cooking skills
- Come down to 374 Powell Street between 8am and 2pm to meet with our Counsellor & Job Developer
- Intake is ongoing and classes start each Monday
 - ✓ Course length: 8 weeks
 - ✓ Job Search Support
 - ✓ Ongoing Support
 - ✓ Free Meals
 - ✓ Transportation Support
 - ✓ Work gear provided

Address: 374 Powell Street, Vancouver BC, V6A 1G4

Phone: 604-696-9026 | **Email:** info@have-cafe.ca

<https://www.have-cafe.ca/8-week-culinary-training-program>

HAVE Culinary Training Society – ITA Professional Cook 1 Certification Program



Industries: (Food Services)

- For students who want to further their culinary training, we offer support in finding funding for post-secondary schools or finding places with employers that offer apprenticeship programs
- HAVE provides culinary job training and work opportunities to individuals in Vancouver who experience barriers to employment, including physical disabilities, mental health, poverty, addiction and/or homelessness
 - ✓ Course length: 28 weeks
 - ✓ Transportation
 - ✓ Mentorship/Coaching
 - ✓ Job Search Support
 - ✓ Free Meals
 - ✓ Work gear provided

Address: 374 Powell Street, Vancouver BC, V6A 1G4

Phone: 604-696-9026 | **Email:** info@have-cafe.ca

<https://www.have-cafe.ca/ita-professional-cook-1-program>

Intercultural Logistics and Transportation Operations Project



Industries: (Self-Employment) (Job Readiness)

- Do you want to learn skills to run your own business in the Transportation Operations industry? Includes: Employment readiness training, career exploration, job shadowing/work experience, business plan writing, occupational skills training, employment/business supports, strengthened job search experience, development of work action plan and networking opportunities
- Eligibility: Ages 55 and older; not in full time school; underemployed/unemployed/precariously employed; legally entitled to work in Canada; job motivated and ready
 - ✓ Course length: 8 weeks
 - ✓ Coaching/Mentorship
 - ✓ Class 4 Restricted and Unrestricted License
 - ✓ Job Search Support
 - ✓ First Aid training

Address: 8153 Main St, Vancouver BC, V5X 3L2 (Vancouver office)

Phone: 604-596-7722 ext. 124 | **Email:** manjinder.thandi@pics.bc.ca

<https://pics.bc.ca/programs/employment/iltop-55/>

Learning, Training and Skills

Leadership Education and Development (LEAD)



- Helps empower newcomer women to gain confidence and become active in their community
- Classes and guest speakers explore topics such as the financial skills, goal setting and career planning, the Canadian government, health care, and volunteerism
- Eligibility: Newcomer women who speak enough English (CLB 5) and are interested in self-development, curious about job-readiness, training, or higher education

✓ Course length: 2 classes a week

Address: Now online via zoom

Phone: 604-298-5888 | **Email:** programs@pirs.bc.ca

<https://pirs.bc.ca/programs-services/lead/>

Migrant Worker's Program



- Migrant and foreign worker's occupational health and safety program
- Customized workshops and educational sessions in the worker's first language
- Participants learn about their legal protections, rights and responsibilities, hazard identification and the workers compensation system
- Eligibility: Must be a migrant worker

Address: 200-5118 Joyce Street, Vancouver BC, V5R 4H1

Phone: 604-433-1453 | **Toll Free:** 1-888-223-5669 | **Email:** ohsadmin@bcfed.ca

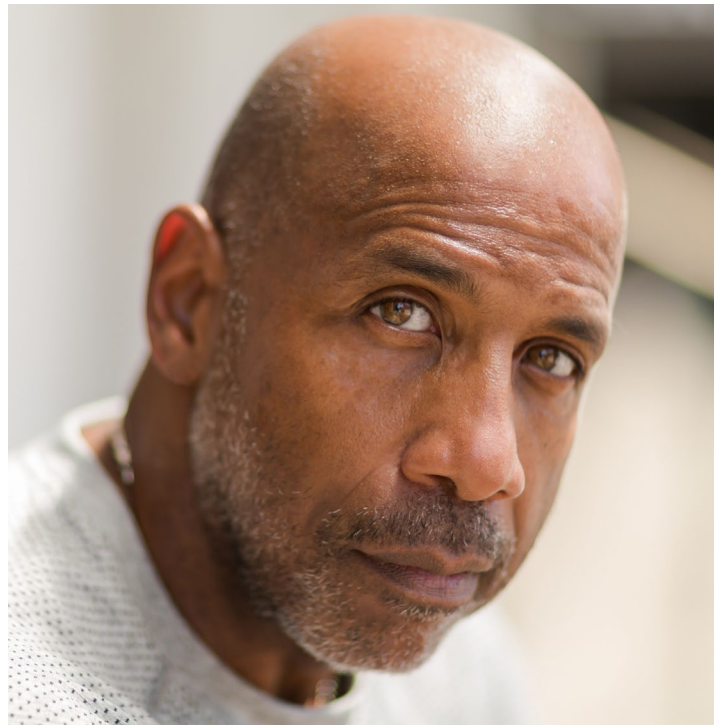
<https://www.healthandsafetybc.ca/programs/migrant-workers/>

Mission Possible Employment Readiness Program for Training and Supportive Transitional Employment



Industries: (Job-Readiness) (Community Cleaning)

- Offers pre-employment training, coaching and support to help you achieve your goals
- Information sessions are held every Wednesday at 1 pm (self-identified women only) or Thursday at 1 pm (all genders) at 648 East Hastings St.
- Spots are limited so please sign up online, call or email the office to reserve a spot!
 - ✓ Paid Training
 - ✓ Job Placement
 - ✓ Free Meals (weekends)
 - ✓ Mentorship/Coaching
 - ✓ Flexible Schedule



Address: 648 East Hastings Street, Vancouver BC, V6A 1R1

Phone: 604-253-4469 | **Email:** office@mission-possible.ca

<https://www.mission-possible.ca/what-we-do/employment-readiness-program>

Learning, Training and Skills

Native Education College – The Essentials: Skills, Culture, Knowledge



Industries: (Administration) (Security) (Small Business Training) (Computer Skills)

- Tuition-free job training, group activities and independent studies to help enhance skills for better opportunities at school, work and life
- Cultural teachings are a component of the program and designed to encourage students to share with and learn from others as well as celebrate the diverse Indigenous nations they are from
- Attend 1 mandatory info session and submit an online application
- Email a statement of interest in the program and resume to Amanda (akai@necvancouver.org)
 - ✓ Job Search Support
 - ✓ Transportation Support
 - ✓ Childcare support

COVID-19 Update: Please attend an online info session (held every Tuesday at 2pm). Classes are currently being held online.

Address: 285 East 5th Avenue, Vancouver BC, V5T 1H2

Phone: 604-873-3761 Ext. 333 | **Email:** akai@necvancouver.org

<http://www.necvancouver.org/programs/business/the-essentials-skills-culture-knowledge>

Newcomer Preparation and Training (YMCA of Greater Vancouver)



- Offers support and helps you prepare to take the Canadian Citizenship Test
- Eligibility: Must be a permanent resident
 - ✓ Course length: 10 weeks

Address: 955 Burrard St, Vancouver BC, V6Z 1Y2

Phone: 778-990-4856 | **Email:** connections@gv.ymca.ca

<https://www.gv.ymca.ca/immigrant-services>

Sarah McLachlan School of Music



Industries: (Music)

- We offer a full spectrum of music programming and learning resources for youth and seniors
- Please apply online

Address: 138 E 7th Ave, Vancouver BC, V5T 1M6

Phone: 604-709-4415 or 778-870-3166

<https://www.sarahschoolofmusic.com/>

Refugee Employment Services



- Provides one-on-one information sessions to discuss job development options and work skills, help with the job search and preparation, and referrals for additional supports
- Eligibility: Must be a permanent resident

COVID-19 Update: We are providing services by phone, email and online.

Phone: 236-668-5629 | **Email:** res@mosaicbc.org

<https://www.mosaicbc.org/services/employment/refugee-employment-services/>

Learning, Training and Skills

SHIFT

Industries: (Food Services)

- Provides youth with the skills and training to be able to work in culinary jobs
- Includes training, certifications, mentorship, work experience with experts in the field, and job search support
- Eligibility: Ages 16-24
 - ✓ 8-Week program
 - ✓ Mentorship/Coaching
 - ✓ Job search support
 - ✓ Skills training/Upgrading

Address: 2455 Fraser Street, Vancouver BC, V5T 1Y1

Phone: 604-709-5720 | **Email:** byrc@pcrs.ca

<https://pcrs.ca/service-types/employment/>

Self-Employment for Newcomers

Industries: (Self Employment)

- Offers immigrants and newcomers the opportunity to become a small business owner
- Eligibility: Must be a Permanent Resident, Protected Person or a Convention Refugee
 - ✓ Course length: 10 weeks, requires 2 days a week
 - ✓ Transportation support
 - ✓ Childcare support
 - ✓ Job placement
 - ✓ Support plan

Note: Please apply online

<https://www.gv.ymca.ca/immigrant-services>

Small Business BC

Industries: (Self-Employment)

- Provides those looking to be self-employed with products, resources and services to assist successful entry into small business ventures
 - ✓ Free Resources

COVID-19 Update: Closed for in-person visits but all services are available by phone or email.

Address: 54 - 601 West Cordova Street, Vancouver BC, V6B 1G1

Phone: 604-775-5525 | **Email:** askus@smallbusinessbc.ca

<https://smallbusinessbc.ca>

Squamish First Nations Training & Trades Centre

Industries: (Trades)

- Training in a variety of trades including carpentry and plumbing
 - ✓ Tuition Free
 - ✓ Mentorship/Coaching
 - ✓ Free Meals
 - ✓ No reference/resume needed
 - ✓ Transportation
 - ✓ Paid Training
 - ✓ Job Search Support
 - ✓ Work gear provided

COVID-19 Update: Please call ahead for intake.

Hours: Monday - Friday: 8am - 4pm

Address: 3-1500 Railway St, North Vancouver BC, V7J 1B5

Phone: 604-980-7946 | **Email:** tradescentre@squamish.net

<https://www.squamish.net/government/departments/service-delivery/employment-training/squamish-nation-trades-centre/>

Learning, Training and Skills

TechWomen



Industries: (IT and Tech)

- Introductory web development and design, and technical language skills for the digital industry
- 8 weeks of language training, 5-10 weeks coding & design classes, and an 8-week practicum
- Eligibility: Must be a woman who is a landed immigrant, caregiver (with open work permit), refugee claimant or naturalized citizen with basic computer skills and CLB 6 or higher

✓ Skills Training/Upgrading

Address: 2610 Victoria Dr. Vancouver BC, V5N 4L2

Phone: 604-684-2561 | **Email:** techwomen@issbc.org

<https://issbc.org/our-services/techwomen>

This Way Ahead



Industries: (Retail)

- Gain life and employment-related skills to help prepare for paid employment
- Course Length: 10-week part-time internship in retail store plus workshops once per week
- Eligibility: Ages 16-24

Phone: 236-888-4756 | **Email:** GAPtraining@pcrs.ca

<http://pcrs.ca/our-services/way-ahead-gap-program/>

UBC Learning Exchange



Industries: (Computer Skills)

- Drop-ins and free workshops to develop computer skills
- Course Length: 4 weeks (See online schedule for various Tech Cafe times and locations)
- Workshops every Tuesday and Thursday, 9:30 am to 11:30 am

COVID-19 Update: Open Tuesdays and Thursdays for computer use, other programs online.

Hours: *Tuesday:* 10:30am - 12:30pm; *Thursday:* 1:30pm – 3:30pm

Address: 612 Main Street, Vancouver BC, V6A 2V3

Phone: 604-408-5164 | **Email:** learning.exchange@ubc.ca

<https://learningexchange.ubc.ca/>

YMCA Child Care Career Exploration



Industries: (Early Childhood Education)

- Participants meet childcare professionals, strengthen communication skills, and receive one-to-one support with resume writing and/or education planning
- Offers optional volunteering placements with childcare centres
- Registration required; applications are accepted year-round
- Eligibility: Ages 19 years or older; must be a permanent resident

✓ Course length: 10 weeks

✓ Resume Writing

✓ Skills Training/Upgrading

✓ Mentorship/Coaching

Address: 955 Burrard Street, Vancouver BC, V6Z 1Y2

Phone: 604-374-5465 | **Email:** connections@gv.ymca.ca

<https://www.gv.ymca.ca/employment-services>

Learning, Training and Skills

YMCA Digital Literacy Exchange



Industries: (Computer Skills)

- 1-hour workshops get you comfortable with the digital world

Covid-19 update: All appointments (or classes or workshops) are now online.

Phone: 604-939-9622 | **Email:** ydigital@gv.ymca.ca

<https://www.gv.ymca.ca/employment-services>

YMCA Early Childhood Education Assistant Training



Industries: (Early Childhood Education)

- Provides training for jobs in Early Childhood Education to young adults
- Includes job experience in two practicums through YMCA childcare centres
- Eligibility: Ages 18-29; Must have completed English 12; be unemployed or precariously employed; a Canadian citizen, permanent resident or confirmed refugee

✓ Skills Training/Upgrading

✓ Mentorship/Coaching

Address: 955 Burrard Street, Vancouver BC, V6Z 1Y2

Phone: 778-386-0853 | **Email:** eceatraining@gv.ymca.ca

<https://www.gv.ymca.ca/employment-services>

YWCA Accelerate



Industries: (Administration)(Customer Service)

- Supports youth to find work in administration and customer service
- Paid training and work experience, follow-up support and professional certifications
- Please register online
- Eligibility: Ages 15-30; Must be a Canadian citizen, permanent resident or a confirmed refugee

✓ Course length: 14 weeks

✓ Ongoing Support

✓ YWCA additional services

✓ Paid Training

✓ Skills Training/Upgrading

Address: 2nd Floor, 1256 Granville Street, Vancouver, BC V6Z 1M4

Phone: 604-605-4666 | **Email:** accelerate@ywcavan.org

<https://ywcavan.org/accelerate>

YWCA Changing Gears - Class 1 Truck Driving Training Program for Women



Industries: (Truck Driving)

- Get a Class 1 license (for semi-trailer trucks) and training to start your career in transportation
- WorkBC will cover the cost of transportation and childcare
- Eligibility: Requires a referral to the program from a WorkBC Centre. Must have Class 5 BC driver's licence and be a Canadian citizen or permanent resident, and be age 16 or older.

✓ Course length: 23 weeks

✓ Skills Training/Upgrading

✓ Mentorship/Coaching

Address: 955 Burrard Street, Vancouver BC, V6Z 1Y2

Phone: 604-809-1001 | **Email:** changinggears@ywcavan.org

<https://ywcavan.org/programs/employment-programs-services/changing-gears>

Learning, Training and Skills

YWCA Gear Up

Industries: (Bike Mechanic)

- Equips youth with the skills, certification and employer connections to work as a bike mechanic
 - Includes skills development workshops, Level 1 Bike Mechanic Certificate and work experience
 - Eligibility: Ages 16 and older, a Canadian citizen, permanent resident or confirmed refugee
- ✓ Course length: 10 weeks ✓ Paid Training ✓ Job Search Support

Address: 2nd Floor, 1256 Granville Street, Vancouver BC, V6Z 1M4

Phone: 604-605-4666 ext. 230 or 604-250-9342 | **Email:** gearup@ywcavan.org

<https://ywcavan.org/gear-up>

YWCA Tech Connect Program



Industries: (IT and Tech)

- Supports newcomer women with experience in IT to secure careers in the tech industry
 - Course Length: 10 weeks
 - Eligibility: Immigrant or refugee women with background and experience in IT; legally entitled to work in Canada (permanent residents, confirmed refugee status, or live-in caregivers); unemployed or underemployed; proficient in English (CLB 6 or higher)
- ✓ Mentorship/Coaching ✓ Job Search Support

Address: Now online

Phone: 604-216-1670 | **Email:** techconnect@ywcavan.org

<https://ywcavan.org/tech-connect>

Do you need help learning English?

Community Connections

Industries: (ESL)

- Offers volunteer experience, English conversation circles, and connects immigrants with a volunteer to practice English and learn from
 - Eligibility: PR status, protected person, temporary foreign worker
- ✓ Mentorship/Coaching ✓ Variety of Workshops

Address: Welcome Centre, 2610 Victoria Dr., Vancouver BC, V5N 4L2

Phone: 604-684-2561 | **Email:** volunteer.vanrich@issbc.org

<https://issbc.org/our-services/community-connections>

Community English Classes (Pacific Immigrant Resources Society)



Industries: (ESL)

- Provides different levels of English language instruction (ESL) for immigrant and refugee women
- Lessons address the needs of women participants and helps connect them with their community

Address: Currently online

Phone: 604-298-5888 | **Email:** info@pirs.bc.ca

<https://pirs.bc.ca/programs-services/english-language-learning/>

Learning, Training and Skills

EAL/ESL English as Second Language

Industries: (ESL)

- Educates participants about workplace health and safety
- Improves language skills while learning about workers' rights in health and safety topics such as workplace violence, preventing back injuries, workplace chemicals (WHMIS) and hazards
- Course length: 9 weeks, 4 hours weekly

Address: 200-5118 Joyce Street, Vancouver BC, V5R 4H1

Phone: 604-433-1453 or 1-888-223-5669 (toll free) | **Email:** ohsadmin@bcfed.ca

<https://www.healthandsafetybc.ca/programs/eal/>

English Conversation Activities **55+**

- Stay active and improve your English – Join if you like to sing, dance, act or play
- Eligibility: Seniors only, register in person

COVID-19 Update: Open Tuesdays and Thursdays for computer use, other programs are online.

Address: 612 Main Street Vancouver BC, Canada V6A 2V3

Phone: 604-827-2777 | **Email:** learning.exchange@ubc.ca

<https://learningexchange.ubc.ca/community-based-programs/learn-english/>

English Conversation Club (YMCA of Greater Vancouver)

Industries: (ESL)

- Practice English language skills, meet new friends and learn more about life in Canada
- Trained volunteer facilitators lead small group discussions about Canadian customs and culture
- Eligibility: Permanent resident or convention refugee

Address: 955 Burrard St, Vancouver BC, V6Z 1Y2

Phone: 778-990-4856 | **Email:** connections@gv.ymca.ca

<https://www.gv.ymca.ca/immigrant-services>

English Conversation Groups

- Sessions are 75 minutes long. Must register in person.
- 6-10 people at a time, led informally by a trained facilitator, 4 levels of ability to choose from
- Eligibility: Canadian citizens, immigrants and refugees who are at least 19 years old

COVID-19 Update: Open Tuesdays and Thursdays for computer use, other programs are online.

Address: 612 Main Street Vancouver BC, Canada V6A 2V3

Phone: 604-827-2777 | **Email:** learning.exchange@ubc.ca

<https://learningexchange.ubc.ca/community-based-programs/learn-english/>

Learning in Action

- Connect with a volunteer for conversational English
- Eligibility: Must be a LINC student (immigrant, private or government sponsored refugee)

Address: Welcome Centre, 2610 Victoria Dr. Vancouver BC, V5N 4L2

Phone: 604-684-2561

<https://issbc.org/our-services/learning-in-action>

Learning, Training and Skills

First Language Settlement Support



- Learn about Canada, Canadian social systems and community services that help you and your family settle in your new community
- Eligibility: Immigrants and Sponsored Refugees
 - ✓ Multiple Languages
 - ✓ Variety of Workshops
 - ✓ Referrals to other service providers

Address: Welcome Centre, 2610 Victoria Dr. Vancouver BC, V5N 4L2

Phone: 604-684-2561 | **Email:** settlement@issbc.org

<https://issbc.org/our-services/first-language-settlement-support>

LINC (ISS of BC)



Industries: (ESL)

- Two types offered: standard LINC and Workplace LINC
- Learn English (reading, writing, speaking and listening skills) and Canadian culture
- Eligibility: Permanent resident (government and private sponsored refugees, immigrants)

Address: Welcome Centre, 2610 Victoria Dr. Vancouver BC, V5N 4L2

Phone: 604-684-2561

<http://issbc.org/service-types/linc-language-instruction-for-newcomers-to-canada>

LINC- Language Instruction to Newcomers to Canada



Industries: (ESL)

- Basic level English training (conversation, writing and reading) for adult immigrants to Vancouver
- Conveys essential knowledge for newcomers including: health care, housing, employment, banking, legal and political system
- Eligibility: Permanent resident or person protected under section 95 of the immigration and refugee protection act
 - ✓ Free to students

Address: 842 Thurlow Street, Vancouver BC, V6E 3Z8

Hours: Monday - Thursday: 9:30am - 12:30pm

Phone: 604-708-5100 ext. 1502 | **Email:** ccarillon@educacentre.com

<https://educacentre.com/services-en-immigration/linc/>

LINC (MOSAIC)



Industries: (ESL)

- Free English classes to improve reading, speaking, listening and writing
- Eligibility: Permanent residents

COVID-19 Update: We are providing services by phone, email and online.

Hours: Monday - Friday: 9am - 5pm

Address: Currently Online

Phone: 604-254 9626 | **Email:** info@mosaicbc.org

<https://www.mosaicbc.org/services/language/childcare/>

Learning, Training and Skills

Moving Forward



Industries: (ESL)

- Learn English while exploring employment, education and training options
- Eligibility: Immigrant and refugee women who speak English at an intermediate level

Address: Currently online

Phone: 604-298-5888 | **Email:** info@pirs.bc.ca

<https://pirs.bc.ca/programs-services/english-language-learning/>

UBC Learning Exchange – English Conversation Program



- English conversation sessions and activities (for beginners to advanced learners)
- Please drop by to register in person in advance
 - ✓ 75 Minute lessons

COVID-19 Update: Open Tuesdays and Thursdays for computer use, other programs online.

Hours: *Tuesday - Thursday:* 1:30pm - 4pm

Address: 612 Main Street, Vancouver BC, V6A 2V3

Phone: 604-827-2777 | **Email:** learning.exchange@ubc.ca

<https://learningexchange.ubc.ca/>

YMCA Conversation Club



- Build English language skills, meet new friends and learn more about life in Canada
- Eligibility: Permanent resident or a convention refugee

Hours: *Wednesday:* 10:30am - 11:30 am, *Thursday:* 5:30pm - 7pm

Address: Now online

Phone: 778-990-4856 | **Email:** connections@gv.ymca.ca

<https://www.gv.ymca.ca/immigrant-services>

YMCA Conversations for Life



- Supports newcomers to build confidence, language skills, knowledge & intercultural relationships through weekly discussions
- Course length: 4 weeks
- Eligibility: Permanent resident or convention refugee

Address: Now Online

Phone: 778-990-4856 | **Email:** connections@gv.ymca.ca

<https://www.gv.ymca.ca/immigrant-services>

Learning, Training and Skills

Do you want to improve your job-readiness (ie. Resume building, interviewing)?

Building Bridges



Industries: (Job-readiness)

- Women work in a group setting through collaboration, discovery and sharing
- Learn facilitation, leadership, business and general communication skills, public speaking and financial literacy skills
- Eligibility: Skilled immigrant and refugee women; English level CLB 6 or higher; able to commit to a four-month long program, including a 20-hour practicum placement
 - ✓ Skills Training/Upgrading

Address: Now online

Phone: 604-298-5888 | **Email:** programs@pirs.bc.ca

<https://pirs.bc.ca/programs-services/building-bridges/>

Career Paths for Skilled Immigrants



Industries: (Job-readiness) (ESL) (Construction) (Technology)

- Access training funds, learn occupation specific language, connect to employers
- For newcomers seeking employment in construction and engineering, information technology, regulated professions, unregulated professions
- Must be a resident of Vancouver

COVID-19 Update: We are providing services by phone, email and online.

Phone: 604-590-4021 | **Email:** careerpaths@issbc.org

<https://issbc.org/service-types/career-paths-for-skilled-immigrants>

Jewish Family Services - Employment Services



Industries: (Job-readiness)

- Employment counsellors work closely with you to develop a job search that's personal, flexible and tailored to what you need
- Eligibility: Must have Jewish cultural heritage
 - ✓ Job Search Support
 - ✓ Mentorship/Coaching
 - ✓ Resume Writing

Address: 201-475 East Broadway, Vancouver BC, V5T 1W9

Phone: Gloria Mariash, gmariash@jfsvancouver.ca 604-637-3314

Ralph Perez, rperez@jfsvancouver.ca 604-558-5712

Email: info@jfsvancouver.ca

<https://www.jfsvancouver.ca/services/employment/>

Learning, Training and Skills

Job Quest

Industries: (Job-readiness)

- Provides: personal development workshops; career planning; interview skills training; help finding employment; connections to employers, networking events and mentors
- Eligibility: Must be a permanent resident, refugee (Government-Assisted and Privately-Sponsored), refugee claimant or naturalized Canadian citizen
 - ✓ Job Search Support
 - ✓ Mentorship/Coaching
 - ✓ Resume Writing

Phone: 604-684-3599 | **Email:** jobquest@issbc.org

<https://issbc.org/our-services/jobquest>

Settlement and Integration Services

Industries: (Job-readiness) (ESL)

- Develop English language skills, learn about job opportunities, network and develop professional and social networks, and settle into your local B.C. community
- Must be a permanent resident and/or have a work permit
 - ✓ Mentorship/Coaching
 - ✓ Variety of workshops

Address: 28 West Pender Street, Vancouver, BC V6B 1R6

Phone: 604-684-1628

<https://isiponline.ca/service-regions/vancouver>

Workplace Connections Mentoring

Industries: (Job-readiness)

- Connects newcomers to mentors in a variety of professions to assist with resume help, further education and cultural differences
- Please apply online
- Eligibility: Must be a permanent resident eligible to work in Canada, with 2 years of experience in their chosen profession
 - ✓ Mentorship/Coaching

COVID-19 Update: We are providing services by phone, email and online.

Phone: 604-254-9626 | **Email:** mentors@mosaicbc.org

<https://www.mosaicbc.org/services/employment/workplace-connections-mentoring/>

Workplace Integration for Multi-barriered Individuals

Industries: (Job-readiness)

- Improve employability through group facilitated job readiness training
- Financial supports for occupational skills training
- Eligibility: Unemployed, multi-barriered Canadian Citizens; permanent residents or refugees living in BC; and not a full-time student or actively participating in another provincially or federally funded labour market program

✓ Job Search Support ✓ Mentorship/Coaching ✓ Skills Training/Upgrading

Address: #102-8159 Main Street, Vancouver BC, V5X 3L2

Phone: 604 596 7722 ext. 308 | **Email:** kcchau@pics.bc.ca

<https://pics.bc.ca/programs/employment/wimbi/>

Learning, Training and Skills

YMCA – Youth Beat

Industries: (Job-Readiness)

- Supports unemployed or underemployed youth who experience mental health barriers to obtaining or maintaining employment
 - Includes 5 weeks of training and 12 weeks of support during work placement
 - Eligibility: Ages 15-29
- ✓ Skills Training/Upgrading ✓ Mentorship/Coaching ✓ Includes YMCA Gym Membership

Address: 955 Burrard Street, Vancouver BC, V6Z 1Y2

Phone: 604-685-8066 | **Email:** youthbeat@gv.ymca.ca

<https://www.gv.ymca.ca/employment-services>

YWCA FOCUS@Work

Industries: (Job-Readiness)

- Helps women find their passions and strengths to find meaningful employment
 - Includes online workshops, and up to five one-to-one coaching sessions
 - Please sign up for an online information session first!
- ✓ Course length: 12 weeks ✓ Resume Writing ✓ Job Search Support
✓ Childcare Support

Covid-19 Update: All appointments (or classes or workshops) are now online.

Hours: Monday - Friday: 10am - 12pm

Phone: 604-699-1788 | **Email:** focus@ywcavan.org

<https://ywcavan.org/programs/employment/focus-work>

YWCA Strive

Industries: (Job-Readiness)

- Support youth transitioning or who have transitioned out of foster care
 - Helps with basic life and employability skills to support a successful transition to independence
 - Eligibility: Ages 17-24
- ✓ Course length: 4 weeks ✓ Support Plan ✓ Job placement
✓ Paid Training ✓ Free Counselling ✓ YWCA additional services

Covid-19 update: All appointments (or classes or workshops) are now online.

Address: 2nd Floor, 1256 Granville Street, Vancouver BC, V6Z 1M4

Phone: 604-619-8078 | **Email:** strive@ywcavan.org

<https://ywcavan.org/programs/employment/strive>



Physical Health

Do you want help with physical health?

Babylon by TELUS Health



- Check symptoms, consult with doctors and access your health records for free on your phone, tablet or computer where and when it's convenient for you
 - Doctor consultations for BC residents are covered under the Medical Services Plan (MSP)
 - Download on Google Play or the Apple App Store
- ✓ Check your symptoms ✓ See a doctor (through video) ✓ Get a prescription or referral

<https://www.telus.com/en/bc/health/personal/babylon>

Building Blocks (MOSAIC)



- Team of nurses and social workers to help monitor baby's health and development, answer questions about feeding, potty training and developmental changes, give ideas on how to play, interact and discipline your child and share information on how to prepare them for school
- For first-time parents (immigrants and convention refugees) with a baby under 6 months old

COVID-19 Update: We are providing services by phone, email and online.

Hours: Monday - Friday: 9am - 5pm

Address: Currently online

Phone: Sara at 604-360-3372 or Joanne at 604-562-4938. | **Email:** info@mosaicbc.org

<https://www.mosaicbc.org/services/family-children-youth/building-blocks-vancouver/>

Catherine White Holman Wellness Centre



- Provides low-barrier wellness services to transgender and gender non-conforming people
 - Free services regardless of citizenship, health insurance or residential address
 - Services are offered out of REACH Community Health Centre
 - Please look online for specific clinic dates and times
- | | | |
|------------------------|-----------------|--------------------------|
| ✓ Basic Care | ✓ Counselling | ✓ Mental Health Services |
| ✓ Transgender Services | ✓ STI Treatment | ✓ Substance Use Services |

Address: Reach Community Health, 1145 Commercial Dr., Vancouver BC, V5L 3X3

Phone: 604-442-4352 | **Email:** contactus@cwhwc.com

<http://www.cwhwc.com>

Downtown Community Health Centre



- Clients must reside in the downtown eastside, and have no other primary care provider
 - Provides free clinic and referral services, support groups, and a full range of addiction and mental health services
 - Clients seeking assessment for methadone & suboxone should drop in during opening hours
- | | |
|--------------------|----------------------------|
| ✓ Basic Care | ✓ Mental Health & Wellness |
| ✓ Support Services | ✓ Substance Use Services |

Hours: Monday – Friday: 8:30am - 8pm; Saturday – Sunday: 8:30am - 6pm (including holidays)

Address: 569 Powell St., Vancouver BC, V6A 1G8

Phone: 604-255-3151

http://www.vch.ca/Locations-Services/result?res_id=1360



Physical Health



East Van Youth Clinic - Robert and Lily Lee Family Community Health Centre

- Confidential services for youth
- Services include: birth control, emergency contraception, pap tests (unavailable during drop-in except on Saturdays) and pregnancy testing and counselling, as well as testing and treatment of sexually transmitted infections
- Eligibility: Ages 24 and younger

✓ Basic Care

✓ Counselling

✓ Drop-Ins available

Hours: *Monday - Friday*: 8:30am to 4:30pm

NOTE: Drop-in hours are *Monday to Wednesday* 3pm - 6pm and *Friday* from 2pm – 5pm

Address: 1669 East Broadway (at Commercial), Vancouver BC, V5N 1V9

Phone: 604-675-3986

First Nations Health Authority (FNHA) - Medical Supplies and Equipment (MS&E) Benefits

- Medical supplies and equipment coverage for eligible FNHA clients who receive care at home
- Clients must have a prescription or written recommendation for an eligible MS&E item to receive coverage

Address: 701-1166 Alberni Street, Vancouver BC, V6E 3Z3

Phone: 1-855-550-5454 (Toll Free) | **Email:** HealthBenefits@fnha.ca

<https://www.fnha.ca/benefits/mental-health>

Foundry Vancouver - Youth Health Centre



- Mental health and substance use support, primary care, peer support and social services
- Eligibility: Ages 12-24

✓ Basic Care

✓ Mental Health & Wellness

✓ Drop-Ins available

✓ Peer Support

✓ Substance Use Services

✓ Referrals to other services

COVID-19 Update: Calling ahead to book an appointment is preferred, but drop-ins are available.

Hours: Drop-in *Monday – Friday*: 1pm - 5pm

Address: 1260 Granville St., Vancouver BC, V6Z 1M4

Phone: 604-806-9415 | **Email:** ICYMHP@providencehealth.bc.ca

<https://foundrybc.ca/vancouver-granville/>

Health Initiative for Men



- Early, Rapid and Standard HIV, STI testing, Vaccinations for Hepatitis A, B, HPV (Human Papilloma Virus) for those under the age of 27
- Offers primary health care, counselling and coaching, and consultation with nurses

✓ **No Care Card needed**

✓ Medical Services

✓ STI Testing

✓ Counselling

✓ Harm Reduction Services

✓ Mentorship/Coaching

✓ Men's Health

✓ Variety of free workshops

COVID 19 Update: Please visit the Clinical Services section of our Covid-19 response page for the most up-to-date information regarding hours and services.

Phone: 604-488-1001 | **Email:** office@checkhimout.ca

<https://checkhimout.ca/>



Physical Health

Keefer Walk-in and Medical Clinic



- Accepting new patients
- Doctors speak English, Cantonese and Mandarin
- **Please bring your care card**

COVID-19 Update: At this time, we only offer Virtual Health and Telemedicine

Hours: *Mon, Tues, Thurs, Fri*, 8:30am - 5pm; *Wed*: 8:30am - 5pm; *Sat*: 10am - 5pm;
Sun: 9:30am - 5pm

Address: 118 Keefer St., Vancouver BC, V6A 1X4

Phone: 604-674-7403

<http://keefermed.ca>



Kettle Health Clinic

- Provides easy access to health care services for individuals with mental health issues and/or living with homelessness
- Make an appointment or drop in
- Prescriptions are not available

✓ **No Care Card needed**

✓ Women's Health

✓ Referrals to other services

✓ Basic Care

✓ Mental Health Assessment

✓ Drop-Ins available

✓ Foot Care

✓ STI treatment

✓ Disability Applications

COVID-19 Update: Calling ahead to book an appointment is preferred.

Hours: *Monday*: 9:30am - 4:30pm; *Wednesday and Thursday*: 9:30am - 3pm

Address: 1725 Venables St., 2nd Floor, Vancouver BC, V5L 2H3

Phone: 604-251-5237

<https://www.thekettle.ca/what-we-do/kettle-community-services/health-clinic/>

Kilala Lelum



- Offers team-based, comprehensive and culturally informed healthcare services, in order to provide health equity for people on the DTES

✓ Basic Care

✓ Mental Health & Wellness

✓ Traditional Healing

✓ Counselling

✓ Indigenous Elders available

Hours: *Everyday*: 9:30am - 5pm

Address: 626 Powell St., Vancouver BC, V6A 1H4

Phone: 604-620-4010 | **Email:** info@uihbc.ca

<https://kilalalelum.ca/clinics-programs/programs/primary-care/>



Multicultural Family Centre (REACH Community Health Centre)

- Works with immigrants and refugee communities to deliver culturally-responsive health promotion programs and education workshops
- Parenting programs with information on parenting in Canada
- Programs and services in English, Spanish, Vietnamese, and Arabic
- Assists with navigating the health care system, referrals, filling out forms

Address: 1145 Commercial Drive, Vancouver, BC, V5L 3X3

Phone: 604-216-3134

<https://www.reachcentre.bc.ca/mfc>



Physical Health

Native Youth Health and Wellness Centre (UNYA)



- A youth clinic providing culturally-relevant, welcoming, accessible health and wellness services
- Approaches health and wellness with both Indigenous and western perspectives and knowledge
- Cares for your overall wellbeing in a way that focuses on your strengths and takes into account the effects of trauma
- Eligibility: Indigenous youth; ages 12-30

- | | | |
|------------------------------|-------------------------------|--------------------------|
| ✓ No Care Card needed | ✓ Indigenous Elders available | ✓ Substance Use Services |
| ✓ Basic Care | ✓ Referrals to other services | ✓ Support Services |
| ✓ Counselling | ✓ Drop-Ins available | ✓ Women's Health |

COVID-19 Update: Please call ahead to book an appointment.

Hours: Tuesday, Wednesday and Thursday afternoons

Address: 1640 East Hastings Street, Vancouver BC, V5L 1S6

Phone: 604-253-5885 | **Email:** nativeyouthwellness@unya.bc.ca

<https://unya.bc.ca/programs/native-youth-health-wellness-centre/>

Newcomers Women's Health Clinic



- Provides health services to women who are recent immigrants or newcomers (less than 5 years)
 - Eligibility: Women ages 18 and up; new to Canada and do not have a healthcare provider
- | | | |
|------------------|---------------|--------------------------|
| ✓ Basic Care | ✓ STI Testing | ✓ Interpreters available |
| ✓ Women's Health | | |

COVID-19 Update: The clinic is unable to take on new clients at this time. Previous clients will have access to telehealth appointments.

Hours: Monday - Friday: 8am - 4pm

Address: Door # 77, Room F2, 4500 Oak St., Vancouver BC, V6N 3N1

Phone: 604-875-3290

<http://www.bcwomens.ca/our-services/primary-health-care/newcomer-women>

Options for Sexual Health



- Champions and celebrates the sexual health of all people in BC by supporting, providing, and promoting inclusive and accessible health care and education

- | | | |
|---------------|------------------|----------------|
| ✓ STI Testing | ✓ Women's Health | ✓ Reduced Fees |
|---------------|------------------|----------------|

COVID-19 Update for the Sex Sense program: Open regular hours Monday to Friday 9 am - 9 pm for phone and email service.

Address: 3550 East Hasting St. Vancouver, BC V5K 2A7

Phone: 604-731-4252 **Toll Free:** 1-800-739-7367 | **Email:** Info@optbc.org

<https://www.optionsforsexualhealth.org/>



Physical Health

Pender Community Health Centre



- Provides a range of health care and support services to people who have acute, chronic, palliative or rehabilitative health care needs
- Eligibility: Clients must reside in the Downtown Eastside and have no other primary care provider

✓ Basic Care

✓ Support Services

✓ Substance Use Services

COVID-19 Update: The clinic is unable to take on new clients at this time.

Hours: *Monday – Friday:* 9am - 6pm

Address: 59 West Pender St., Vancouver BC, V6B 1R3

Phone: 604-669-9181

http://www.vch.ca/Locations-Services/result?res_id=1340

PHS Primary Care Clinic



- Please call for inquiries and appointments
- Service includes assessment and same-day prescriptions for methadone and suboxone
 - ✓ Basic Care
 - ✓ Women's Health
 - ✓ Mental Health & Wellness
 - ✓ Substance Use Services

Hours: *Monday – Friday:* 9am - 12pm and 1:30pm - 4pm

Address: 350 Columbia St., Vancouver BC, V6A 4J1

Phone: 604-879-7906

<https://www.phs.ca/project/phs-primary-care-clinic/>

PICS HIV and Hepatitis C Intervention Project



- Provides health workshops and resources to immigrants and refugee claimants to mitigate the stigma of HIV and HCV and to encourage the public to seek medical examination
 - ✓ Peer support
 - ✓ Support services
 - ✓ Referrals to other services

Address: 8153 Main St, Vancouver, BC V5X 3L2

Phone: 604 596 7722 ext. 132

<https://pics.bc.ca/programs/community-programs/health/community-innovation/>

Raven Song Community Health Centre



- Provides public and community health services, mental health and addiction services, speech therapy, home health services, youth health services

✓ Basic Care

✓ Mental Health and Wellness

✓ Substance Use Services

Hours: *Monday – Friday:* 8am – 5pm

Address: 2450 Ontario St., Vancouver BC, V5T 4T7

Phone: 604-709-6400

http://www.vch.ca/locations-services/result?res_id=1365



Physical Health

Sheway Medical Clinic



- Provides health and social services supports to pregnant women and women with infants under 18 months, dealing with drug and alcohol issues

- ✓ **No Care Card needed**
- ✓ Basic Care
- ✓ Counselling
- ✓ Women's Health
- ✓ Mental Health and Wellness
- ✓ Substance Use Services
- ✓ Drop-Ins available

Hours: Monday – Friday: 10:30am - 3:30pm

Address: 101 – 533 East Hastings St., Vancouver BC, V6A 1P9

Phone: 604-216-1699 | **Email:** sheway.sheway@vch.ca

<https://www.vahs.life/sheway>

S.U.C.C.E.S.S. HIV and Hepatitis C Intervention Project



- Provides health workshops and resources to immigrants and refugee claimants to mitigate the stigma of HIV and HCV and to encourage the public to seek medical examination
- For immigrants and refugees, in particular ethno-cultural communities such as Chinese, Filipino, Vietnamese, and South Asians in the Lower Mainland
- ✓ Support Services
- ✓ Referrals to other services

Address: 28 West Pender Street, Vancouver, BC, V6B 1R6

Phone: 604-408-7274 ext. 1084 | **Email:** hiv.hepc@success.bc.ca

<https://successbc.ca/health-workshops/services/hiv-and-hepatitis-c-intervention-project/>

Three Bridges Community Health Centre



- Get basic health care and learn how to keep yourself healthy

- ✓ Transgender Services
- ✓ Substance Use Services

Hours: Monday - Friday: 8:15am - 9:30pm Saturday: 8:15am - 9pm;

Sunday and Statutory Holidays: 8:15am - 5:30pm

Address: 4th Floor, 1128 Hornby St., Vancouver BC, V6Z 2L4

Phone: 604-331-8900

http://www.vch.ca/Locations-Services/result?res_id=686





Physical Health

Trans Specialty Care at Three Bridges Health Community Centre



- Provides specialized care to transgender and gender diverse persons
- Eligibility: Ages 15 and older living in the Vancouver Coastal Health region. Youth, refugee claimants, and individuals with post-operative complications living outside the VCH Region will be given consideration on a case-by-case basis.

- ✓ Hormone initiation and stabilization
- ✓ Assistance with identity document changes
- ✓ Surgical care planning & referrals
- ✓ Post-operative information & care
- ✓ Limited counselling

COVID-19 Update: Due to the COVID-19 pandemic, this location or service may be operating at reduced or adjusted hours. Please contact this location or service provider for further details.

Hours: *Monday – Friday:* 4pm - 8pm

Address: 4th Floor, 1128 Hornby St., Vancouver BC, V6Z 2L4

Phone: 604-331-8901

http://www.vch.ca/Locations-Services/result?res_id=1342

Vancouver Chinese Diabetes Education Program



- For Cantonese and Mandarin speaking individuals with diabetes and their families to learn about diabetes management

Address: 28 West Pender Street, Vancouver BC, V6B 1R6

Phone: 604-684-1628

<https://successbc.ca/health-workshops/services/vancouver-community-diabetes-education-program/>

Vancouver Women's Health Collective



- Provides a safe space for self-identified women to access information and services for their health needs, as well as provide complementary health and wellness services
- ✓ **No Care Card needed**
 - ✓ Basic Care
 - ✓ Women's Health
 - ✓ Counselling
 - ✓ STI Testing
 - ✓ Referrals to other services
 - ✓ Transgender Services

COVID-19 Update: Currently only available for existing clients – call 604-875-3290 to make an appointment.

Hours: *Monday - Thursday:* 12pm - 5pm; *Fridays:* 9am - 5pm

Address: 29 West Hastings St., Vancouver BC, V6B 1G4

Phone: 604-736-3290 (New Patients) | 604-736-5262 (Main Line)

Email: center@womenshealthcollective.ca

<https://www.womenshealthcollective.ca/>



Physical Health

VNHS Medical Clinic



- Provides integrated, innovative and comprehensive health care to improve treatment outcomes for Indigenous and non-Indigenous peoples
- ✓ **No Care Card needed**
- ✓ Counselling
- ✓ STI Testing
- ✓ Mental Health & Wellness
- ✓ Substance Use Services
- ✓ Get a prescription or referral

COVID-19 Update: Please call ahead to book an appointment.

Hours: *Monday, Tuesday, Thursday:* 9am - 4:30pm, *Wednesdays:* 9am - 8:30pm;
Saturday: 9am - 2:30pm

Address: 449 East Hastings St., Vancouver BC, V6A 1P5

Phone: 604-255-9766 | **Email:** clinicmoa@shawbiz.ca

<http://www.vnhs.net/programs/medical-clinic>

Youth Clinic at the Broadway Youth Resource Centre



- Confidential drop-in services for youth
- Eligibility: Ages 24 and younger
- ✓ Basic Care
- ✓ Counselling
- ✓ Drop-Ins available
- ✓ STI Testing
- ✓ Women's Health

COVID-19 Update: By appointment only. Please leave a message at 778-871-7132.

Hours: *Thursdays:* 2:30pm - 5pm

Address: 2455 Fraser St., Vancouver BC, V5T 1T1

Phone: 604-786-2228

http://www.vch.ca/locations-services/result?res_id=1084

Youth Clinic at Three Bridges Community Health Centre



- Confidential drop-in services for youth
- Ask about health, sexual, and wellness-related issues
- Eligibility: Ages 24 and younger
- ✓ Basic Care
- ✓ Substance Use Services
- ✓ Mental Health & Wellness
- ✓ Drop-Ins available
- ✓ Counselling
- ✓ Transgender Services

COVID-19 Update: By appointment only. Please leave a message at 778-871-7132.

Hours: *Monday – Friday:* 8:30am – 8pm; *Saturday:* 10:30am – 5pm

Address: 4th Floor, 1128 Hornby St., Vancouver BC, V6Z 2L4

Phone: 604-633-4220

http://www.vch.ca/locations-services/result?res_id=1084

Find a Family Doctor:

Call 811 to ask for referrals to services in your area.

BC College of Family Physicians - <https://bccfp.bc.ca/for-the-public/find-a-family-doctor/>

College of Physicians and Surgeons of BC - https://www.cpsbc.ca/physician_search

BC Doctor Directory - <https://www.bcdoctordirectory.ca/vancouver>

Free/Low Cost Dental

Do you want to access dental services?

East Side Walk-in Dental Clinic



- Provides dental exams, cancer screening, x-rays, prescriptions, dental fillings, simple/surgical dental extractions, crowns, bridges, dentures, cleanings, root canals
- A basic exam and x-ray costs \$30
- Eligibility: Must be a resident of the Downtown Eastside and living on low income

COVID-19 Update: We are currently only providing Emergency and Essential (urgent) care. Please call or email the office to access a pre-screening process.

Hours: Mondays, Tuesdays & Friday: 9am - 3pm

Address: 455 East Hastings Street, Vancouver BC, V6A 1P7

Phone: 604-254-9900 | **Email:** dentalclinic@vahs.life

<https://vahs.life/dental-clinic>

First Nations Health Authority (FNHA) - Dental Benefits



- Dental care benefits are available to eligible FNHA clients
- Covers most dental services, including basic checks, crowns, fillings, root canals and more

Address: 701-1166 Alberni Street, Vancouver BC, V6E 3Z3

Phone: 1-855-550-5454 (Toll Free) | **Email:** HealthBenefits@fnha.ca

<https://www.fnha.ca/benefits/dental>

Mid-Main Community Health



- Accepts most private and all government insurance plans
- For those without dental insurance, we provide a 10% discount

Hours: Tuesday - Thursday: 9am - 5pm; Friday & Saturday: 8am - 5:30pm; Sunday: 9am - 5pm

Address: 3998 Main Street, 2nd Floor, Vancouver BC, V5V 3P2

Phone: 604-873-3602 | **Email:** midmainreception@midmain.net

<https://www.midmain.net/dental/>

Portland Community Dental Clinic



- Provides quality general dentistry at a reduced fee or accepts assignment of benefits of all insurance plans
- Accepts all residents within the boundaries of the Downtown Eastside
- Call to discuss fees and arrangements

COVID-19 Update: We are only admitting people with scheduled appointments.

Address: 12 East Hastings Street, Vancouver BC, V6A 1M9

Phone: 778-371-0060 | **Email:** portlandcommunityclinic@phs.ca

<https://www.phs.ca/project/portland-clinic-dentistry/>

Free/Low Cost Dental

Reach Dental Clinic



- Offers a limited discount to low-income patients without any type of insurance
- Has a limited subsidy program for individuals and families living on social assistance

Hours: Monday - Friday: 8:15am - 5:15pm; Saturday: 8:30am - 4:15pm

Address: 1145 Commercial Drive, Vancouver BC, V5L 3X3

Phone: 604-254-1331

<http://www.reachcentre.bc.ca/dental>

Strathcona Community Dental Clinic



- Accepts most private and all government insurance plans
- Provides a 20% discount for seniors in the community who have no dental coverage
- Eligibility: For youth under 19, seniors, and adults with children
 - ✓ English, Cantonese, and Mandarin spoken

Hours: Monday - Friday: 9am – 5pm

Address: 601 Keefer Street, Vancouver BC, V6A 3V8

Phone: 604-713-4485

<http://www.strathcona-health.ca>

UBC Dentistry



- Services include: general dentistry, dental hygiene, pediatric dentistry, root canals, braces, gum disease and implants and crowns, bridges and dentures
- Patients who qualify for government assistance should obtain the necessary authorization of eligibility before treatment begins. The clinic collects from the government agency directly.

COVID-19 Update: Not all programs are accepting new patients, please call ahead.

Address: 2151 Wesbrook Mall, Vancouver BC, V6T 1Z3

Phone: 604-822-2112

<https://www.dentistry.ubc.ca/treatment/about/>

Vancouver Community College (VCC) Dental Clinic



- Offers basic dental hygiene care (\$30, includes the \$5 screening fee)
- Will refer dental treatments to a community dentist
- Dental insurance is not accepted at the VCC dental clinic

COVID-19 Update: Services have been put on hold due to the pandemic and it is unknown when they will restart again.

Address: 250 West Pender Street, Vancouver BC, V6T 1Z3

Phone: 604-443-8499

<https://www.vcc.ca/services/eat-shop--more/dental-clinic/>

Hearing

Do you want to access hearing services?

Connect Hearing

55+

- Provide free hearing tests for clients aged 50+. Call to book an appointment!

COVID-19 Update: Open, by appointment only. No Walk-ins. Our doors may be locked, if you are visiting for an appointment please knock loudly.

Hours: *Monday – Friday:* 9am-3:30pm

Address: 2484 East Hastings, Vancouver BC, V5K 1Z1

Phone: 604-215-3345 **Toll-free:** 888-501-2661 | **Email:** info@connecthearing.ca

<https://www.connecthearing.ca/>

Wavefront Centre for Communication Accessibility



- Provides hearing assessments, speechreading classes, tinnitus treatment services and a low-fee hearing aid loan program for low-income clients
 - Offers funding or financial assistance for various situations
 - Free consultation for technology solutions
- ✓ Reduced Fees

COVID-19 Update: Please call or email to book an appointment.

Hours: *Monday - Friday:* 9am – 5pm; *Saturday:* 9am – 5pm (closed for lunch from 12-1 pm)

Address: 2005 Quebec Street, Vancouver BC, V5T 2Z6

Phone: 604-736-7391 | **Email:** info@wavefrontcentre.ca

<https://www.wavefrontcentre.ca/services/hearing-clinic/>





Eye Care



Do you want to access vision services?

Downtown Eastside Eye Clinic



- Provides low barrier, high quality eye care to underserved populations
- Offers free eye exams and referrals for glasses

✓ **No Care Card needed**

Hours: Monday - Friday: 9am - 5pm

Address: 623 Powell Street, Vancouver BC, V6A 1H2 (Entrance in back alley)

Phone: 604-620-3599

<https://downtown-eastside-eye-clinic.business.site>



First Nations Health Authority – Vision Benefits

- Vision care benefits are available to eligible FNHA clients
- Covers basic eye exams, glasses and contacts
- Contact the toll-free number for inquiries or to sign up

Address: 701-1166 Alberni Street, Vancouver BC, V6E 3Z3

Phone: 1-855-550-5454 (Toll Free) | **Email:** HealthBenefits@fnha.ca

<http://www.fnha.ca/benefits/vision-care>

Tru-Valu Optical



- People on disability or social assistance, veterans, as well as First Nations and Inuit are covered by Government plans
- Seniors (65+) and youth (19 and under) are covered by MSP
- Contact us with your B.C. Medical PHN, and if applicable First Nations Status Number or Veterans DVA Number and we will contact the respective agencies for authorization of your eye exam

Address: 833 W Broadway, Vancouver BC, V5Z 1J9

Phone: 604-873-3941 | **Email:** info@tru-valuoptical.com

<https://tru-valuoptical.com/insurance/>



Substance Use

Do you want to alter your substance use?

Service Navigation

VGH Access & Assessment Centre



- Navigates a range of mental health & substance use services for Vancouver residents, (ages 17+), for non-urgent & urgent intervention
- Call or walk-in between 7:30am to 11pm to be assessed (calling before is preferred)
 - ✓ No appointment needed
 - ✓ Referrals to counselling
 - ✓ Referrals to other services

Address: 803 West 12th Avenue, Vancouver BC, 1M9

Phone: 604-675-3700

http://www.vch.ca/locations-services/result?res_id=1186

Do you need harm reduction services?

Insite Supervised Injection Site



- Supervised harm reduction service for injection drug users, including a supervised injection room, health education, and access to treatment services on site
- Eligibility: Ages 16 and older
- Open 7 days a week from 9am – 3am (last clients accepted 30 min. before closing)

COVID-19 Update: Currently only offering injection and nurse services.

Address: 139 East Hastings St., Vancouver BC, V6N 1N5

Phone: 604-687-7483

http://www.vch.ca/locations-services/result?res_id=964

Get Your Drugs Tested



- The test takes less than five minutes and does not destroy the sample
- Samples can be dropped off for testing at 880 East Hastings during operating hours, or mailed in
 - ✓ Drop-Ins available

Hours: Everyday: 12pm - 8pm

Address: 880 E Hastings St. Vancouver, BC V6A 1R6

Phone: 778-819-0922 | **Email:** GYDT.info@gmail.com

<https://getyourdrugtested.com/>

Needle Exchange



- Map of needle exchange services with address, phone numbers and hours of operation

<http://www.vch.ca/public-health/harm-reduction/needle-exchange>



Substance Use

Powell Street Getaway Safe Consumption Site



- Monitors clients for signs and symptoms of an overdose, teach about safer drug use practices, and refer clients to other health care services such as substance use treatment and counselling
- Clients can use substances via injection, snorting or swallowing
- Eligibility: Ages 19 and older
- Open 7 days a week from 8am – 10pm (last clients accepted 30 minutes before closing)
- ✓ Referrals to other services

COVID-19 Update: Please call for more information about what services are currently being offered.

Address: 528 Powell St., Vancouver BC, V6A 1G5

Phone: 604-255-7026



Do you need withdrawal management services?

Daytox at the Robert & Lily Lee Community Health Centre



- A medically monitored, six-week outpatient withdrawal management program
- Referrals for counselling and methadone services
- Open 7 days a week (call for specific hours)
- Eligibility: Ages 19 years and older; living in Vancouver
- ✓ Counselling
- ✓ Referrals to other services

Address: 1669 East Broadway, Vancouver BC, V5N 1V9

Phone: 1-866-658-1221 (to sign up); 604-675-2455 ext. 3 (for program information)

http://www.vch.ca/Locations-Services/result?res_id=557

Downtown Eastside Connections Clinic - Powell Street



- Low-barrier addictions clinic serving those (18 or older) with opioid use disorder living or interacting regularly within the DTES and have no regular healthcare provider
- Calling prior to walking in is preferred

- ✓ No appointment needed
- ✓ Opioid substitution therapy
- ✓ Referrals to counselling
- ✓ Referrals to other services

Hours: Monday - Friday: 8:30am - 7:30pm; Weekends & holidays: 8:30am - 5:30pm

Address: 623 Powell St., Vancouver BC, V6A 1H2

Phone: 604-675-3600

http://www.vch.ca/Locations-Services/result?res_id=1372



Substance Use

Salvation Army Vancouver Harbour Light Detox



- Medically supported detox centre that provides acute withdrawal management services
- Contact or call directly to ask about a walk-in bed
- Call Access Central at 1-866-658-1221 for a telephone assessment and to book a detox intake appointment
- Eligibility: Ages 19 and older
 - ✓ Assistance finding funding for treatment and recovery
 - ✓ Mental Health & Wellness
 - ✓ Medical Services
 - ✓ Referrals for treatment and recovery

COVID-19 Update: Walk-in beds are not currently available, please call ahead.

Address: 119 East Cordova Street, Vancouver BC, V6A 1K8

Phone: 604-646-6844

<https://vancouverharbourlightsa.ca/detox/>

START - Substance Use Treatment and Response Team



- Provides rapid access to out-patient detox
- Eligibility: Ages 16 and over; resident of Vancouver; must have a support person if under the age of 19; must not have a history of seizures
 - ✓ Appointment required
 - ✓ Withdrawal management
 - ✓ Opioid substitution therapy
 - ✓ Individual detox plan
 - ✓ Referrals for counselling
 - ✓ Referrals to other services

Address: 377 East 2nd Ave., Vancouver BC, V5T 1B9

Phone: 604-658-1278 | **Email:** start.team@vch.ca

Rapid Access Addiction Clinic (RAAC) at St. Paul's Hospital



- Connects patients seeking treatment for substance use disorders with evidence-based treatment including harm reduction
- After stabilization, individuals are transferred to a community care provider for ongoing support
 - ✓ Drop-Ins available
 - ✓ Referrals to other services
 - ✓ Opioid substitution therapy
 - ✓ Withdrawal Management
 - ✓ No Care Card needed
 - ✓ Individual detox plan

Hours: *Everyday:* 8:30am-4:30pm

Address: 2C-210, St. Paul's Hospital, 1081 Burrard St., Vancouver BC, V6A 1Y6

Phone: 604-682-2344 ext.64245

<https://www.providencehealthcare.org/rapid-access-addiction-clinic-raac>



Substance Use

Do you need addiction treatment services?

The following addiction treatment resources provide access to methadone/suboxone treatment programs for adults 19+ years old who live in Vancouver, planned tapering of addictive substances, clinical assessment, counselling, specialized treatment planning, aftercare, and follow-up.

Downtown Community Health Centre



Address: 569 Powell Street, V6A 1G8

Phone: 604-255-3151

http://www.vch.ca/Locations-Services/result?res_id=1360

Evergreen Community Health Centre



Address: 3425 Crowley Drive, V5R 6G3

Phone: 604-707-3620

http://www.vch.ca/Locations-Services/result?res_id=726

Salvation Army Vancouver Harbour



Light Addiction Treatment

Address: 119 E. Cordova St. V6A 1K8

Phone: 604-646-6800

<http://www.harbourlightbc.com/index.php/programs/treatment>

NOTE: Please fill out an intake form online

Pender Community Health Centre



Address: 59 West Pender St., V6B 1R3

Phone: 604-669-9181

http://www.vch.ca/Locations-Services/result?res_id=1340

NOTE: Please call for an intake appointment

Raven Song Community Health Centre



Address: 2450 Ontario St., V5T 4T7

Phone: 604-872-8441

http://www.vch.ca/Locations-Services/result?res_id=1365

South Mental Health and Substance Use Services



Hours: Monday – Friday: 8:30am to 5:00pm

Address: Suite 200, 1200 West 73rd, V6P 6G5

Phone: 604-266-6124

Union Gospel Mission



Address: 601 E. Hastings Street, V6A 1R2

Phone: 604-253-3323

Email: contact@ugm.ca

<https://www.ugm.ca/services/alcohol-drug-recovery/>

Do you need recovery management supports?

Avalon Recovery Society



- Dedicated to helping women in recovery from addiction
- Support groups, resource library, internet access, clothing closet, and volunteer opportunities

✓ Drop-In

✓ Counselling

✓ Urgent & Non-urgent Intervention

Hours: Monday - Saturday: 10am - 4:30pm

Address: 5957 West Boulevard, Vancouver BC, V6M 3X1

Phone: 604-263-7177

<https://avalonrecoveryociety.org>



Substance Use

Boys & Girls Club Substance Use Counselling Services

- Provides substance-use services and support to vulnerable youth
- Offers counselling and employment services for youth and families
 - ✓ Counselling
 - ✓ Drop-Ins available
 - ✓ Peer Support
 - ✓ Referrals to other services

Address: 2875 St. George Street, Vancouver BC, V5T 3R8

Phone: 604-879-6554 | **Email:** info@bgcbc.ca

<https://bgcbc.ca/counselling-support-services/substance-abuse-counselling-services/>

Heatley Community Health Centre

- Provides primary care, mental health and substance use services, harm reduction and addictions services
 - ✓ Support Services
 - ✓ Indigenous Elders available
 - ✓ Mental Health & Wellness

Address: 330 Heatley Ave., Vancouver BC, V6A 3G3

Phone: 604-253-4401

http://www.vch.ca/locations-services/result?res_id=1418

PRISM

- Does not provide direct client services, but will help connect you to someone who does
- Referrals to LGBT2QIA2S+ groups, counselling, resource information and community services
 - ✓ Referrals to other services

Address: 1128 Hornby Street (Three Bridges Community Health Centre), Vancouver BC, V6Z 2L4

Phone: 604-331-8900 | **Email:** prism@vch.ca

<http://www.vch.ca/prismr>

SisterSpace

- Harm reduction services for women who inject drugs, including an injection room, health education, access to treatment and health care services, housing support, legal advocacy and other related services on site
- Coffee, tea, juice and snacks are available
 - ✓ Referrals to other services
 - ✓ Peer Support

Hours: *Everyday:* 6am - 12pm

Address: 135 Dunlevy Ave, Vancouver BC, V6A 3A4

Phone: 604-681-4437 **Toll Free:** 1-877-455-2233 | **Email:** info@atira.bc.ca

<https://atira.bc.ca/what-we-do/program/sisterspace/>



Substance Use



UNYA Young Bears Lodge

- Culturally-based, holistic healing live-in program, looking to make changes to their relationship with drugs or alcohol
 - Young Bears Lodge is Indigenous in focus, spirit and operations, with support from Elders and peer mentors, cultural activities, and practices
 - Eligibility: Indigenous youth; ages 13-18
- ✓ Indigenous Elders available ✓ Counselling ✓ Peer Support

Address: 1618 East Hastings Street Vancouver, BC, V5L 1S6

Phone: 604-322-7577 | **Email:** ybl.intake@unya.bc.ca

<https://unya.bc.ca/programs/young-bears-lodge/>



Vancouver Alano Club

- Provides a safe and accepting gathering place for those affected by addiction
 - Encourages people to seek renewal of their lives through recovery; to be healthy, happy and productive community members
 - Eligibility: Ages 16 and older
- ✓ AA Meetings ✓ Sober Social Events ✓ Peer Support

COVID-19: Limited operations. Please call or email for most current details, or to reserve a seat.

Hours: *Monday – Friday:* 9:30am - 9:30pm; *Saturday – Sunday:* 9:30am - 12pm

Address: 1525 West 7th Avenue, Vancouver BC, V6J 1S1

Phone: 604-736-5110 | **Email:** vanalano@shaw.ca

<https://www.vanalano.com/>



Vancouver Recovery Club

- Safe and drug-free 24-hour drop-in and referral centre that provides immediate support for clients seeking help with addiction and recovery
- ✓ Referrals ✓ Counselling ✓ Open 24/7
✓ Drop-In ✓ Snack Bar

Hours: Open 24/7

Address: 2775 Sophia St., Vancouver BC, V5T 3L1

Phone: 604-708-9955 | **Email:** admin@vancouverrecoveryclub.com

<http://www.vancouverrecoveryclub.com/>



Watari Community Addictions Counselling Team

- Works with individuals, couples and families around issues related to problem substance misuse
 - Intakes take approximately 30-45 minutes. Once completed, a counsellor is assigned to you. Sometimes there's a bit of a wait, however, we do our best to support you as soon as possible.
- ✓ Counselling

Hours: *Monday - Friday:* 9am - 4:30pm

Address: Suite 200 – 678 East Hastings Street, Vancouver, BC V6A 1R1

Phone: 604-254-6995 | **Email:** heather@watari.ca

<https://www.watari.ca/>



Mental Wellness

Do you want mental wellness support?

Service Navigation

VGH Access & Assessment Centre



- Navigates a range of mental health & substance use services for Vancouver residents (ages 17+) for non-urgent & urgent intervention
 - Call or walk-in between 7:30am to 11pm to be assessed (calling before is preferred)
- ✓ No appointment needed ✓ Referrals to counselling ✓ Referrals to other services

Address: 803 West 12th Avenue, V5Z 1M9 (access through the laneway/service road)

Phone: 604-675-3700

http://www.vch.ca/locations-services/result?res_id=1186

Adlerian Psychology Association of British Columbia



- Offers low-rate counselling services to those in the Greater Vancouver Area (\$60 with a Masters intern, sliding scale available)

Hours: Monday - Friday: 9am - 9pm; Saturdays: 9am - 6pm

Address: 440-2184 West Broadway, Vancouver, BC V6K 2E1

Phone: 604-742-1818 | **Email:** apabc@adler.bc.ca

<https://adlercentre.ca/>

Adult Mental Health Program (Robert and Lily Lee Family Community Health Centre)



- Serves clients diagnosed with a major mental illness and experiencing significant problems that interfere with their functioning in the community
- Please call the VGH Access & Assessment Centre (604-675-3700) for a referral
- Eligibility: Ages 19 and older

Address: 1669 East Broadway, Vancouver BC, V5Z 4H5

Phone: 604-675-3990

Adult Mental Health Program (Heatley Community Health Centre)



- Serves clients diagnosed with a major mental illness and experiencing significant problems that interfere with their functioning in the community
- Please call the VGH Access & Assessment Centre (604-675-3700) for a referral
- Eligibility: Ages 19 and older

Hours: Monday – Friday: 8:30am - 5pm; Saturday: 9am - 5pm

Address: 330 Heatley Ave., Vancouver BC, V6A 3G3

Phone: 604-253-4401



Mental Wellness

BC Hearing Voices Network



- Hearing Voices Groups provide a safe space for people to share their experiences and support one another. Group members are welcome to talk about any issue that is important to them.
- Peer support groups, involving social support and belonging, not therapy or treatment
 - ✓ Peer Support

COVID-19 Update: Support groups are now online

Phone: 604-708-5276 | **Email:** sue.macdonald@vch.ca

<https://bchearingvoicesnetwork.wordpress.com/>

Catherine White Holman Wellness Centre



- Provides low-barrier wellness services to transgender and gender non-conforming people
- Counselling appointments are available on a drop-in basis during clinics
- Access immediate support, resources, and referrals to other services
- Appointments made at the front desk are on a first-come, first-served basis

Address: 202 – 1193 Kingsway, Vancouver BC, V5V 3C9

Phone: 604-442-4352 | **Email:** contactus@cwahwc.com

<http://www.cwahwc.com>

Child and Youth Aboriginal Mental Health Outreach



- Offers culturally appropriate mental health counselling to Aboriginal youth and their families
- Call for assessment

Hours: Monday – Friday: 8:30am - 4:30pm (closed from 12pm - 1pm for lunch)

Address: Suite 200, 550 Cambie St., Vancouver BC, V6B 2N7

Phone: 604-688-0551 | **Crisis Support Line:** 604-874-2300

Email: outreach@unya.bc.ca

Child and Youth Cross Cultural Mental Health Program



- Provides mental health services to youth and families in Mandarin and Cantonese
- Eligibility: Ages 6-18; must be a resident of Vancouver

✓ Counselling

✓ Referrals to other services

Hours: Monday - Friday: 9am - 5pm

Address: Suite 355, 2750 East Hastings St., Vancouver BC, V5K 1Z9

Phone: 604-675-3896

Child and Youth Mental Health (Pacific Spirit Community Health Centre)



- Serves children, youth and their families with moderate to serious mental health difficulties.
- Eligibility: Ages 5-18; must be a resident of Vancouver

✓ **No Care Card needed**

✓ Counselling

✓ Referrals to other services

COVID-19 Update: Please call ahead to book an intake assessment

Hours: Monday - Friday: 9am - 5pm

Address: 2110 West 43rd Ave., Vancouver BC, V6M 2E1

Phone: 604-267-3970



Mental Wellness

Child and Youth Mental Health Program (Three Bridges Community Health Centre)

- Serves children, youth and their families with serious mental health difficulties and/or social, emotional or behavioural disturbances
- **Please bring your Care Card**

Hours: *Monday, Tuesday, alternate Wednesdays and Fridays:* 9am - 5pm

Wednesdays and Thursdays: 9am - 8pm

Address: Suite 101, 1128 Hornby St., Vancouver BC, V6Z 2L4

Phone: 604-311-8908

Coast Clubhouse at Coast Mental Health



- Offers low-cost nutritious meals, social, recreational, education and employment opportunities and free laundry facilities
- Eligibility: Must have diagnosed mental illness. Call or drop-in to discuss member intake

Hours: *Monday - Friday:* 8:30am - 3:45pm

Address: 295 East 11th Ave., Vancouver BC, V5T 2C4

Phone: 604-675-2357 | **Email:** info@coastmentalhealth.com

<https://www.coastmentalhealth.com/what-we-do/pillar-services/>

Coast Resource Centre at Coast Mental Health



- Offers low-cost breakfast, lunch and snacks, laundry and shower facilities, social and recreational activities, peer support workers and homeless outreach services
- Lunch-to-go served from 12pm – 1pm

Hours: *Tuesday - Saturday:* 9am– 10am; 2:15pm – 4pm

Address: 1225 Seymour St., Vancouver BC, V6B 3N6

Phone: 604-683-3787 | **Email:** info@coastmentalhealth.com

<https://www.coastmentalhealth.com/what-we-do/pillar-services/>

East Van Youth Clinic (Robert and Lily Lee Family Community Health Centre)

- Serves children, youth and their families with serious mental health difficulties and/or social, emotional or behavioural disturbances
- Eligibility: Ages 24 and younger

COVID-19 Update: All Vancouver youth clinics are now by appointment only. Please call and leave a message at 778-871-7132.

Hours: *Monday – Wednesday:* 3pm - 6pm; *Friday:* 2pm - 5pm

Address: 1669 East Broadway Vancouver BC, V5N 1V9

Phone: 604-675-3986

http://www.vch.ca/Locations-Services/result?res_id=1156



Mental Wellness

Family Involvement & Support Program

- Provides education and support to families involved in the care of family members with mental illness and/or addiction
- If your loved one is experiencing a mental health crisis, please contact the Access and Assessment Centre at 604-675-3700

✓ **No care card needed**

✓ **Counselling**

✓ **Referrals to other services**

Hours: Monday - Friday: 8:30am - 4:30pm

Address: Suite 220 - 1200 West 73rd Ave Vancouver, BC V6P 6G5

Phone: 604-314-9032 | **Email:** Isabella.mori@vch.ca

<https://www.spotlightonmentalhealth.com/family-involvement/>

Family Connections Support Group

- Group runs twice a month
- Family members can share experiences and support each other

COVID-19 Update: All meetings are now via zoom. Please call 604-314-9032 for more information.

Address: 803 West 12th Ave., Vancouver BC, V5Z 1A1

Phone: 604-290-3817

First Nations Health Authority (FNHA) – Mental Health Benefits

- Mental Health benefits are available to eligible FNHA clients
- Covers counselling services including psychologists, clinical counsellors, and social workers
- No limit to hours of coverage. Hours increase if deemed clinically necessary
- FNHA clients may also access the Mental Wellness and Substance Use team for those seeking help with mental health and substance use

Address: 701-1166 Alberni Street, Vancouver BC, V6E 3Z3

Phone: 1-855-550-5454 (Toll Free) | **Email:** HealthBenefits@fnha.ca

<https://www.fnha.ca/benefits/mental-health>

Foundry Vancouver Granville

- Offers counselling services for youth and young adults
- Drop-in counselling available from 3pm-4:30pm
- **Care Card is preferred but not mandatory**
- Eligibility: Ages 12-24

✓ **Counselling**

✓ **Substance use services**

✓ **Referrals to other services**

COVID-19 Update: Counselling will be available virtually. Call 1-833-308-6379 for more information.

Hours: Monday – Friday: 9am - 6pm

Address: 1260 Granville St. (Granville Youth Health Centre), Vancouver BC, V6Z 1M4

Phone: 604-806-9415

<http://www.mh.providencehealthcare.org/programs/inner-city-youth>



Mental Wellness

Getting Though It (Vancouver Association for Survivors of Torture)



- Weekly psychosocial support group for refugees “getting through” their refugee claim
- Partnered with Settlement Orientation Services (“SOS”) to provide an integrated approach to address the mental health and settlement needs of refugees

✓ Multiple languages

Hours: *Wednesdays*: 10am – 12pm

Address: 2610 Victoria Drive Vancouver, BC V5N 4L2

Phone: 1-866-393-3133 | **Email:** referrals@vast-vancouver.ca

<https://vast-vancouver.ca/our-services/>

Infant and Childhood Mental Health Service



- Provide treatment and support to families who have concerns about their child's ability to manage socially, emotionally, and/or behaviorally
- Intake by appointment only; please call 604-675-3996, evening intakes are available
- Eligibility: Infants and children under six years of age

✓ Counselling

✓ Mental Health Assessment

✓ Referrals to other services

COVID-19 Update: This location or service may be operating at reduced or adjusted hours. Please contact this location or service provider for further details.

Hours: *Monday - Friday*: 9am - 5pm

Address: Suite 420, 1669 East Broadway (Robert and Lily Lee Family Community Health Centre), Vancouver BC, V5N 1V9

Phone: 604-675-3996

http://www.vch.ca/Locations-Services/result?res_id=81

Kelty Mental Health (Joseph and Rosalie Segal and Family Health Centre)



- Online therapy with resources available by phone, email and online
- You can register in the program by calling 604-875-4111 ext. 23614
- Eligibility: Ages 16 and older, open to joining an 8-week online therapy program

Address: Level 2, 803 West 12th Ave. Vancouver, BC V5Z 1N1

Phone: 604-875-4111 ext: 23614

<https://www.keltyskey.com/>

Kettle Health Clinic



- Offers mental health assessments, system navigation, crisis intervention and referrals to mental health services
- The mental health drop-in program provides community and social interaction, and access to various programs within the Kettle

Hours: *Monday*: 9:30am - 4:30pm; *Wednesday and Thursday*: 9:30am - 3pm

Address: 2nd Floor, 1725 Venables St., Vancouver BC, V5L 2H3

Phone: 604-251-2854

<https://www.thekettle.ca/what-we-do/kettle-community-services/health-clinic/>



Mental Wellness

Latin American Outreach (Watari Counselling and Support Society)



- Program for Latin American Community in DTES, provides health promotion, education, substance-use counselling and support around immigration issues

Address: 200-678 East Hastings St, Vancouver, BC, V6A 1R1

Phone: 604-782-5084 | **Email:** berta@watari.ca

<https://www.watari.ca/community-programs-watari/>

Living Systems Counselling



- Offers counselling for family, couples, addiction, mental health issues
- Interns see clients at the lower sliding fee scale (\$15-\$50)
- The membership fee is \$10 for one year or \$25 for three

✓ Counselling ✓ Mental health assessment

Address: 209-1500 Marine Drive, North Vancouver BC, V7P 1T7

Phone: 604-926-5496 | **Email:** info@livingsystems.ca

<https://livingsystems.ca/>

Mental Health Resource Centre - MPA Society



- A welcoming environment where community members living with mental illness can socialize and engage in peer support
- Provides outreach, crisis intervention, activities, social gatherings, access to shower and laundry facilities, use of computers and internet, and meals. Please call to book an appointment to use the shower and laundry or register for activities.
- To become a member (free) call to book an intake appointment
- Eligibility: Members need to have documentation of a diagnosed mental illness

COVID-19 Update: We are only able to allow 20 members in at a time (first come, first served basis).

Hours: Monday – Friday: 10am - 7:30pm; Saturday – Sunday: 12pm - 7pm

Address: 2275 Fir St., Vancouver BC, V6J 3B6

Phone: 604-482-3712 | **Email:** info@mpa-society.org

<https://www.mpa-society.org/programs-services/resource-centre>

Oak Counselling Services



- Provides a wide range of short-term (less than 1 year) professional, affordable counselling services to support you

Address: 949 West 49th Ave, Vancouver BC, V5Z 2T1

Phone: 24-hour voicemail 604-266-5611 | **Email:** info@oakcounselling.org

<http://oakcounselling.org/>



Mental Wellness

Open Door Group Thrive

- Promotes wellness and recovery through personalized leisure and education activities
- Offers peer support, support plan, mentorship/coaching, and a variety of free workshops
- Must identify as having a mental health condition or addiction
- Eligibility: Ages 17 and older; living in Richmond or Vancouver

Note: Please call or register online (Online appointments only)

Hours: Monday – Friday: 8:30am - 4:30pm

Address: 3rd Floor-30 East 6th Avenue Vancouver BC, V5T 1J4

Phone: 604-876-0773 | **Email:** thrive.registration@opendoorgroup.org

<https://www.opendoorgroup.org/programs/thrive/>

Trauma Counselling for Children Affected by Family Violence

- Focuses on improving the child/youth's emotional health and self-esteem and strives to support emotional expression, psychoeducation on abuse and problem-solving skills
- Eligibility: Ages 3-18; for children and youth who have been exposed to domestic violence

Address: 4980 Kingsway Suite 306, V5H 4K7, Burnaby, BC

Phone: 604-436-1025 | **Toll Free:** 1-888-436-1025

Alternate during Covid-19: 236-865-1194

Email: againstviolence@vlmfss.ca

<https://www.vlmfss.ca/childrens-programs>

Vancouver Association for Survivors of Torture

- Supports refugee mental health through counselling, group support, documentation, education and referrals to health, housing and settlement services
- The Getting Through It group is a weekly support group for refugees “getting through” their refugee claim

Address: 2610 Victoria Dr. Vancouver, BC V5N 4L2

Phone: 1-866-393-3133 | **Email:** referrals@vast-vancouver.ca

<https://vast-vancouver.ca/our-services/>

Vancouver Women's Health Collective

- Helps self-identified women foster health, wellness and equity through feminist approaches to advocacy, shared knowledge and low-barrier programs and services
- Counselling services for a range of issues
- All appointments are 45-60 minutes long

COVID-19 Update: Counselling services closed until further notice

Hours: Monday: 12pm - 4pm with Jelena; Wednesday: 12pm - 2pm (art therapy)

Address: 29 West Hastings St., Vancouver, BC V6B 1G4

Phone: 604-736-5262

<https://www.womenshealthcollective.ca/>

West End Mental Health Team (Three Bridges Community Health Centre)



- Offers mental health screenings, assessments, support and referrals

Address: 3rd Floor, 1128 Hornby St. Vancouver, BC V6Z 2L4

Phone: 604-331-8904



Mental Wellness

Y Mind Adult, Teen and Youth Groups



- Mindfulness groups for adults (31 years+), teens (13-18 years) and youth (18-30 years)
- 7-week online program to learn mindfulness techniques to manage stress and anxiety, and connect with others going through similar experiences
- Must attend an information session - register for an upcoming information session by emailing us (please include your contact information and birth date)

Address: 955 Burrard Street, Vancouver BC, V6Z 1Y2

Phone: 604-673-6182 | **Email:** ymind@gv.ymca.ca

<https://www.gv.ymca.ca/mental-wellness>

Youth Clinic at the Broadway Youth Resource Centre



- Confidential drop-in services
- Eligibility: Ages 24 and younger

Hours: *Thursday:* 2:30pm to 5:00pm

Address: 2455 Fraser St., Vancouver BC, V5T 1T1

Phone: 604-786-2228

http://www.vch.ca/locations-services/result?res_id=1084

Youth Mental Wellness Counselling at South Vancouver Youth Centre



- Mental health services for children and youth with serious mental health difficulties or social, emotional or behaviour disturbances
- Service is offered in English, but interpreters are available
- Eligibility: Ages 12-18

Hours: *Monday – Friday:* 9am – 6pm

Address: 4920 Fraser St., Vancouver BC, V5W 2Y8

Phone: 604-325-2004

http://www.vch.ca/Locations-Services/result?res_id=73

Youth Outreach Service



- Mental health and psychiatric assessments, and therapeutic counseling
- Eligibility: Ages 13-18; marginalized youth with no fixed address and who do not access office-based mental health services

Hours: *Monday – Friday:* 8:30am - 4:30 pm

Address: Suite 200, 550 Cambie St., Vancouver BC, V6B 2N7

Phone: 604-688-0551 | **Crisis Support Line:** 604-874-2300

http://www.vch.ca/Locations-Services/result?res_id=82



Do you need a criminal record suspension?

Pardons Canada

- When a record has been suspended, a criminal background search done on the individual will not yield any results

Phone: 604-239-2100

Website: <https://www.pardons.org/vancouver/record-suspension-services/>

Parole Board of Canada for a Record Suspension

- Removes all information about the conviction from the Canadian Police Information Centre (CPIC) database

Phone: 1-800-874-2652 (toll-free) | **Email:** suspension@pbccclcc.gc.ca

Website: www.recordsuspension.gc.ca

Do you need legal aid?

Access Pro Bono Society of British Columbia

- To promote access to justice in British Columbia by providing and fostering quality pro bono legal services for people and non-profit organizations of limited means

Address: 300 – 845 Cambie Street, Vancouver BC, V6B 4Z9

Phone: 1-877-762-6664 or 604-878-7400 | **Email:** help@accessprobono.ca

Website: <http://www.accessprobono.ca/>

Catherine White Holman Wellness Centre

- Lawyers provide summary legal advice on a variety of topics including: family law, immigration law, human rights, employment, etc.
- Assists with ID services, legal identity document changes and notarization
- Our lawyers can provide support and guidance but cannot take on your case and act for you as your lawyer

Note: When you make an appointment to see a lawyer, please include a brief description of what your legal issue is, along with the names of any opposing parties.

Hours: Please look online for current clinic dates and times

Address: 1145 Commercial Dr., Reach Community Health, Vancouver BC, V5L 3X3

Phone: 604-442-4352 | **Email:** lawyer@cwhwc.com

Website: <http://www.cwhwc.com>

Greater Vancouver Law Students Legal Advice Society

- Non-profit society, provides legal advice and representation for those who cannot afford it
 - ✓ Immigration law
 - ✓ Canadian Pensions Plan benefits and Old Age Security
 - ✓ Welfare law

COVID-19 Update: LSLAP clinics are operating remotely and drop-in clinics are suspended.

Phone: 604-822-5791

Website: <https://www.lslap.bc.ca/>

Indigenous Community Legal Clinic

- Provides legal representation for those persons who qualify for legal assistance and have a legal issue that falls under the jurisdiction of the British Columbia provincial courts

✓ Family law

✓ Criminal charges

COVID-19 Update: Providing legal services only by phone and email until further notice.

Hours: *Everyday:* 8:30am - 12:30pm and 1:30pm - 4:30pm

Address: 148 Alexander St., Vancouver BC, V6A 1B5

Phone: 604-822-1311 | **Email:** iclc@allard.ubc.ca

<https://allard.ubc.ca/community-clinics/indigenous-community-legal-clinic>

Legal Services Society (LSS)

- Offers legal aid to BC residents with low incomes for serious family problems, child protection matters, criminal law issues, and some immigration, mental health, and prison law issues

<https://lss.bc.ca>

(LSS) Vancouver Child Provincial Courthouse Child Protection Cases

- A lawyer can represent you if your child was taken or threatened to be taken by the government
- Apply by phone or in person
- **Bring:** Proof of income (two pay stubs, welfare stub or bank record), proof of assets, any court documents

Hours: *Wednesday:* 9am - 12pm and 1pm - 2pm

Address: 800 Hornby Street, Vancouver BC, V6Z 2E1

Phone: 604-408-2172 | 1-866-577-2525 (toll-free)

https://lss.bc.ca/legal_aid/childProtection.php

(LSS) Vancouver Regional Centre Intake

- Takes applications for legal representation and refers eligible clients to lawyers
 - ✓ Child Protection Matters
 - ✓ Immigration
 - ✓ Criminal Charges
 - ✓ Family Law

Hours: *Monday, Tuesday, Thursday and Friday:* 9am - 4pm; *Wednesday:* 9am – 2:30pm

Address: 400 – 510 Burrard Street, Vancouver BC, V6C 3A8

Phone: 604-601-6206

(LSS) Vancouver Provincial Courthouse Criminal Charges

- Takes applications for legal representation for criminal charges only
- Also refers eligible clients to lawyers

Hours: *Monday, Tuesday, Thursday and Friday:* 9am - 12pm and 1pm - 3pm;

Wednesday: 9am - 12pm and 1pm - 2pm

Address: 222 Main Street, Vancouver BC, V6A 2S8

Phone: 604-660-4200

https://lss.bc.ca/legal_aid/legalAidLocations.php

Rise Women's Legal Centre

- We are a community legal centre providing accessible legal services that are responsive to the unique needs of self-identifying women
- Offers legal services in the area of family law, and can assist with some immigration matters
 - ✓ Immigration law
 - ✓ Family law

COVID-19 Update: Services provided by phone and email

Hours: Monday – Friday: 9 am – 4 pm

Address: 516 Richards St, Vancouver BC, V6B 3A2

Phone: Clients: 236-317-9000 **General:** 604-451-7447

Email: (Current clients) intake@womenslegalcentre.ca (Non-client) info@womenslegalcentre.ca
<https://womenslegalcentre.ca/>

Seniors First BC

- Older adults in BC have the right to live with dignity, free from abuse of any kind
 - ✓ Canadian Pensions Plan benefits and Old Age Security

Address: #150-900 Howe Street, Vancouver BC, V6Z 2M4

Phone: 604-688-1927 | **Email:** info@seniorsfirstbc.ca

<http://seniorsfirstbc.ca/getting-help/getting-legal-help/>



Advocacy

Do you need help with advocacy?

Atira Women's Resource Society



- Provides legal assistance in a safe and confidential, women's-only space.
- Call or email for an appointment
- Eligibility: Low income women, including transwomen, living in the Downtown Eastside

Address: 101 E. Cordova St. Vancouver BC, V6A 1K7

Phone: 604-331-1407 ext. 114 | **Email:** volunteer_advocate@atira.bc.ca

<https://atira.bc.ca/what-we-do/program/legal-advocacy/>

Catherine White Holman Wellness Centre



- Provides low-barrier services to trans and gender diverse people
- Provide summary advice about legal issues you may have – family law, human rights, employment, immigration, etc.
- Please contact us for an appointment

Address: 1145 Commercial Drive, Vancouver BC, V5V 3C9

Phone: 604-442-4352 | **Email:** lawyer@cwhwc.com

<https://cwhwc.com/>

Child & Youth Drop-In Legal Clinics



- Drop-in legal clinic to get to know your rights and get your questions answered
- Eligibility: Ages 9-19

COVID-19 Update: Please contact us to set up an online appointment.

Hours: Drop in from 2:30-5:30pm on the second and fourth Tuesday of every month

Address: 303-1720 Grant Street, Vancouver, BC V5L 2Y7

Phone: 778-657-5544 | **Email:** cylc@scyofbc.org

<https://www.scyofbc.org/child-youth-legal-centre/>

DTES Women's Centre Advocacy Services



- Advocates provide appropriate referrals and assist in navigating a complex system of resources, improving accessibility in the process and giving support
- Assists with:

✓ Ministry of Children & Family Development	✓ Ministry of Social Development & Poverty Reduction	✓ Canadian Pensions Plan benefits and Old Age Security
✓ Vancouver Aboriginal Children & Family Services Society	✓ Residential Tenancy Office	✓ Income supplements
		✓ Welfare law

Hours: Sunday – Tuesday, Thursday – Saturday: 10am - 4pm; Wednesday: 11am - 4pm

Address: 302 Columbia Street, Vancouver BC, V6A 4J1

Phone: 604-681-8480 | **Email:** engagement@dewc.ca

<http://dewc.ca/programs/advocacy>

Advocacy

DTES Women's Centre Victim Services



- Provides support and assistance to female victims of crime: reporting the crime, emotional support, accompaniment to court, hospital or any other judicial-related programs, and referrals to the appropriate places or affiliated resources
- Supports those who choose not to report for personal reasons or are afraid of retaliation

Hours: *Tuesday, Thursday:* 10am - 5pm; *Wednesday:* 11am - 5pm

Address: 302 Columbia Street, Vancouver BC, V6A 4J1

Phone: 604-681-8480 | **Email:** engagement@dewc.ca

<http://dewc.ca/programs/victim-services>

First United Advocacy



- Offers assistance in a variety of legal areas, including social assistance, old age benefits, tenancy and other matters

- To meet with an advocate, call, email or visit, in person, during the intake hours listed below

COVID-19 Update: Please call or email to make a virtual appointment. If you are unable to reach them by phone or email, they are doing limited intakes in-person for eviction and/or loss of income.

Hours: *Monday, Wednesday and Friday:* 9am - 11am; *Tuesday and Thursday:* 12:30pm - 2:30pm

Address: 542 East Hastings Street, Vancouver BC, V6A 1P8

Phone: 604-251-3323 | **Email:** advocacy@firstunited.ca

<https://firstunited.ca/our-work/legal-advocacy/>

Legal Advocate Support Program by British Columbia Civil Liberties Association



- Provides assistance to individuals who request information or have complaints about civil liberties law
- Includes: police and privacy complaints, access to and protection of personal information, and free speech

COVID-19 Update: Due to the COVID-19 pandemic, the casework phone line is suspended.

Hours: *Monday – Friday:* 9am - 5pm

Address: Suite 306, 268 Keefer St., Vancouver BC, V6A 1X5

Phone: 604-687-2919 | **Toll Free:** 855-556-3566 | **Email:** info@bcccla.org

<https://bcccla.org/gethelp/get-help-general-public/>

MOSAIC Legal Advocacy Program



- Provides information, summary advice, referrals and legal representation to low-income immigrants and refugees on: family law, immigrant law and poverty law
- Eligibility: Priority assistance given to immigrants and refugees with low income, difficulty speaking or understanding English, little or no knowledge of the Canadian legal system and have issues not covered by other legal agencies

COVID-19 Update: Services are provided by telephone and email.

Phone: 604-254-9626 | **Email:** legaladvocacy@mosaicbc.org

<https://www.mosaicbc.org/services/settlement/legal-advocacy-program/>

Advocacy

Multicultural Outreach/ Stopping the Violence Program

- Supports immigrant, refugee visible minority women, and women with immigration status issues who are experiencing physical, psychological, emotional, financial abuse, sexual assault and any other offences related to abusive relationships
- Offers confidential counselling, advocacy and support at the office and/or over the phone to women experiencing any form of abuse/sexual assault/violence
- Provided by bi-lingual, bi-cultural workers
- Crisis intervention and referrals to appropriate children's programs

Address: 4980 Kingsway Suite 306, Burnaby, BC V5H 4K7

Phone: 604-436-1025 | **Toll Free:** 1-888-436-1025 | **Alternate during Covid-19:** 236-865-1194

Email: againstviolence@vlmfss.ca

<https://www.vlmfss.ca/multicultural-outreach>

Multicultural Victim Services



- Confidential to support victims of crimes
- Eligibility: Immigrants, refugees and multicultural populations

COVID-19 Update: We are providing services by phone, email and online.

Hours: Monday - Friday: 9am - 5pm

Address: Now online/email/phone

Phone: 236-512-6170 | **Email:** victim.support@mosaicbc.org

<https://www.mosaicbc.org/services/counselling/multicultural-victim-services/>

Opportunities Fund



- Tuition for short-term training (e.g., pre-apprentice training, placements, and practicums); wage subsidies for employers; income support and consulting to start a small business; and/or employment assistance services
- Eligibility:
 - ✓ You have a permanent disability or chronic health condition
 - ✓ You have not established a claim for Employment Insurance (EI) benefits within the last five years
 - ✓ You are unemployed or underemployed
 - ✓ You are legally eligible to work in Canada

Hours: Monday – Friday: 8:30am - 4:30pm

Address: #900 – 1200 Burrard Street, Vancouver BC, V6Z 2C7

Phone: 1-866-377-3670 | **Email:** oppsfund@opendoorgroup.org

<https://www.opendoorgroup.org/programs/oppsfund/>

Plan Institute Disability Planning Helpline



- Experts will answer your questions about the Disability Tax Credit, the Registered Disability Savings Plan, trusts & estate planning, advocacy approaches, government benefit programs, social network building and more

Phone: 1-844-311-7526 | **Email:** info@planinstitute.ca

<https://planinstitute.ca/rdsp-disability-planning-helpline/>

Advocacy

Rainbow Refugee



- Promote safe equitable migration and communities of belonging for people fleeing Sexual Orientation, Gender Identity and Expression and HIV+ persecution

Address: QMUNITY, 1170 Bute Street, Vancouver BC, V6E 1Z6

Email: (refugee information) info@rainbowrefugee.ca

(drop-ins) community@rainbowrefugee.ca

<https://www.rainbowrefugee.com/>

St. Paul's Advocacy Office



- Offers services of information and support to persons experiencing difficulties in day-to-day living. These issues include accommodation needs, landlord-tenant disputes, health and disability issues, and access to social benefits and other government services.

COVID-19 Update: The Advocacy Office is currently closed.

Hours: Monday & Wednesday: 9:30am - 4pm; Thursday: 10am - 2:30pm

Address: 1130 Jervis Street, Vancouver BC, V6E 2C7

Phone: 604-683-4287 | **Email:** ao@stpaulsanglican.bc.ca

<https://planinstitute.ca/rdsp-disability-planning-helpline/>

Tenant Resource & Advisory Centre



- Legal education for BC tenants. Use our plain language publications and resources to help you better understand and enforce your rights under the law.

Hours: Monday – Tuesday: 1pm - 5pm; Wednesday: 5:30pm - 8:30pm; Thursday - Friday: 1pm - 5pm

Phone: 604-255-0546 or 1-800-665-1185

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

The Kettle Friendship Society



- No appointment needed
- Provides information, support, and representation to resolve income and disability problems
- Supports people living with a combination of mental illness, mental health problems, low-income, or homelessness

Hours: Drop In Monday, Tuesday and Thursday from 9:30am - 4pm, closed from 12-1 pm

Address: 2nd Floor, 1725 Venables Street, Vancouver BC, V5L 2H3

Phone: 604-253-0669 | **Email:** advocacy@thekettle.ca

<https://www.thekettle.ca/what-we-do/kettle-community-services/advocacy/>

411 Seniors Centre Society



- Advocates for the well-being of seniors in terms of health, housing, tax clinics, and income support programs
- Eligibility: Ages 55 and older

Hours: Mondays – Fridays: 9am - 4pm

Address: 7th Floor - 333 Terminal Ave., V6A 4C1

Phone: 604-684-8171 | **Email:** contact411@411seniors.bc.ca

<http://411seniors.bc.ca/>

Do you need settlement services as an immigrant or refugee?

Action Commitment Transformation Program (ACT)



- Specialized service to immigrant and refugee families to support them toward a successful settlement and integration outcome
- Services available by appointment only and in multiple languages

Address: #101-27 West Pender Street, Vancouver BC, V6B2T2

Phone: 604-638-9199 | **Email:** act@success.bc.ca

<https://successbc.ca/act/?filter=settlement>

Multicultural Helping House Society Settlement Services



- Provides one-on-one support, consultation and referrals, by appointment
- Staff can answer your questions about settlement related concerns such as: employment, government services and benefits, as well as immigration and work permits
- For: New Immigrants, Permanent Residents, Protected Persons and Live-in Caregivers

COVID-19 Update: Services provided online and by telephone. Please call or email for more information, or to register for workshops.

Address: 4802 Fraser St, Vancouver BC, V5V 4H4

Phone: 604-879-3277 | **Email:** info@helpinghouse.org

<http://helpinghouse.org/settlement>

Settlement and Integration Services



- Offers workshops for immigrants to develop English language skills, learn about Canada's labour market, network and develop professional and social networks, and settle into their local B.C. communities
- Must be a permanent resident and/or have a work permit
 - ✓ Variety of workshops
 - ✓ Mentoring/Coaching

Address: 28 West Pender Street, Vancouver, BC V6B 1R6

Phone: 604-684-1628

<https://isiponline.ca/service-regions/vancouver>

Refugee Settlement and Integration Program (MOSAIC)



- Supports refugee claimants and asylum seekers who intend to file a refugee claim
- Supports in navigating the refugee claim process, accessing healthcare, legal aid and income assistance, finding English learning options, housing referrals and an orientation to Canada

Covid-19 Update: Services provided online and by telephone.

Email: refugeeclaimant@mosaicbc.org

Phone: Spanish/English: 604-254-9626 ext.1022 (Gerardo)

Kurdish/Arabic/English: 604-254-9626 ext.1026 (Salih)

French/English: 604-254-9626 ext.1011 (Katherine)

Mandarin/Cantonese/English: 604-254-9626 ext.1064 (Tracy)

Farsi/English: 604-254-9626 ext.1027 (Parisa)

Filipino/English: 604-254-9626 ext.110 (Rey)

<https://www.mosaicbc.org/services/settlement/rsip/>

Advocacy

SOS (Settlement Orientation Services)



- Supports refugee claimants navigate through the claim and determination processes
- Provides first language settlement and housing services for refugee claimants

Address: Welcome Centre, 2610 Victoria Dr. Vancouver, BC V5N 4L2

Phone: 604-255-1881 | **Email:** sos@issbc.org

<https://issbc.org/our-services/sos-settlement-orientation-services>

Do you need help replacing your ID?

Carnegie Outreach



- Assists with replacement ID
- Drop-in, no appointments

Hours: Tuesday – Friday: 9am - 4pm

Address: 392 Powell Street, Vancouver BC, V6A 1G4

Phone: 604-665-3318

Email: carnegie.outreach@vancouver.ca

The Kettle ID Bank



- Assists low income, homeless, and/or marginally housed individuals in obtaining and safely storing ID
 - Arrive as early as 9:30am in order to sign up for an intake with the ID Bank worker on that day
 - First-come, first-serve basis. Your visit may take up to an hour depending on your ID needs.
- ✓ Application fees covered ✓ No appointment necessary

Hours: Monday, Tuesday, Thursday: 10am – 12pm; 1pm- 2pm

Address: 1725 Venables Street, Vancouver BC, V5L 2H3

Phone: 604-215-5494 | **Email:** idbank@thekettle.ca

<https://www.thekettle.ca/what-we-do/kettle-community-services/id-bank/>

To replace your ID yourself, contact:

BCID

- Cost: \$35
- To get a BCID card, you must be 12 or older. To apply, visit any drivers licensing office and bring accepted ID
- Phone: 604-520-8222
- <https://www.icbc.com/driver-licensing/getting-licensed/Pages/Apply-for-an-enhanced-licence-ID-or-BCID.aspx>

BC Photo Services Card

- Cost: Free if on Ministry Assistance
- Please bring two pieces of ID (one must have your full name and date of birth)

<https://www2.gov.bc.ca/gov/content/governments/government-id/bc-services-card>

Advocacy

Birth Certificate

- Cost: \$27 (if you were born outside of BC, birth certificates can range from \$10-50)
- Phone: 1-888-876-1633 (Toll free)

<https://www2.gov.bc.ca/gov/content/life-events/order-certificates-copies>

Canadian Passport

- Cost: \$120-160
- Phone: 1-800-567-6868 (Toll Free)

<https://www.canada.ca/en/immigration-refugees-citizenship/services/canadian-passports.html>

Drivers License

- Cost: \$75 for a 5-year renewal, \$17 to replace a lost or stolen license
- Phone: 604-520-8222

<https://www.icbc.com/driver-licensing/getting-licensed/Pages/Replace.aspx>

Indigenous (Indian) Status Card

- Cost: Free (Passport photo needed)
- Phone: 604-666-2059

<https://www.aadnc-aandc.gc.ca/eng/1100100032374/1100100032378>

SIN Number

- Cost: Free
- Phone: 1-800-622-6232
- Please bring a hard copy of your birth certificate

<https://www.canada.ca/en/employment-social-development/services/sin.html>

Do you need help with your finances?

Credit Counselling Society



- Provides workshops and webinars that improve money management skills including using credit wisely

Hours: Monday – Thursday: 6am - 8pm; Friday: 6am - 4:30pm; Saturday: 7:30am - 3pm

Address: Suite 495 - 1140 West Pender St. (Sun Life Financial Centre), Vancouver BC, V6E 4G1

Phone: 604-527-8999 or 1-888-527-8999 | **Email:** info@nomoredebts.org

<https://www.nomoredebts.org/credit-counselling-society/consumer-services/credit-budgeting-workshops.html>

Financial Empowerment Program by Family Services of Greater Vancouver



- **Money Skills** – Financial education workshop for people on low incomes that teach budgeting, credit/debit management, banking, saving and investing and consumerism
- **Financial Coaching** – up to three one-on-one sessions with a financial coach to set financial goals, developing a budget/financial action plan and assistance with filing for government benefits

Hours: Monday – Friday: 9am - 5pm

Phone: 604-731-4951 ext. 3166 | **Email:** moneyskills@fsgv.ca

<https://fsgv.ca/financial-empowerment/>

Advocacy

Public Guardian and Trustee of BC (PGT)



- PGT provides direct financial management services for vulnerable adults

Hours: *Monday – Friday:* 8:30am to 4:30pm

Address: 700-808 West Hastings St. (Greater Vancouver Regional Office), Vancouver BC, V6C 3L3

Phone: 604-775-1001 (Adults) | 604-775-3480 (Children and Youth)

Email: sta@trustee.bc.ca

<http://www.trustee.bc.ca/Pages/default.aspx>

Trust Program through Coast Mental Health



- Coast Mental Health's disability trust program helps you protect and manage your financial assets (trust fund and inheritance only)
- Funds placed in the trust program can be used for disability-related purposes, including anything that promotes the independence of the beneficiary

Hours: *Monday – Friday:* 8am - 4pm

Address: 293 East 11th Ave., Vancouver BC, V5T 2C3

Phone: 604-675-2321 | **Email:** trust@coastmentalhealth.com

www.coastmentalhealth.com/pillar-services/#TrustProgram

Vancouver Rent Bank



- Provides interest-free loans to families and individuals at risk of eviction or essential utility disconnection due to a temporary shortage of funds
- Offers tools, workshops, and resources to better manage your finances, as well as connections to housing support services
- Eligibility:
 - ✓ Must live in the City of Vancouver
 - ✓ Must be low-income
 - ✓ Must have two pieces of ID
 - ✓ Must have proof of tenancy
 - ✓ Must be 19 or older
 - ✓ Have a bank account or are on income assistance
 - ✓ Must have a source of income

Covid-19 Update: Vancouver Rent Bank drop-in will be closed until further notice. Online applications are accepted.

Hours: *Monday – Friday:* 10am - 3pm

Address: #200-739 Gore Avenue, Vancouver BC, V6A 2Z9

Phone: 604-566-9685 | **Email:** vrb@niccss.ca

<http://www.niccss.ca/VRB>



Community and Belonging

Would you like to find recreational activities to do?

Event Calendars



- Find events in your neighbourhood

City of Vancouver: <https://vancouver.ca/news-calendar/calendar-of-events.aspx>

Georgia Straight: <https://www.straight.com/listings/events>

Vancouver Community Network: <https://www2.vcn.bc.ca/community-events/>

Leisure Access Program



- The Leisure Access Program (LAP) provides low-income Vancouver residents with access to basic recreation programs and services at Park Board facilities at a reduced cost
- Eligibility: If you receive income assistance or social services from a Vancouver agency; if you have low income (but don't receive assistance), and/or if you have a child (0-17 years old) with a disability; must be a resident of Vancouver
 - ✓ Discounted recreation programs
 - ✓ Free admission to pools and skating rinks



Phone: 3-1-1 | **Email:** lap@vancouver.ca

<https://vancouver.ca/parks-recreation-culture/leisure-access-card.aspx>

Things to do in Vancouver



- Attractions, activities and events happening in Vancouver

<https://vancouver.ca/parks-recreation-culture/things-to-do.aspx>



Community and Belonging

Neighbourhood Houses



A neighbourhood house is a welcoming, vibrant, multi-generational, culturally diverse place with many different programs that address the needs of the people who access it. They offer a wide range of activities including cultural and recreational activities and groups and help individuals, including refugees and immigrants, and families expand their personal and world views by offering camping/outdoor experiences, workshops, courses and employment counselling. A small membership fee (\$5) may be required to join and use their services.

Cedar Cottage Neighbourhood House

Address: 4065 Victoria Drive, V5N 4M9

Phone: 604-874-4231

<http://www.cedarcottage.org/>

Collingwood Neighbourhood House

Address: 5288 Joyce Street, V5R 6C9

Phone: 604-435-0323

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

Annex Location

Address: 3690 Vanness Avenue, V5R 5B6

Phone: 604-428-9142

Downtown Eastside Neighbourhood House

Address: 573 E. Hastings Street, V6A 1P9

Phone: 604-215-2030

<http://dtesnhouse.ca/>

Frog Hollow Neighbourhood House

Address: 2131 Renfrew Street (at 5th Ave),
V5M 4M5

Phone: 604-251-1225

<http://www.froghollow.bc.ca/>

Gordon Neighbourhood House

Address: 1019 Broughton, V6G 2A7

Phone: 604-683-2554

<https://gordonhouse.org/>

Kitsilano Neighbourhood House

Address: 2305 West 7th Avenue, V6K 1Y4

Phone: 604-736-3588

<http://www.kitshouse.org/>

Kiwassa Neighbourhood House

Address: 2425 Oxford Street, V5K 1M7

Phone: 604-254-5401

<https://www.kiwassa.ca/>

Little Mountain Neighbourhood House

Address: 3981 Main Street, V5V 3P3

Phone: 604-879-7104

<https://web2.lmnhs.bc.ca/>

Marpole Neighbourhood House

Address: 8585 Hudson St (at 70th Ave),
V6P 4M3

Phone: 604-628-5663

<http://www.marpolenh.org>

Mount Pleasant Neighbourhood House

Address: 800 East Broadway, V5T 1Y1

Phone: 604-879-8208

<http://mpnh.org/>

South Vancouver Neighbourhood House

Address: 6470 Victoria Drive, V5P 3X7

Phone: 604-324-6212

<http://www.southvan.org/>



Community and Belonging

Would you like to find special interest groups and meetups?

Aboriginal Front Door Society



- A culturally safe, peer-designed non-judgemental place for Aboriginal Peoples, and their friends and family in the Downtown Eastside

✓ Ojibway and Cree language classes

✓ Games day
✓ Elders Circles

✓ Morning smudges on Monday mornings

Hours: Monday – Friday: 8am - 12pm and 1pm - 4pm

Address: 384 Main Street (off Hastings), Vancouver BC, V6A 2T1

Phone: 604-697-5662 | **Email:** info@abfrontdoor.org

<https://abfrontdoor.org/>

Broadway Youth Resource Centre



- Provides a wide range of social, health, education, employment, and life skills services to youth
- Multi-service and multi-agency hub with a range of services all under one roof
- Eligibility: Ages 13-24

COVID-19 Update: Please email or phone regarding the program with any questions at this time as we are still available during this time.

Hours: Monday – Friday: 2pm - 6pm

Address: 2455 Fraser Street, Vancouver, BC V5T 0E6

Phone: 604-709-5720 | **Email:** byrc@pcrs.ca

<https://pcrs.ca/service-resource-centres/broadway-youth-resource-centre-2/>

Canadian Fitness Connection



- 12-week program helps participants learn ways to stay fit while practicing English
- Meet new friends and explore Canadian life and culture
- Eligibility: For immigrants ages 19 and older; must be a permanent resident or a convention refugee

Address: YMCA, 955 Burrard St, Vancouver, BC V6Z 1Y2

Phone: 604-374-5465 | **Email:** connections@gv.ymca.ca

<https://www.gv.ymca.ca/immigrant-services>

Community Centres in Vancouver



- Stay in shape, learn new skills, and meet new friends with activities in fitness, arts and crafts, culture, dance, swimming, skating, childcare, and more
- Services for low income and at-risk adults are available at Carnegie Community Centre, Evelyn Saller Centre, and Gathering Place Community Centre in the Downtown Eastside and Downtown South communities

Find a community centre near you: <https://vancouver.ca/parks-recreation-culture/community-and-cultural-centres.aspx>



Community and Belonging

Connectra



- A collection of links and contact information for the most widely used resources for people with disabilities in Metro Vancouver, BC
- Browse the categories to find a group, agency or service provider near you

Find a resource: <http://www.connectra.org/vancouver-disability-resources.html>

Covenant House Youth Drop-In Centre



- Offers recreational activities, help finding employment, referrals to other social services, and more for homeless and at-risk street youth

Address: 326 West Pender Vancouver BC, V6B 1T1

Phone: 604-685-7474 **Toll Free:** 1-877-685-7474 | **Email:** info@covenanthousebc.org

<https://www.covenanthousebc.org/>

Friends for Life Society



- Welcomes people living in Vancouver city centre and facing life challenges associated with HIV, Cancer, Hepatitis C and other illnesses to participate in specialized support programs
 - Supports members in taking an active and supporting role in their healthcare and maintenance, and offers a range of supports so that clients can attain their personal wellness aspirations
- ✓ Variety of workshops/activities

Address: 1459 Barclay Street, Vancouver BC, V6G 1J6

Phone: 604-682-5992 | **Email:** info@vancouverfriendsforlife.ca

<https://www.vancouverfriendsforlife.ca>

I Belong LGBTQIA2S+



- Supports LGBTQIA2S+ immigrant newcomers by facilitating discussions around sexuality, gender, race, culture and class
- Additional language support available

✓ Counselling

✓ Peer Support

COVID-19 Update: We are providing services by phone, email and online.

Hours: Monday – Friday: 9am – 5pm

Phone: Kiana Reyes at 236-991-0107 | **Email:** ibelong@mosaicbc.org

<https://www.mosaicbc.org/services/settlement/lgbtq/>



Community and Belonging

Immigrant Women Peer Support Program



- Meet other women to make new friends and build support networks while sharing your settlement experience
- 10-week support group and training program for women
- Peer Support Group Eligibility: Immigrant and refugee women 19 years or older
- Training Eligibility: Immigrant and refugee women aged 24 and older with a minimum CLB 5
 - ✓ Multiple Languages offered

Address: Welcome Centre, 2610 Victoria Dr. Vancouver, BC V5N 4L2

Phone: 604-684-7498 | **Email:** iwpsp@issbc.org

<https://issbc.org/our-services/immigrant-women-peer-support-program>

Kilala Lelum Dude's Club



- The DUDES Club's Vision is of a renewed role for men working with each other in building wellness and strong families and communities
- Provides space to facilitate a participant-led community for men's health and wellness. We do this through different events prioritizing supportive relationships, engagement in health care, and Indigenous world views.
- Open to all individuals who self-identify as men

Hours: Talking Circle: *Mondays* 2pm - 3pm; Gatherings: *Thursdays* 4pm - 5pm

Address: 626 Powell Street Vancouver, BC V6A 1H4

Phone: 604-620-4010 | **Email:** info@dudesclub.ca

<https://www.dudesclub.ca/>

Meetup Vancouver



- Use Meetup to meet new people, learn new things, find support, get out of your comfort zone and pursue your passions with other like-minded people. Find a group or create your own!

Find or make a group: <https://www.meetup.com/cities/ca/bc/vancouver/>

Milieu Children & Family Services South Vancouver Youth Centre



- Provides services for at-risk youth that offer growth opportunities in academics, literacy, life skills, vocational skills, self-care, computer skills, and volunteer and community involvement
- Eligibility: Ages 12-18
 - ✓ Variety of workshops

Hours: *Monday – Friday*: 9am - 6:30pm

Address: 4920 Fraser Street Vancouver, BC V5W 2Y8

Phone: 604-325-2004 | **Email:** svyc@milieu.ca

<http://milieu.ca/children/services>



Community and Belonging

Multicultural Helping House Society Seniors Program



- Provides a comfortable and inviting space for seniors to socialize
- Offers outings and activities, information workshops, information on government assistance and resources

Address: 4802 Fraser St, Vancouver, BC, V5V 4H4 (some programs are online)

Email: ericr@helpinghouse.org | **Phone:** 604-879-3277

<http://helpinghouse.org/seniors-program>

Multicultural Helping House Society Youth Program



- Offers a variety of workshops, field trips and activities
- Join a youth support group or an English conversation circle
- Eligibility: Newcomer youth ages 13-25

Address: 4802 Fraser St, Vancouver BC, V5V 4H4

Email: ericr@helpinghouse.org | **Phone:** 604-879-3277

<http://helpinghouse.org/youth-wellness-program>

MY (Multicultural Youth) Circle (ISS of BC)



- Make friends and connect with other newcomer youth and develop new skills through workshops and field trips
- Eligibility: Immigrant and refugee youth ages 14-24; living in Metro Vancouver

Address: Welcome Centre, 2610 Victoria Dr. Vancouver BC, V5N 4L2

Phone: 604-684-7498 | **Email:** MYCircleVan@issbc.org

<https://issbc.org/our-services/multicultural-youth-circle>

Oakridge Seniors Centre



- Drop-in activity centre for seniors 55 years and older
- Activities include: fun and fitness exercises, international folk dancing, osteofit, tai-chi (beginner and intermediate), etc.
- Membership fee is \$25 a year

Covid-19 Update: Oakridge Senior Centre is temporarily closed.

Hours: Monday - Saturday: 9am – 4pm

Address: 513 Retail Level, 650 W 41st Ave, Vancouver BC, V5Z 2M9

Phone: 604-263-1833 | **Email:** coordinatoroakridgeseniors@gmail.com

<https://www.oakridgecentre.com/group-programs/>

Pacific Association of First Nations Women (PAFNW)



- Various cultural programming including Ojibway and Cree language learning, drum circles, mentorship, and cultural activities
- Annual Membership fee is \$5
- ✓ Variety of workshops

Address: 2017 Dundas St, Vancouver BC, V5L 1J5

Phone: 604-872-1849 | **Email:** info@pafnw.ca

<https://pafnw.wordpress.com/>



Community and Belonging

Qmunity



- Drop-in groups, special events, information & referral services, general counselling, support for parents

Address: Main Location: 1170 Bute Street, Vancouver BC, V6E 1Z6

Accessible Location: #610-1033 Davie Street, Vancouver BC, V6E 1M7

Phone: (604) 684-5307 ext. 100 | **Email:** reception@qmunity.ca

<https://qmunity.ca/groups/>

Renfrew Collingwood Seniors Society – Community Day Program



- The community drop-in offers opportunities for seniors to socialize with their peers, educational workshops/discussions, and recreational activities to enhance independent living skills, and a \$5 lunch
- Membership is \$10 a year

COVID-19 Update: Programming is suspended until further notice.

Hours: *Tuesday:* 3pm - 5pm; *Saturday:* 10am – 2pm

Address: 2970 East 22nd Avenue, Vancouver BC, V5M 2Y4

Phone: 604-430-1441 | **Email:** rcss@rencollseniors.ca

<http://www.rencollseniors.ca/>

Seniors Club (MOSAIC)



- Activities that encourage seniors to make new friends, learn new skills and join community events and English conversation circles
- Eligibility: Immigrants and refugees ages 55 years and older

COVID-19 Update: Services provided by phone, email and online (9am-5pm, weekdays).

Address: Currently online

Phone: 604-362-4318 | **Email:** seniors@mosaicbc.org

<https://www.mosaicbc.org/services/settlement/seniors/>

Trans Newcomer Online Resource Club (MOSAIC)



- Provides information and support to folks identifying as transgender, transsexual, nonbinary, gender nonconforming, etc.

Website: <https://www.mosaicbc.org/resources/trans/>

UBC Learning Exchange – Drop-In Program



- Drop-in to use our computers, get involved with arts, culture and current affairs, or just relax and have a coffee

✓ Drop-In

✓ Variety of workshops

Hours: *Tuesday - Friday:* 1pm - 4:45pm

Address: 612 Main Street, Vancouver BC, V6A 2V3

Phone: 604-827-2777

<https://learningexchange.ubc.ca/>



Community and Belonging

Urban Native Youth Association



- Offers a variety of recreational programs including sports and arts, as well as cultural activities and leadership opportunities for Indigenous youth
- Eligibility: Ages 11-24
 - ✓ Arts
 - ✓ Recreation/Sports

Address: 1618 East Hastings Street, Vancouver BC, V5L 1S6

Phone: 604-254-7732 | **Email:** info@unya.bc.ca

<https://unya.bc.ca/programs/>

Vancouver Aboriginal Friendship Centre Society (VAFCS)



- Helps families, youth, adults, elders and children maintain their aboriginal cultural ties and values, while providing programs in health and welfare, social services, human rights, culture, education, recreation and equality for all genders of Aboriginal People of all age groups
 - ✓ Recreation
 - ✓ Family Programs
 - ✓ Elders Program
 - ✓ Cultural Nights

COVID-19 Update: The Centre remains closed to the public, however essential programs are running. Please call ahead for more information.

Hours: *Mondays – Fridays:* 9am - 5pm

Address: 1607 East Hastings Street, Vancouver BC, V5L 1S7

Phone: 604-251-4844 | **Email:** info@vafcs.org

<http://vafcs.org>

Vancouver Second Mile Society



- Drop-in facility that provides a safe, friendly “living room” environment for seniors (45+) coming together to dine (at a nominal fee), relax, play games, and access informational resources that are central to their quality of life
- Eligibility: Seniors ages 45 and older; living in an SRO/SRA room
 - ✓ Drop-In

Hours: *Monday - Friday:* 8am - 3pm; *Saturday:* 8am - 2pm

Address: 509 E Hastings St, Vancouver BC, V6A 1P9

Phone: 604-254-2194 | **Email:** info@vsms.ca

<http://www.vsms.ca/>

Vancouver Venture for Diversity Society



- Provides support and services for children, youth, seniors and the mental health community, including cultural activities and gatherings

Address: 4125 Jericho Drive, Vancouver BC, V6N 0A4

Phone: 604-778-0042

<https://vvfds.ca/>



Community and Belonging

Women's Support Group



- Build connections to the community and learn about life in Canada
- Cook, practice English, learn about new programs and participate in different activities
- Eligibility: All immigrant and refugee women

COVID-19 Update: We are providing services by phone, email and online (9am-5pm, weekdays).

Address: Now online/email/phone

Phone: 236-512-6170 | **Email:** women.support@mosaicbc.org

<https://www.mosaicbc.org/services/settlement/women/womens-support-group/>

Wraparound Program (MOSAIC)



- Offers wraparound support to develop their strengths, identify goals and to build resilience
- Includes one-to-one counselling with a youth worker and clinical counselling services
- Eligibility: Visible minority youth living in East or South Vancouver; ages 13-17

✓ Free counselling

✓ Referrals to other services

COVID-19 Update: We are currently providing services by phone, email or online.

Address: MOSAIC Fraser Street office: 201-5838 Fraser Street, Vancouver BC, V5W 2Z5

Phone: 604-324-7979 | **Email:** wrap@mosaicbc.org

<https://www.mosaicbc.org/services/family-children-youth/wraparound/>

Vancouver Public Libraries



- Vancouver Public libraries offer not just a space to read, but learning opportunities such as classes and workshops, youth programs, and social events

Find a library: <https://www.vpl.ca/hours-locations>

YMCA



- Provides recreation and sports facilities, youth leadership programs and social activities
- ✓ Financial assistance for membership available

Address: 955 Burrard Street, Vancouver BC, V6Z 1Y2

Phone: 604-689-9622 | **Email:** robertlee@gv.ymca.ca

<https://gv.ymca.ca/Locations/Area-One/Downtown/Robert-Lee-YMCA>

YWCA



- Provides programs, services and opportunities for women, children, youth and their families across Metro Vancouver

Address: 535 Hornby Street, Vancouver BC, V6C 2E8

Phone: 604-895-5800 | **Email:** enquire@ywcavan.org

<https://ywcavan.org/>



Community and Belonging

411 Seniors Centre Society

55+

- Become a member and organize events, volunteer, learn new skills or enjoy the company of others
- Membership is \$10 – drop by the centre and let them know you want to join
- Eligibility: Ages 55 and older

✓ Coffee and Tea for 50 cents

✓ Library

✓ Workshops and Social

✓ Public Computers

✓ WiFi

Events

Covid-19 Update: Reduced hours. Please call ahead and leave a message if you need assistance.

Hours: Mondays – Thursdays: 10am - 2pm, closed on statutory holidays

Address: #704 - 333 Terminal Ave., Vancouver BC, V6A 2L7

Phone: 604-684-8171 | **Email:** contact411@411seniors.bc.ca

<http://411seniors.bc.ca/services/drop-in-centre/>

Do you need parenting or childcare support?

Circles of Care and Connection: Early Years Refugee Program (Mount Pleasant Family Society Centre)



- Provides early childhood development, family support and settlement services to refugee families
- CCC provides consistent and reliable relationships that foster confidence, decrease isolation and support parenting skills
- All services are provided in various languages
- Eligibility: Families who came to Canada as refugees or refugee claimants with children ages 0-6

Address: 2910 St. George St. Vancouver BC, V5T 4L9

Phone: 604-872-6757 | **Email:** info@mpfamilycentre.ca

<https://www.mpfamilycentre.ca/family-drop-in>

Community Action Program for Children (MOSAIC)



- Weekly support group for parents and children
- Play based activities for children while parents receive information and settlement and family support services
- This program is offered in Korean, Vietnamese and Somali
- Eligibility: Immigrants and convention refugees with children 0-6 years old and living anywhere in the Greater Vancouver area

COVID-19 Update: Currently providing services by phone, email or online.

Korean Contact: Hyeran Lim, hlim@mosaicbc.org, 604-254-9626 (ext. 1031)

Vietnamese Contact: Mai Hoang, mhoang@mosaicbc.org, 604-254-9626 (ext. 1032)

Somali Contact: Xalima Mohamud, xmohamud@mosaicbc.org, 604-254-9626

<https://www.mosaicbc.org/services/family-children-youth/community-action-program-for-children/>



Community and Belonging

Home Instruction for Parents of Youngsters “HIPPY”



- A 30-week program that supports vulnerable and isolated mothers in their critical role as their child's first and most important teacher
- HIPPY strengthens families and communities by empowering mothers to actively participate in Canadian society and prepare their children for success in school and life
- Eligibility: Mothers experiencing cultural/social barriers with children aged 3-5

Address: Program done at participant's home.

Main Office: 508-1190 Melville Street, Vancouver BC, V6E 3W1

Phone: 604 676-8250 | **Email:** info@hippycanada.ca

<https://www.mothersmattercentre.ca/what-is-hippy/>

Home Visitors Program



- Early learning program with guided parent and child activities
- Access to community resources and services
- Eligibility: Immigrant and refugee families with children aged 0-5

COVID 19: Program is now online via Zoom. Please call to register.

Phone: 604-298-5888 | **Email:** info@pirs.bc.ca

<https://pirs.bc.ca/programs-services/refugee-programs/>

Mount Pleasant Family Society Centre Family Drop In



- Drop-in activities for children includes play time in our well-resourced early learning environment, family time, singing stories, outdoor play time, community health nurse visit, school readiness program
- Drop-in activities for adults includes skills workshops, health workshops and clinics, individual & family support, referrals to other community resources, family field trips
- Eligibility: Children aged 0-6 and their parents or caregivers

Address: 2910 St. George St., Vancouver BC (Robson Park)

Phone: 604-872-6757 | **Email:** info@mpfamilycentre.ca

<https://www.mpfamilycentre.ca/family-drop-in>

Nobody's Perfect Parenting Program



- Learn about child development, health and behaviour, and discuss real-life parenting situations and positive ways of parenting
- Eligibility: Parents of children from birth to age five

✓ Childcare provided

✓ Snacks provided

Address: 2910 St. George St. Vancouver BC, V5T 4L9

Phone: 604-872-6757 | **Email:** info@mpfamilycentre.ca

<https://www.mpfamilycentre.ca/family-drop-in>




Community and Belonging

Would you like to find a cultural centre?

Cultural spaces and centres are places where people come together to express themselves through art and culture.

Cultural Centres in Vancouver



Look for a cultural centre by clicking on the magnifying glass icon  in the upper left corner of the map. Type in what kind of cultural centre you are looking for. E.g., “Aboriginal Friendship Society,” “Chinese Cultural Centre,” “Francophone.” You can also expand the list on the right-hand side for a list of all centres by pressing: ▼

Cultural Centres are marked by a green circle.

Find a cultural centre: <http://bit.ly/VancouverCulturalCentres>

Would you like to find a spiritual centre or place of worship?

Places of Worship in Vancouver



Find a temple, church, synagogue or other places of worship and meditation in Vancouver
<https://bcpassport.com/vancouver-information/vancouver-vital-information/places-of-worship/>

Find one in the Lower Mainland: https://www2.vcn.bc.ca/community-resources/wpbdp_category/spiritual-spiritual-2/

Unity of Vancouver (Spiritual Centre)



- Unity of Vancouver Spiritual Center a progressive New Thought community in Vancouver
- Weekly sharing of spiritual ideas Sundays from 11-12. Expect uplifting music, a relaxing guided meditation, some new insights. Newcomers are always welcome!

✓ Childcare during service

✓ Spiritual Classes and Workshops

✓ Meditation

Address: 5840 Oak Street, Vancouver BC, V6M 2V9

Phone: 604-266-6281 | **Email:** admin@UnityOfVancouver.org

<http://www.unityofvancouver.org/>

Abbreviation Glossary

CLB: Canadian Language Benchmark

DTES: Downtown Eastside

EAL: English as an additional language

EI: Employment insurance

ESL: English as a second language

FNHA: First National Health Authority

ISS: Immigration Services Society

IT: Information technology

LINC: Language Instruction for Newcomers to Canada

MP: Mission Possible

PR: Permanent resident or permanent residency

VCH: Vancouver Coastal Health

VNHS: Vancouver Native Health Society

WHMIS: Workplace hazardous materials information system

For more information, please contact info@streetohome.org or visit our website at www.streetohome.org

Streetohome Foundation
103 - 525 Seymour Street
Vancouver, BC V6B 3H7
Telephone: 604.629.2711 ext. 103

