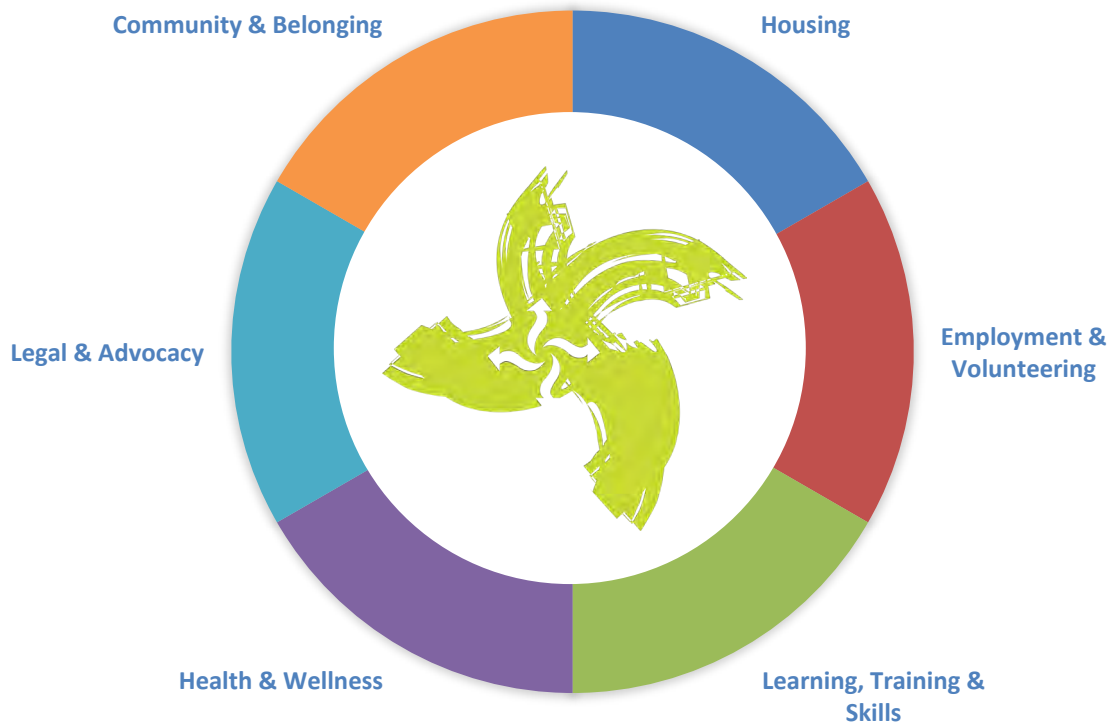


LIFE INTENTIONS ACTION PLANNER (Surrey & White Rock)

LIFE INTENTIONS



Version 111022

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HOUSING

1. Would you like to stay in the Vancouver area? Yes No Maybe

2. If **No or Maybe**, what community within BC or across Canada would you like to move to, if support was provided to help you get there?

3. Why did you select this community?

4. In the next year, would you like to move to other housing in the Vancouver area?

Yes No Maybe

5. If **Yes or Maybe**, what neighborhood would you like to move to?

6. What type of housing would you like to move into? (*Check all that apply*)

Supportive housing

Studio apartment

Subsidized housing

Shared apartment with partner/roommate(s)

Basement Suite

Other: _____

7. What supports would you require to reach your housing intentions? (*Check all that apply*)

Apartment rental search

Immigrant/refugee settlement services

First month's rent and security deposit

Moving expenses (e.g., U-Haul truck)

Modest household furnishings and kitchen essentials

Transportation costs to move to another community

Rent subsidy

Other: _____

8. What personal knowledge, strengths and skills can you bring to support your housing intentions? (*e.g., I have done this before, I can ask for help from friends, I'm determined*)

EMPLOYMENT

1. In the next year, do you want to look for new paid employment?

Yes No Maybe

2. If ***Yes or Maybe***, what type of work would you prefer to do? (*Check all that apply*)

- | | | |
|---|--|--|
| <input type="checkbox"/> Administration | <input type="checkbox"/> Janitorial | <input type="checkbox"/> Restaurant/Hospitality |
| <input type="checkbox"/> Arts | <input type="checkbox"/> Landscaping | <input type="checkbox"/> Retail/Sales |
| <input type="checkbox"/> Community cleaning | <input type="checkbox"/> Peer Support/Mentor | <input type="checkbox"/> Security |
| <input type="checkbox"/> Construction | <input type="checkbox"/> Pest control | <input type="checkbox"/> Skilled trade (e.g., plumber) |
| <input type="checkbox"/> Customer service | <input type="checkbox"/> Professional designation
(e.g. teacher, accountant,
etc.) | <input type="checkbox"/> Self-Employed |
| <input type="checkbox"/> Food services | | <input type="checkbox"/> Tourism |
| | | <input type="checkbox"/> Other: _____ |

3. What supports would help you achieve your work intentions? (*Check all that apply*)

- | | | |
|--|---|---|
| <input type="checkbox"/> Career counselling | <input type="checkbox"/> Help with job search | <input type="checkbox"/> Upgrading certificates/high school |
| <input type="checkbox"/> Computer skills training | <input type="checkbox"/> Interview skills | <input type="checkbox"/> Vocational training |
| <input type="checkbox"/> Clothing/equipment provided | <input type="checkbox"/> English classes | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> Flexible work schedule | <input type="checkbox"/> Resume building | |

4. What personal knowledge, strengths and skills can you bring to support your work intentions? (*e.g., I have done this before, I can ask for help from friends, I'm determined*)

LEARNING, TRAINING & SKILLS

1. What is the highest level of learning or training you have completed?

- Highest grade completed (Please specify): _____
- Vocational training (Please specify): _____
- Partially completed college or university (Please specify): _____
- College/University graduate (Please specify): _____
- Trade/Technical designation (Please specify): _____
- Certificates completed (Please specify): _____

2. Do you want to further your learning, training or skills in the next year?

- Yes No Maybe

3. If **Yes or Maybe**, what do you intend to do?

- | | |
|--|--|
| <input type="checkbox"/> Computer skills training | <input type="checkbox"/> Trade/technical/vocational training |
| <input type="checkbox"/> College/university classes | <input type="checkbox"/> Upgrading high school classes |
| <input type="checkbox"/> GED classes/finishing high school | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> English language classes (ESL) | |

4. What personal knowledge, strengths and skills can you bring to support your learning, training or skill development intentions? (e.g., *I have done this before, I can ask for help from friends, I'm determined*)

VOLUNTEERING

1. Do you want to volunteer in the next year?

Yes No Maybe

2. If **Yes or Maybe**, what type of volunteering would you prefer to do? (*Check all that apply*)

- | | |
|--|--|
| <input type="checkbox"/> Arts & Culture | <input type="checkbox"/> LGBTQIA2S+ |
| <input type="checkbox"/> Community Development & Housing | <input type="checkbox"/> Fundraising |
| <input type="checkbox"/> Disability Services | <input type="checkbox"/> Religion & Spirituality |
| <input type="checkbox"/> Education & Research | <input type="checkbox"/> Seniors |
| <input type="checkbox"/> Environment & Animals | <input type="checkbox"/> Sports & Recreation |
| <input type="checkbox"/> Family & Children | <input type="checkbox"/> Volunteer Coordination |
| <input type="checkbox"/> Health & Social Services | <input type="checkbox"/> Women's Services |
| <input type="checkbox"/> Immigrant Services | <input type="checkbox"/> Youth Development |
| <input type="checkbox"/> Indigenous Services | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> Law, Advocacy & Politics | |

3. What personal knowledge, strengths and skills can you bring to support your volunteer intentions? (*e.g., I have done this before, I can ask for help from friends, I'm determined*)

HEALTH & WELLNESS

Physical Health

1. How would you rate your current physical health? (*Please circle number*)

1	2	3	4	5	6	7	8	9	10
No physical issues									Serious physical issues

2. Do you want to seek physical health services in the next year?

Yes No Maybe

3. What personal knowledge, strengths and skills can you bring to support your physical health intentions? (*e.g., I have done this before, I can ask for help from friends, I'm determined*)

Dental Health

1. How would you rate your current dental health? (*Please circle number*)

1	2	3	4	5	6	7	8	9	10
No dental issues									Serious dental issues

2. Do you want to seek dental services in the next year?

Yes No Maybe

3. What personal knowledge, strengths and skills can you bring to support your dental health intentions? (*e.g., I have done this before, I can ask for help from friends, I'm determined*)

Hearing

1. How would you rate your current hearing? (*Please circle*)

1	2	3	4	5	6	7	8	9	10
No hearing issues									Serious hearing issues

2. Do you want to seek hearing services in the next year?

Yes No Maybe

3. What personal knowledge, strengths and skills can you bring to support your hearing health intentions? (*e.g., I have done this before, I can ask for help from friends, I'm determined*)

Eyesight

1. How would you rate your current eyesight? (*Please circle*)

1	2	3	4	5	6	7	8	9	10
No eyesight issues									Serious eyesight issues

2. Do you want to seek eyecare services in the next year?

Yes No Maybe

3. What personal knowledge, strengths and skills can you bring to support your eyecare intentions? (*e.g., I have done this before, I can ask for help from friends, I'm determined*)

Substance Use

1. How would you rate your substance use (SU)? (Please circle)

1	2	3	4	5	6	7	8	9	10
No SU issues									Serious SU issues

2. Do you want to seek substance use services in the next year?

Yes No Maybe

3. What personal knowledge, strengths and skills can you bring to support your substance use intentions? (e.g., I have done this before, I can ask for help from friends, I'm determined)

Mental Wellness

1. How would you rate your mental wellness (MW)? (Please circle)

1	2	3	4	5	6	7	8	9	10
No MW issues									Serious MW issues

2. Do you want to seek mental wellness services in the next year?

Yes No Maybe

3. What personal knowledge, strengths and skills can you bring to support your mental wellness intentions? (e.g., I have done this before, I can ask for help from friends, I'm determined)

LEGAL

1. Do you want to seek legal assistance in the next year?

- Yes No Maybe

2. If **Yes or Maybe**, in what area(s) do you need legal help? (*Check all that apply*)

- Child custody
- Fines and pending charges (e.g., Criminal charges, unfiled taxes)
- Permanent resident status/immigration
- Other: _____

3. What personal knowledge, strengths and skills can you bring to support your legal intentions? (*e.g., I have done this before, I can ask for help from friends, I'm determined*)

ADVOCACY (*Accessing benefits, finances, victim services, etc.*)

1. Do you want to seek advocacy services in the next year?

- Yes No Maybe

2. If **Yes or Maybe**, in what area(s) do you need advocacy help? (*Check all that apply*)

- | | |
|--|--|
| <input type="checkbox"/> Accessing housing, employment, or income benefits | <input type="checkbox"/> ID replacement |
| <input type="checkbox"/> Filing taxes | <input type="checkbox"/> Victim services |
| <input type="checkbox"/> Help managing finances | <input type="checkbox"/> Immigrant/refugee settlement services |
| | <input type="checkbox"/> Other: _____ |

3. What personal knowledge, strengths and skills can you bring to support your advocacy intentions? (*e.g., I have done this before, I can ask for help from friends, I'm determined*)

COMMUNITY & BELONGING

1. Do you want to find recreational, community, cultural or spiritual activities or resources in the next year?

Yes No Maybe

2. If **Yes or Maybe**, what would interest you? (*Check all that apply*)

- | | |
|---|---|
| <input type="checkbox"/> Access to city pools or skating rinks | <input type="checkbox"/> Fitness |
| <input type="checkbox"/> Arts & crafts | <input type="checkbox"/> Movie nights |
| <input type="checkbox"/> Childcare and parenting resources | <input type="checkbox"/> Music |
| <input type="checkbox"/> Connect with the local community | <input type="checkbox"/> Reading & writing |
| <input type="checkbox"/> Connect with a religious or spiritual group or service | <input type="checkbox"/> Seniors groups and events |
| <input type="checkbox"/> Cultural activities & learning | <input type="checkbox"/> Sports & recreation |
| <input type="checkbox"/> Disability services & groups | <input type="checkbox"/> Technology & digital literacy |
| <input type="checkbox"/> (English) language & immigration resources | <input type="checkbox"/> "Things to do" or events around town |
| | <input type="checkbox"/> Other: _____ |

3. What personal knowledge, strengths and skills can you bring to support your community and belonging intentions? (*e.g., I have done this before, I can ask for help from friends, I'm determined*)

DEMOGRAPHICS

This information is requested to help us better understand the population and the resources that people are eligible for. Please remember, you can skip any questions you'd prefer not to answer.











1. What is your age?

- Under 18
- 18-24 years old
- 25-54 years old
- 55+
- Prefer not to say

2. What gender do you identify with?

- Male
- Female
- Non-binary
- Prefer not to say
- Other: _____

3. Please check any service preferences (e.g., Indigenous specific, LGBTQIA2S+ friendly)?
(Check all that apply)

- Everyone (19+) 
- Indigenous (Status Indians, Non-status Indians, First Nations, Metis, Inuit) 
- LGBTQIA2S+ (lesbian, gay, bisexual, transgender, queer, two-spirited) 
- Women 
- Men 
- Youth 
- Family 
- Seniors 
- Immigrant and Convention Refugee 
- Disability (Visible and Invisible) 

MAKING CHANGES MY WAY

1. My current goal: *(Pick one area to work on)*

- Housing
- Employment
- Learning, Training & Skills
- Volunteering
- Health & Wellness:
 - Physical Dental Mental Wellness
 - Eyesight Substance Use Hearing
- Legal & Advocacy
- Community & Belonging
- Other: _____

2. In terms of my focus, within the next 1-3 months, I would like to:

(e.g., have a job interview; have a pair of glasses; get new BC ID; etc.)

3. What personal knowledge, strengths and skills can I bring to support my focus?

(e.g., I have done this before, I can ask for help from friends, I'm determined)

4. The following one or more support opportunities in the *Companion Guide to Services* would be useful to me:

5. My progress tracker (*My plan (2-3 smaller steps), my target dates, my progress checkmarks*)

STEP 1: _____ _____ _____	Target Date: _____	<input type="checkbox"/> ✓ When completed
STEP 2: _____ _____ _____	Target Date: _____	<input type="checkbox"/> ✓ When completed
STEP 3: _____ _____ _____	Target Date: _____	<input type="checkbox"/> ✓ When completed

6. Someone I will talk to about my plan (e.g., Support worker, family, friends, etc.)?

7. How often will I check in with them? _____

8. When will I check in with them? (*Date*): _____

9. Some challenges that I may experience and solutions that will work for me are:

	Challenge	Solution
1		
2		
3		

10. In the past, I felt good about overcoming the following problem in my life:
(complete the chart below)

My problem was...	
At the beginning, I felt...	
I overcame it by...	
In the end, I felt...	

MAKING MORE OF THE CHANGES I WANT (optional)

1. After I have completed my previous goal, my next focus is:

- Housing
- Employment
- Learning, Training & Skills
- Volunteering
- Health & Wellness:
 - Physical Dental Hearing
 - Eyesight Substance Use Mental Wellness
- Legal & Advocacy
- Community & Belonging
- Other: _____

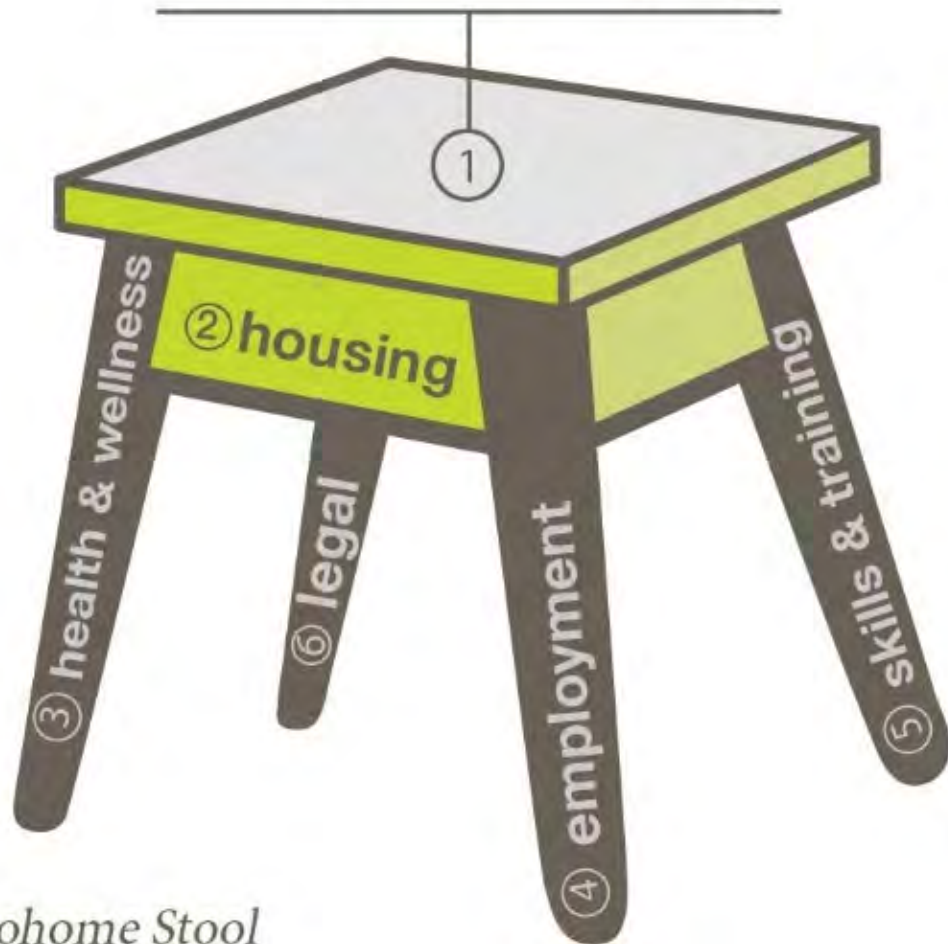
2. I will complete questions 2-10 (pages 13-15) as before.

Congratulations!
You completed your
life intentions action
plan!

Thriving

Citizens

Safety & Belonging




























Streetohome Stool

Companion Guide to Services (Surrey & White Rock)

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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- Index (at end of guide), Abbreviation Glossary (Back Cover)

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

Icon Guide

 Everyone (19+)

 Disability
(Visible & Invisible)

 Family

 Immigrant &
Convention Refugee

 Indigenous

 LGBTQ2SAI+

 Men

 55+ Seniors

 Women

 Youth

About the Guide

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

- a) Available in the city of Surrey
- b) Free (most services) or minimal cost
- c) Accessible through self-referral

Information about each service has been verified by Streethome volunteers. The most current version of the Guide can be found at <https://www.streethome.org/project/smart-cities-life-intentions/>. If you become aware of outdated information in the resource guide, please contact Streethome by calling 604-629-2711 ext. 103 or email info@streethome.org.

Housing

Are you looking for different housing?

BC Housing

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

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

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 direct deposit 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-assistance/SAFER>

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, at-risk of homelessness or currently homeless, and require supports to 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

Kekino Native Housing Society



- Provides safe, subsidized, affordable, long-term rental accommodation for people of Indigenous ancestry and with limited income
- Rent is based on income
- Applications can be emailed, mailed, or given in person
- Eligibility: Must be 19 years or older, have Indigenous ancestry (Status; non-status; Metis or Inuit), and have a combined household Income below the Housing Income Limits (HILs)

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

Address: 1014-7445 132nd Street, Surrey, BC V3W 1J8

Phone: 604-591-5299 | **Email:** info@kekinow.ca

<https://kekinow.ca/applicants/application-form/>

Lookout Housing and Health Society



- Helps individuals who are homeless to secure stable, affordable, and appropriate housing
- Also assists clients with tenancy and subsidy applications and provides them with information on good tenancy practices

Address: 10667 135A Street, Surrey, BC V3T 4E3

Phone: 604-589-1002 | **Email:** info@lookoutsociety.ca

<https://lookoutsociety.ca/project/permanent-supportive-housing/>

Options Community Services



- Assists with filling out short term rental subsidy applications and/or finding a place to rent that fits your needs and budget
- Can provide up-to-date lists of houses available, assist with making arrangements to view available places and support you in getting out to view them
- Eligibility criteria: For adults 19+ years old

Hours: *Monday – Friday:* 9am-12pm; 1pm-5pm

Address: 13520 78 Ave, Surrey, BC V3W 8J6

Phone: 604-599-8900

Email: bruce.strom@options.bc.ca or youthservices.info@options.bc.ca if you're a youth

<https://www.options.bc.ca/program/shelters-housing-services>

Housing

Sources Community Resources Society



- Assists homeless individuals to find safe and affordable housing and offering ongoing support (re. income supports, benefits, tenancy, other supports) to assist them to remain housed.

Hours: Monday – Friday: 8:30am-4:30pm

Address: 102 13771 72A Ave., Surrey BC, V3W 9C6

Phone: 778-731-9195 | **Email:** info@sourcesbc.ca

<https://www.sourcesbc.ca/our-services/advocacy-housing-prevention-services/>

Sources 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
- Loans can be used for rental arrears, utility arrears, security deposits and/or first month's rent
- Eligibility:
 - ✓ Be 19+ years of age
 - ✓ Be a current resident of B.C. or be moving to B.C.
 - ✓ Not owing more than 2 months in rent
 - ✓ Provide proof of a regular source of income that is sufficient to cover monthly living expenses
 - ✓ Show that the household is low-to-moderate income (BC housing HILS)
 - ✓ Evidence that the financial assistance will stabilize your housing beyond the immediate crisis
 - ✓ Must not have undischarged bankruptcy

NOTE: Documents required include: your tenancy agreement, three months of recent bank statements, and two pieces of identification (ID), including one piece of photo ID. The full process from application to receiving a loan takes 1-3 weeks.

Hours: Monday – Friday: 8:30am-4:30pm

Address: 102 13771 72A Ave., Surrey BC, V3W 9C6

Phone: 778-731-9195 | **Email:** srb@sourcesbc.ca

Apply online: <https://apply.bcrentbank.ca/apply/sources-newton-resource-centre>
<https://www.sourcesbc.ca/our-services/sources-rent-bank/>

NOTE: If you are a recent newcomer to Canada, please reach out to settlement services (page 73) for help with finding housing.



Employment

Do you want to find new work opportunities?

ACCESS Employment Services



Industries: (Administration) (Construction) (Trades)

- Employment assistance services for the urban Indigenous population of Metro Vancouver
- Offers phone, fax, photocopier, and internet access

✓ Flexible Schedule

✓ Mentorship/Coaching

✓ Skills training/Upgrading

Hours: Monday – Friday: 8:30am-4:30pm

Address: 10708 136A Street, Surrey, BC V3T 5G9

Phone: 778-395-0385 | Email:

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

BC Employment and Assistance (BCEA) Office



- Provides income assistance, disability assistance, and referral to employment services for individuals who are unemployed, underemployed, awaiting other income, or unable to work.
- Online applications are available at www.myselfserve.gov.bc.ca.

Hours: Monday- Friday: 9am-12pm, 1pm-4pm

Address: 101-16088 84th Avenue, Surrey, BC V4N 0V9 (Fleetwood)

100-13650, 102nd Avenue, Surrey, BC V3T 1N6 (North Surrey)

103-13749 72nd Avenue, Surrey, BC V3W 2P2 (Park Place)

Phone: 1-866-866-0800

<https://www2.gov.bc.ca/gov/content/family-social-supports/income-assistance/access-services>

BC Settlement and Integration Services (BCSIS) (S.U.C.C.E.S.S.)



Industries: (Job-readiness) (ESL)

- Provides information, support, resources and referrals to help temporary residents in pursuing pathways to permanent residency, thrive in today's labour market, practice English and establish connections in the workplace and in the community
- Appointments required
- Eligibility: Temporary foreign workers (work permit holders); BC provincial nominees who are not yet approved for permanent residency; post-secondary international students who are eligible to work in Canada; refugee claimants; naturalized citizens (citizens born outside Canada) who are actively looking for employment

✓ Job search support

✓ Mentoring/coaching

Hours: Tuesday – Friday: 9am-5pm

Address: Surrey Impact Plaza Service Centre, #200 - 10090 152nd Street, Surrey, BC V3R 8X8

Phone: 236-333-3102 | Email: bcsis@success.bcsis.com

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



Employment

Blaze – Self Employment for Newcomer Youth



Industries: (Entrepreneurship) (Self-employment)

- Supports aspiring entrepreneurs interested in business start-up, as well as existing youth entrepreneurs interested in business growth
- Participants receive entrepreneurial skills training, and gain business experience and connections through resource teams and peer-to-peer support
- Eligibility: Newcomer immigrant and refugee youth in Metro Vancouver

Hours: Monday – Friday: 9am-5pm

Address: 302-10334 152A Street, Surrey, BC V3R 7P8

Phone: 604-683-1684 | **Email:** blaze@issbc.org

www.issbc.org/welcome-centre-surrey

Career Compass for Immigrants



Industries: (Job-readiness)

- Provides occupational, digital and soft skills along with short-term certification
 - Services delivered in English, Arabic and French
 - Eligibility: Newcomer immigrants and refugees in Metro Vancouver
- ✓ Job search support ✓ Mentoring/Coaching ✓ Multiple languages available

Hours: Monday – Friday: 9am-5pm

Address: 302-10334 152A Street, Surrey, BC V3R 7P8

Phone: 604-683-1684 | **Email:** compass@issbc.org

www.issbc.org/welcome-centre-surrey

Embers Staffing Solutions - Surrey



Industries: (Construction) (Warehousing) (Administration) (Special Events)

- Provides a supportive work environment and a ladder of opportunities
 - Walk in, take an orientation, and get a job the next day
- ✓ Benefits ✓ Transportation support ✓ Opportunities for growth
 ✓ Skills Training/Upgrading ✓ Free meals ✓ No reference/resume needed
 ✓ Mentorship/Coaching ✓ Work gear provided

Hours: Monday – Friday: 5:30am-5:30pm

Address: 10595 King George Blvd #201, Surrey, BC V3T 2X5

Phone: 778-293-0781 | **Email:** surrey@embersstaffing.com

www.embersstaffing.com/looking-for-work



Employment

Employment Beginning Program



Industries: (Food Services)

- Helps youth build their self-confidence and self-esteem
- Get First Aid, WHMIS, Food Safe, Service It Right, Super Host, and Café Essentials certifications
- 9 weeks of workshops, certifications, case management, industry mentors, and 1 to 1 support, followed by 6 weeks of paid work experience. Online and in-person training
- Eligibility: At-risk youth 15-30 years of age, not attending school during the day and legally entitled to work in Canada.

✓ Skills training/Upgrading

✓ Paid work experience

✓ Mentorship/Coaching

Address: 103-6844 Kind George Boulevard, Surrey BC, V3W4Z9

Phone: 604-598-2703

<https://www.pathfinderyouthsociety.org/programs/ebp-surrey>

Employment Support Settlement Counselling for People with Disabilities



Industries: (Job-readiness)

- Provides free employment support and settlement counselling to newcomers with disabilities, assisting them in overcoming barriers as they enter the Canadian labour market.
- Service is available in Arabic, Dari, English, Farsi, Hindi, Pashto, Punjabi, and Urdu.
- Eligibility: Newcomers who have a self-declared disability and who are permanent residents of Canada; individuals who have been selected to become permanent residents; refugees and refugee claimants; or temporary foreign workers (work permit holders).

✓ Job search support

✓ Resume writing

✓ Assistive technology

✓ Transportation support

✓ Childcare support

✓ Transportation Support

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

Address: #205-12725 80th Avenue, Surrey BC, V3W3A6

Phone: 604-596-7722 ext. 224 | **Email:** Maninder.kaur@pics.bc.ca

<https://pics.bc.ca/programs/settlement-services/settlement-services-for-people-with-disabilities/>

Fast Track to Manufacturing (F2M)



Industries: (Manufacturing)

- Individualized support to youth explore a career in the manufacturing sector
- After six weeks of paid online training, participants are offered full-time paid positions.
- Eligibility: Unemployed or underemployed newcomers (Canadian citizen, permanent resident, or protected person) ages 17 to 29

✓ Job search support

✓ Resume writing

✓ Skills training/Upgrading

✓ Transportation support

Address: 200A-7134 King George Boulevard, Surrey, BC, V3W5A3

Phone: 604-351-9665 | **Email:** f2m@mosaicbc.org

<https://www.mosaicbc.org/services/employment/f2m/>



Employment



Foreign Credential Recognition (FCR) Loan Program (PICS)

Industries: (Health) (Law) (Education) (Accounting) (Technology) (Business)

- Assists internationally trained professionals to get back into their professional field or related career field.
 - Offers a loan up to \$15,000 with a flexible repayment schedule to cover the cost of credentialling.
 - Program reviews credentials, assists individuals to make a career action plan, and assists with finding employment.
 - Loans can be used for training costs for short-term courses and accreditation, examination fees with associations, membership and association fees, course materials and travel allowance.
- ✓ Mentorship/Coaching ✓ Resume writing

Address: 205-12725 80th Avenue, Surrey, BC, V3W3A6

Phone: 604-596-7722 | **Email:** pics@pics.bc.ca

<https://fcrloans.ca/>



Gang Intervention and Exiting Team (Combined Forces Special Enforcement Unit of British Columbia)

- Provides support to high-risk individuals engaged in gang-related activities and wishing to exit the gang life
- Includes counselling, education, life coaching, mental health and employment supports
- Eligibility: Aged 12 or older, committed to achieving positive long-term goals

Address: 14200 Green Timbers Way, Surrey BC, V3T6P3

Phone: 604-897-6023 | **Email:** gangintervention@cfseu.bc.ca

<http://lindseyh6.sg-host.com/gang-exiting-and-intervention-team/>



H.E.A.L. for Work Program for Women

Industries: (Job-readiness)

- Empowers survivors of violence and trauma to get into the labour market
- Participation allowance and tuition fee support
- Program offered in English, with language support in Punjabi and Arabic
- Eligibility: Survivors of violence or trauma; experiencing health issues, stress, depression or anxiety; unemployed or underemployed (working less than 20 hours/week); and a Canadian citizen or permanent resident

✓ Job search support

✓ Mentoring/Coaching

✓ Skills training/Upgrading

✓ Paid work Experience

✓ Childcare support

✓ Multiple languages available

Address: 13455 76th Avenue, Surrey BC, V3W 2W3

Phone: 604-547-1260 | **Email:** heal@dcrs.ca

<https://www.dcrs.ca/our-services/employment-programs/h-e-a-l-for-work-program/>



Employment

I M Change Program



Industries: (Peer employment) (Computer skills)

- Provides employability skills training, computer skills training, and job placement to people at risk of homelessness or experiencing homelessness
- Food Safe, Super Host, WHMIS, Forklift, and First Aid Certification
- 30 hours per week paid in-class training plus lunch and other supports
- Eligibility: At risk of homelessness or experiencing homelessness; unemployed or precariously employed; Canadian Citizen/PR/Refugee Status

✓ Course length: 10 weeks

✓ Skills training/Upgrading

✓ Job placement

✓ Resume writing

Address: #205-12725 – 80th Avenue, Surrey, BC, V3W 3A6

Phone: 604-596-7722 | **Email:** imchange@pics.bc.ca

<https://pics.bc.ca/programs/employment/3650-2/>

Intercultural Ability in Disability Employment Program (I-AIDE)



- Helps persons with disabilities find work in the service sector
- Training includes occupational skills, individualized supports, and certifications to equip eligible participants with Office Administrators certification
- Eligibility: Must be a person with Diverse Abilities (receiving PWD benefits or self-disclosed); have a SIN; living in BC, unemployed or precariously employed; and not a full-time student

✓ Course length: 22 weeks

✓ Skills training/Upgrading

✓ Work experience

✓ Childcare support

✓ Transportation support

✓ Counselling

Address: #205-12725 – 80th Avenue, Surrey, BC, V3W 3A6

Phone: 604-596-7722 ext. 205 (Anu) or 604-596-7722 ext. 610 (Cherry)

Email: anu.mehta@pics.bc.ca or charanjit.bains@pics.bc.ca

<https://pics.bc.ca/programs/employment/intercultural-ability-in-disability-employment-program-i-aide/>

Pathways to Leadership (YMCA Metro Vancouver)



- Helps immigrant and refugee single mothers build confidence, develops leadership skills and explores career or training options.

- Eligibility: Immigrant and refugee (of any status) single mothers.

✓ Course length: 7 months

✓ Mentorship/Coaching

Address: Now online

Phone: 604-219-8952 | **Email:** singlemothers@ywcavan.org

www.ywcavan.org/pathways-leadership



Employment

PICS Youth Resource Hub

Industries: (Job-readiness)

- Provides employment services via one-on-one workshops, academic coaching and networking opportunities
- Take advantage of the friendly ambiance, access to computers, WiFi and other amenities
- Eligibility: Ages 13-29
- ✓ Drop-in
- ✓ Mentorship/Coaching
- ✓ Resume writing
- ✓ Job search support

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

Address: 12725 80th Ave, Surrey, BC, V3W 3A6

Phone: 604-596-7722 Ext. 147 | **Email:** pics@pics.bc.ca

<https://pics.bc.ca/programs/employment/surrey-youth-resource-center/>

SAHARA Employment Program for Men

Industries: (Job-readiness) (Computer skills)

- Supported employment approach to help men facing multiple barriers find their place in the labour market
- Learn while you earn – receive a participation allowance and tuition fee support
- Eligibility: Men who are: unemployed or working less than 20 hours/week; Canadian citizens or permanent residents; and may have experienced additional barriers to employment such as health, anxiety, depression or addiction issues, criminal record, or lack of basic education and skills to obtain employment
- ✓ Job search support
- ✓ Paid work Experience
- ✓ Mentoring/Coaching
- ✓ Childcare support
- ✓ Skills training/Upgrading
- ✓ Multiple languages available

Address: 13455 76th Avenue, Surrey BC, V3W 2W3

Phone: 604-547-1260 | **Email:** sahara@dcrs.ca

<https://www.dcrs.ca/our-services/employment-programs/s-a-h-a-r-a-program-for-men/>

Spark

Industries: (Entrepreneurship) (Self-employment)

- Spark works with you to develop and strengthen your business ideas and takes you one step closer to launching your business
- Specialized workshops for women
- Eligibility: refugee or permanent resident or live-in caregivers
- ✓ Course length: 4 months
- ✓ Mentorship/Coaching

Address: Now online

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

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



Employment

Surrey Youth Resources Society (PICS)

Industries: (Job-readiness)

- Provides employment services to youth through one-on-one workshops, academic coaching, and networking opportunities
- Eligibility: Ages 13-29
 - ✓ Job search support
 - ✓ Coaching/Mentorship
 - ✓ Resume writing

Address: 205-12725 80th Avenue, Surrey BC, V3W 3A6

Phone: 604-596-7722 ext. 147 | **Email:** pics@pics.bc.ca

www.pics.bc.ca

This Way ONward

Industries: (Customer Service)

- Gain customer service skills through a series of workshops (once a week) and a paid internship with Old Navy
- Eligibility: Ages 16-24
 - ✓ Course length: 10 weeks (pre-employment training)
 - ✓ Paid work experience: 10 weeks

Address: North Surrey Guildford WorkBC Centre, #202 – 10334 152A Street, Surrey, BC V3R 7P8

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

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

YES² Employment Program

- Gain skills to become job ready by learning about topics such as leadership, time management, effective job search tools and techniques, financial literacy, and problem-solving skills
- Eligibility: Ages 15-30; Canadian Citizen, Permanent Resident or Refugee status; and one or more of the following: high school non-completion; self-identified as disabled, LGBTQ2+, Indigenous, a recent immigrant or single parent; homeless or living in low-income household; involvement in the criminal justice system; substance use; or involuntary not in education, employment, or training for 6 months
 - ✓ Course length: 11 weeks
 - ✓ Paid work experience

Address: #202-12725 – 80th Avenue, Surrey, BC, V3W 3A6

Phone: 604-596-7722 ext. 330 | **Email:** YESS@pics.bc.ca

<https://pics.bc.ca/programs/employment/yes%c2%b2-youth-employment-support-services/>



Employment

Work BC



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

South Surrey

Address: 108-1688 152nd Street, Surrey BC, V4A4N2

Phone: 604-531-3331 | **Email:** centre-surrey-152@workbc.ca

<https://workbccentre-surrey-152.ca/>

Surrey (Cloverdale)

Address: Unit 202 - 17700 – 56 Avenue, Surrey BC, V3S 1C7

Phone: 778-547-5020 | **Email:** centre-surrey-56@workbc.ca

<http://workbccentre-surrey-56.ca/>

Surrey (Guildford)

Address: 202-10334 152A St, Surrey BC, V3R 7P8

Phone: 604-580-9740 | **Email:** info-surreyguildford@workbc.ca

<https://workbccentre-surreyguildford.ca/>

Surrey (Newton)

Address: 110-7525 King George Blvd, Surrey BC, V3W 5A8

Phone: 778-728-0175 | **Email:** info-surreynewton@workbc.ca

<https://www.workbccentre-surreynewton.ca>

Surrey (Whalley)

Address: 160-10362 King George Blvd, Surrey BC, V3T 2W5

Phone: 604-584-0003 | **Email:** info-surreywhalley@workbc.ca

<http://workbccentre-surreywhalley.ca/>

Hours (South Surrey and Cloverdale):

Monday, Tuesday, Thursday, Friday: 8:30am – 5pm, Wednesday: 8:30am – 3pm, Saturday: 10am– 2pm

Hours (Guildford, Newton, Whalley):

Monday, Tuesday, Wednesday, Friday: 9am – 5pm, Thursday: 9am – 2pm, Saturday: 9am– 5pm (except long weekends)



Employment

Youth Everlasting Seeds (Baobab Inclusive Empowerment Society)



Industries: (Peer Support) (Job Readiness)

- Provides peer support to youth who are immigrants, refugees, and refugee claimants and who face multiple barriers.
- Engages them in activities that foster leadership and life skills, self-esteem, job readiness, and computer skills.
- Topics may include disease prevention, arts and digital storytelling, employment, volunteering, cooking and nutrition, settlement and integration, social justice, and public speaking.
- Services are offered in Arabic, English, French, German, and Tagalog

Hours: *Monday and Thursday: 5pm – 7:30pm, registration required*

Address: Solid State Community Industries, Surrey BC, V3T4H4

Phone: 604-585-6775

www.baobabinclusive.com

Youth in Tech



Industries: (IT and Tech)

- Build digital skills in web development, digital marketing/design or information and communications technology along with paid work experience in the sector.
- Eligibility: Ages 17-29; unemployed or not in stable employment; Canadian Citizen, Permanent Resident or Protected Person legally entitled to work in Canada; not a full-time student; not participating in another provincially or federally funded labour market program; CLB level 6 or higher; computer literate with intermediate skills

✓ Skills training/Upgrading

✓ Paid work experience

✓ Transportation support

Hours: *Monday – Friday: 9am – 5pm*

Address: 302-10334 152A Street, Surrey BC, V3R7P8

Phone: 604-683-1684 | **Email:** youthintech@issbc.org

<https://issbc.org/our-services/youth-in-tech>

Youth in Tech (ISS of BC)



Industries: (Web development) (Digital marketing/design)

- Offers training in web development, digital marketing/design, or information and communications technology for immigrant and refugee youth
- In-person and online training includes web development, digital marketing and design, and information and communications technology.
- Courses include information on job readiness, tech-specific language, and critical thinking skills.
- Eligibility: Ages 17-29; Unemployed or not having stable employment; be a Canadian citizen, Permanent Resident, or Protected Person legally entitled to work in Canada; have CLB level 6 or higher; be computer literate with intermediate skills; and be living in Metro Vancouver.

✓ Paid training

✓ Bus ticket provided

✓ Paid work experience

Address: ISS of BC Welcome Centre, 301- 10334 152A St, Surrey, BC V3R 7P8

Phone: 604-683-1684 | **Email:** info.surrey@issbc.org

www.issbc.org/our-services/youth-in-tech



Volunteering

Do you want to find volunteer opportunities?

Alexandra Neighbourhood House



- Recruiting volunteers for a new friendly caller network designed to support older adults.

Address: 2916 McBride Avenue, Surrey, BC V4A 3G2

Phone: 604-535-0015 | **Email:** communityprograms@alexhouse.net

<https://www.alexhouse.net/volunteers-needed-friendly-caller-network>

BC4Afghans Refugee Resettlement



- Support Afghans that are newly being settled in BC by helping to translate, assembling care packages and helping at events

Phone: 604-229-7503 | **Email:** bc4afghans@gmail.com

<https://bc4afghans.com/volunteer-3/>

City of Surrey Volunteer Program



- Provides varieties of opportunities in different sectors to individuals living in the city of Surrey
- Opportunities include working behind the scenes at events, supporting people who need to evacuate their homes, caring for animals, helping the environment, educating people, preventing crime, or leading a tour
- Eligibility: Ages 14 and older

Phone: 604-598-5863 | **Email:** volunteer@surrey.ca

<https://www.surrey.ca/about-surrey/volunteering>.

Charity Village



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

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

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

DIVERSEcity



- Helps you find volunteer positions to match your passion, skills and experience
- Volunteers help with everything from leading English conversation circles and computer classes to helping low-income newcomers file their income taxes
- Contact our volunteer coordinators by phone or email to find out about our next Volunteer Orientation Session, or fill out the Volunteer Application Form
- Eligibility: Ages 19 and over; located within Surrey, Delta, Langley and Cloverdale

Address: 13455 76th Avenue, Surrey, BC, V3W 2W3

Phone: 604-597-0205 | **Email:** volunteer@dcrs.ca

<https://www.dcrs.ca/volunteer/>



Volunteering

Domestic Abuse Services - Our Lady of Good Counsel Society



- Assist persons who are caught in the cycle of domestic abuse by volunteering for a variety of initiatives

Address: #201-14045 104th Avenue, Surrey, BC, V3T 1X4

Phone: 604-585-6688 | **Email:** admin@domesticabuseservices.ca

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

Immigrant Services Society of BC (ISSofBC) Volunteer Connections Program



- Newcomers to Canada can share their skills and learn new skills through volunteering.
- Residents are invited to share their time, skills, and knowledge; gain new experiences
- A criminal record check is required due to the nature of our work with vulnerable populations.
- Applications may take time to complete and we thank you for your patience!

Address: #301-10334 152A Street, Surrey, BC, V3R 7P8

Phone: 604-683-1684 | **Email:** volunteer.surrey@issbc.org

www.issbc.org/our-services/volunteer-with-us

Newcomer REACH (Recreation, Engagement, Action Connection Hub)



- Supports newcomer youth with settlement and integration into the community. The program provides homework clubs, community volunteering, leadership development, workshops, employment assistance, outings, and activities.
- To apply for this service, please fill out a referral form and then email the completed referral form to referral@pcrs.ca
- Eligibility: Ages 13-21; living in Surrey, North Delta, and Langley who are newcomers to Canada

Address: CCYH (City Centre Youth Hub): 10453 Whalley Blvd, Surrey, BC, V3T 5B1

NYH (Newton Youth Hub): #114-13479 76 Ave., Surrey, BC, V3W 2W3

Phone 604-592-6200 | **Email:** nyrcreception@pcrs.ca

<https://pcrs.ca/service-types/cultural-supports/?keyword=volunteer&city=surrey&resource=>

Options Community Service Society



- Volunteers at Options engage in a variety of activities, including answering distress calls for the Fraser Health Crisis Line, mentoring and supporting families, youth or newcomers to Canada, cooking, teaching, crafting, researching, assisting with administrative tasks, building playgrounds, landscaping, painting, IT-related tasks, and more.
- Some programs require short-term or even one-time commitments (i.e., special events) while others may require regular commitments over a period of weeks or months

Address: 9815 - 140th Street Surrey, BC V3T 4M4

Phone: 604-584-5811 | **Email:** volunteersupport@options.bc.ca

<https://www.options.bc.ca/volunteer-at-options>



Volunteering

Plusone Mentoring



- Become a mentor and give your time to build a meaningful relationship and share your experiences with a young person in your community, helping to transform their life

Address: Tong Louie Family YMCA, 14988 57 Ave, Surrey, BC V3S 7S6

Email: plusonementoring@gv.ymca.ca

www.plusonementoring.ca/en/Plusone/Home

S.U.C.C.E.S.S. We Volunteer Here



- Introduces you to volunteer opportunities to build social and professional networks, obtain Canadian work and volunteer experience, and practice your English in a safe environment facilitated by friendly and professional settlement staff.
- Please call to register

Hours: *Monday – Friday:* 9am-5pm

Address: #100-15117 101 Avenue, Surrey, BC V3R 8P7

Phone: 604-588-6869

<https://isiponline.ca/service-regions/surrey-fraser-valley>

Surrey Crime Prevention Society



- Work in partnership with the City of Surrey, RCMP and other government agencies to develop new skills (e.g. leadership, interpersonal, communication)
- Please note that you will be required to make a minimum one-year commitment to volunteer with Surrey Crime Prevention
- Roles and responsibilities include: report stolen vehicles and license plates; work with community partners on a variety of projects including speed watch, distracted driving, public awareness, and education campaigns, special events; observe and report on suspicious activity
- Eligibility: All applicants interested must be 16 yrs or older; Applicants under 16 yrs may volunteer through their schools under the work-experience program; Must successfully obtain an RCMP criminal record check; may require a valid class 5 Driver's License depending on the program (Citizens Community Safety Watch Program must be 18 years of age)

Address: #15-12484 82nd Avenue, Surrey, BC, V3W 3E9

Phone: 604-502-8555 | **Email:** info@preventcrime.ca

<https://www.preventcrime.ca/become-a-volunteer>



Volunteering

Surrey Intercultural Youth Service Corps Project



Industries: (Job-readiness)

- Provides valuable leadership training, community engagement skills and volunteer placements, so you can build community connections and prepare to enter into the work force
- Eligibility: Ages 15-30; BC residents; Canadian Citizens, Permanent Resident or Refugee status

✓ Resume writing

✓ Transportation support

Address: #205-12725- 80th Ave., Surrey BC , V3W 3A6

Phone: 604-596-7722 ext. 306 | **Email:** siyscorps@pics.bc.ca

<https://pics.bc.ca/programs/employment/surrey-intercultural-youth-services-corps-project/>

YWCA



- Join our network of volunteers to advance gender equality and support local women and families
- With more than 60 programs and services across Metro Vancouver, we'll be sure to find a fit for your skills and interests.

Phone: 604-895-5846

<https://ywcavan.org/help/volunteer>



Learning, Training and Skills

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
 - Connects you with paid work placement, support and guidance, and networking opportunities
 - Offers services in person and online
 - Eligibility: Internationally Trained Professional; a permanent resident or Canadian citizen
- ✓ Mentorship/Coaching



Address: #250 - 3665 Kingsway, Vancouver, BC, V5R 5W2

Phone: 778-819-0728 ext. 1011 | **Email:** accep-info@success.bc.ca

<https://successbc.ca/accep/>

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 Surrey; able to attend each class via Zoom with video and audio; has not completed a post-secondary degree or participated in another program funded by Access BladeRunners
- ✓ Course length: 5 weeks, Tuesday, Wednesday and Thursday from 1pm-4pm ✓ Paid training (\$75/week)

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

Address: 201 B-10334 152A Street, Surrey BC, V3R7P8

Phone: 604-580-9681 | **Email:** baristas@pcrs.ca

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

Learning, Training and Skills

Canada Learning Bond



- Open to low-income families, including newcomers and refugees, the Canada Learning Bond offers an initial \$500 to help you start saving for your child's education after high school
- Your child can also receive an additional \$100 every year until age 15. In total, a child can receive up to \$2,000 in a Registered Education Savings Plan (RESP)
- Eligibility: If your child is born January 1, 2004, or later, and your family's annual income is less than \$48,535; permanent residents; refugees and refugee claimants; Canadian citizens; temporary and/or foreign workers; and students

Address: 13455 76th Avenue, Surrey, BC V3W 2W3

Phone: 604-507-6060 | **Email:** settlement@dcrs.ca

<https://www.dcrs.ca/our-services/settlement-services/canada-learning-bond/>

Canadian Citizenship Preparation



- Helps individuals preparing to become Canadian citizens understand the topics of the 'Discover Canada' guide covering Canadian culture, history, geography, politics, and the rights and responsibilities of citizenship.

✓ Course length: 10 weeks

Address: Now online

Phone: 604-507-6060 | **Email:** settlement@dcrs.ca

<https://www.dcrs.ca/our-services/citizenship-preparation/>

Career Mentoring for SUCCESS



- Matches you with an experienced mentor who provides you with information, support, and guidance to jumpstart your professional career
- Please call to register

Hours: *Monday – Friday: 9am-5pm*

Address: #100-15117 101 Avenue, Surrey, BC V3R 8P7

Phone: 604-588-6869

<https://isiponline.ca/service-regions/surrey-fraser-valley>

Learning, Training and Skills

Career Paths for Skilled Immigrants Program (Back in Motion Employment Services)

Industries: (Health)

- Helps unemployed and underemployed skilled immigrants find employment that uses their pre-arrival skills, experience, and education.
 - *Stream 1 Health B* supports physiotherapists, occupational therapists, dieticians, medical lab technicians, and veterinarians to reconnect with their careers.
 - Eligibility for Stream 1: obtained permanent residence in the last 5 years, British Columbia resident, 3 years of experience (or 1 year if 30 years of age or younger), intermediate to advance level of English, and currently underemployed or unemployed.
 - *Stream 2 and 3* includes a program designed to assist regulated and unregulated professionals with job search and workplace orientation.
 - Eligibility for Stream 2: resident of Surrey, Aldergrove, Cloverdale, White Rock, Richmond, or Delta, received permanent residence in the past five years, 3 years of experience (or 1 year if 30 years of age or younger), intermediate to advance level of English, and currently underemployed or unemployed.
- ✓ Job search support ✓ Mentoring/Coaching ✓ Skills training/Upgrading
✓ Resume writing

Hours: Monday – Friday: 8am – 4:30pm

Address: Now online

Phone: 604-575-3800 | **Email:** info@careerpaths.ca

<https://careerpaths.ca/>





Learning, Training and Skills

Career Paths for Skilled Immigrants (ISS of BC)

Industries: (Job-Readiness) (ESL) (Construction) (IT & Technology)

- If you are a newcomer to Canada with professional experience, get help rebuilding your career in British Columbia
 - Get access to training funds, learn occupation-specific language, connect to employers, and gain Canadian work experience
 - Eligibility: A resident of city of Vancouver; Permanent resident within last 5 years; 3 years pre-arrival experience in field (1 year if 19-30 years of age). Must have: minimum CLB 6 for regulated professions or minimum CLB 5 for unregulated professions; pre-arrival experience; be underemployed or unemployed; and not receiving EI or BCEA.
- ✓ Course length: 11-20 months ✓ Mentorship/Coaching ✓ Financial assistance
 ✓ Job search support ✓ Support plan

Address: Now online

Phone: Construction & Engineering; and Technology Professions: 604-375-2105

Regulated and Non-Regulated Professions: 236-985-7359

Email: careerpaths@issbc.org

<https://issbc.org/our-services/career-paths-skilled-immigrants-regulated-unregulated>

Career Paths for Skilled Immigrants (PICS)

Industries: (Customer Service) (Hospitality) (Retail/Sales)

- Assists skilled immigrants with experience in sales and service occupations (corporate sales management, retail and wholesale trade management, hospitality, insurance, real estate & financial brokerage sectors) 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; 3 years pre-arrival experience in the fields of Sales and Service (one year if 19-30 years of age; CLB 6 (intermediate to advanced English), not receiving EI or BCEA
- ✓ Job search support ✓ Mentorship/Coaching ✓ Financial assistance

Address: #205-12725- 80th Ave., Surrey BC , V3W 3A6

Phone: 604-596-7722 | **Email:** careerpaths@pics.bc.ca

<https://pics.bc.ca/programs/employment/career-paths-for-skilled-immigrants/>

Clubhouse 36 (Surrey School District)

- Provides out-of-school programming designed to encourage and nurture self-esteem through social and emotional learning, sports and arts, peer mediation, leadership, and academic learning.
- Offers skills development activities for children two days a week during the school year, as well as full-day programming during spring and summer breaks.
- Eligibility: Ages 6-12; at-risk and vulnerable children

Address: 14123 92nd Avenue, Surrey BC, V3V 0B7

Phone: 604-495-9441 | **Email:** CSPR-Office@surreyschools.ca

<https://www.surreyschools.ca/page/93/clubhouse-36>

Learning, Training and Skills

CWB Business Incubator for Women Entrepreneurs



Industries: (Self-Employment)(Entrepreneurship)

- Explore and develop business opportunities for your creative talents, learn business basics and operations at our informative workshops, and test out your product or idea in the marketplace
 - Eligibility: Preference will be given to intercultural women who have marketable maker skills and product ideas and are legally entitled to work in Canada
- ✓ Course length: 20 weeks ✓ Ongoing support ✓ Mentoring/Coaching

Address: 13455 76th Avenue, Surrey BC, V3W 2W3

Phone: 604-547-1662 | **Email:** selfemployment@dcrs.ca <https://www.dcrs.ca/our-services/employment-programs/business-incubator-for-women-entrepreneurs/>

Digital Skills Upgrading for Job Seekers Age 55+



Industries: (Computer Skills)

- Achieve sustainable employment in today's technology-rich labour market with digital skills training and one-to-one job search coaching
 - Eligibility: Ages 55 and older; Canadian citizen, permanent resident, or protected person; unemployed or precariously employed; living in Metro Vancouver; and not actively participating in nor receiving financial supports from another provincial or federal labour market program
- ✓ Course length: 3 weeks ✓ Mentorship/Coaching
✓ Ongoing support ✓ Job search support

Address: #245 - 10330 152nd Street, Surrey, BC V3R 4G8

Phone: 778-394-8822 | **Email:** employment55@success.bc.ca
<https://successbc.ca/digitalskills/?filter=employment>

Dolly Parton's Imagination Library



Industries: (Reading)

- Provides children with a free, home-delivered book every month from birth until they turn the age of five
- To register, please complete the registration form and submit it the volunteer services office. You will receive a confirmation about your child's registration.
- Eligibility: Ages 0-5

NOTE: There is a waitlist for children to be registered into the program.

Address: 15318 20 Ave, Surrey, BC V4A 2A3

Phone: 604-541-4828 | **Email:** sharland@sourcesbc.ca

<https://www.sourcesbc.ca/our-services/volunteer-services-dolly-parton-imagination-library/>

Learning, Training and Skills

ECE Assistant program for Survivors of Domestic Violence



Industries: (Early Childhood Education)

- Complete essential skills and employability skills training to become an Early Childhood Education Assistant (ECE Assistant).
 - Eligibility: Survivors of domestic violence; Canadian Citizen/PR/Refugee/Protected Person; unemployed/precariously employed; resides in BC; English 12 or internal English assessment; and mature student status
- | | | |
|---------------------------|-----------------------------|-------------------------|
| ✓ Course length: 22 weeks | ✓ Skills training/upgrading | ✓ Work experience |
| ✓ Ongoing support | ✓ Transportation support | ✓ Childcare support |
| ✓ Workplace gear provided | ✓ Job search support | ✓ Weekly stipend (\$50) |

Address: #205-12725- 80th Ave., Surrey BC , V3W 3A6

Phone: 604-596-7722 ext. 198 | **Email:** sarabjeet.banwait@pics.bc.ca

<https://pics.bc.ca/programs/employment/medical-office-assistant-program-for-survivors-of-domestic-violence/>

Empowered for Employment



Industries: (Job-readiness) (Administration)

- Offers free skills training programs for survivors of violence and/or abuse, for people ages 55 and over, people with disabilities, and/or for people who are at risk of or experiencing homelessness.
- | | | |
|-----------------------------|----------------------|-----------------|
| ✓ Course length: 11 weeks | ✓ Job search support | ✓ Job placement |
| ✓ Skills training/Upgrading | | |

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

Address: 109-5577 153A Street, Surrey BC, V3S5K7

Phone: 604-262-4858 | **Email:** eeinfo@sourcesbc.ca

<https://www.sourcesbc.ca/our-services/empowered-for-employment/>

Food Security Programs (DIVERSEcity Community Services Society)



Industries: (Food and Nutrition)

- Provides emergency food access, skills training, and nutrition programs. Offers special learning opportunities, events and workshops, and activities for all ages.
- **Community Kitchen** offers training sessions about nutrition, meal planning, budgeting, safe food handling, canning and preservation; as well as tours of stores and information about available food supports.
- **Community Gardens** increase food security and teaches participants how to grow their own food.
- **FoodFit Program** is for Seniors looking to eat healthier, move more, and make new friends.

Address: 13455 76th Avenue, Surrey BC, V3W2W3

Phone: 604-547-1378 | **Email:** kitchen@dcrs.ca (Community Kitchen; garden@dcrs.ca (Community gardens); rakhter@dcrs.ca (FoodFit Program)

www.dcrs.ca/our-services/community-connections/food-security-program

Learning, Training and Skills

Immigrant Entrepreneur Program



Industries: (Self-Employment)(Entrepreneurship)

- Small business information, resources and workshops for newcomers
 - Take part in one-to-one support and business plan writing circles
 - Language support in English, Mandarin, Arabic and Korean
 - Eligibility: Preference is given to permanent residents and naturalized citizens
- ✓ Multiple languages available ✓ Mentoring/Coaching

Address: 13455 76th Avenue, Surrey BC, V3W 2W3

Phone: 604-547-1662 | **Email:** selfemployment@dcrs.ca

<https://www.dcrs.ca/our-services/employment-programs/immigrant-entrepreneur-program/>

Immigrant Skills Training for High Demand Sectors



Industries: (Warehouse)

- English language and employment-focused training to prepare for a career as warehouse workers
 - Financial support available for WHMIS and Occupational First Aid Level 1 certificates
 - Eligibility: Newcomer resident in BC (landed in Canada within the past 10 years); unemployed, under-employed, or seeking career advancement; Canadian Language Benchmark (CLB) 5 or higher
- ✓ Course length: 10 weeks ✓ Mentorship/Coaching ✓ Ongoing support
✓ Transportation support

Address: Now online

Phone: 604-588-6869 | **Email:** WorkplaceLanguage@success.bc.ca

<https://successbc.ca/iiep/services/immigrant-skills-training-for-high-demand-sectors/>

Integrated Immigrant Employment Program



Industries (Customer service) (Hospitality) (Tourism)

- Intensive employment-focused English language training for customer service in hospitality and tourism
 - Eligibility: Newcomer to Canada (Canadian Citizen, Permanent Resident, or Open Work Permit Holder); unemployed or precariously employed; Canadian Language Benchmark (CLB) 6 or higher
- ✓ Course length: 10 weeks ✓ Mentorship/Coaching

Hours: Monday – Thursday (English Class): 12pm-3pm;

Friday (employment workshop): 10am-12pm

Address: Now online

Phone: 778-394-8822 | **Email:** EmploymentLanguage@success.bc.ca

<https://successbc.ca/digitalskills/?filter=employment>

Learning, Training and Skills

Intercultural Logistics and Transportation Operations Project



55+

Industries: (Self-Employment) (Job Readiness)

- Do you want to learn skills to run your own business in the transportation operations industry (taxi, bus, limo, any other job)? 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
 - ✓ Job search support
 - ✓ Skills training/Upgrading
 - ✓ Coaching/Mentorship
 - ✓ First Aid training
 - ✓ Class 4 Restricted and Unrestricted License

Address: #205-12725- 80th Ave., Surrey BC , V3W 3A6

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

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

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Intercultural Hospitality Sector Certificate Program



Industries: (Food Services)(Hospitality)(Computer skills)

- Learn food services management training to upgrade your skills in the hospitality sector
 - Eligibility: Ages 15 and over; Canadian Citizen/PR/Refugee/Protected Person; unemployed/precariously employed; and resides in BC
- ✓ Course length: 17 weeks
 - ✓ Skills training/upgrading

Address: #205-12725- 80th Ave., Surrey BC , V3W 3A6

Phone: 604-805-2574 | **Email:** pretty.dhawan@pics.bc.ca

<https://pics.bc.ca/programs/employment/intercultural-hospitality-sector-certificate-program/>

Intercultural Mindset for Youngpreneurs (I-MY)



Industries: (Self-Employment)(Entrepreneurship)(Computer skills)

- Provides group-based employability skills training, business concepts training, and job shadowing
 - Empower youth with self-employment mindset training, skills and network based on the principles of entrepreneurship to advance young leaders in any field
 - Daily stipend and completion bonus
 - Eligibility: Ages 15-29; Canadian Citizen/PR/Refugee/Protected Person; unemployed/precariously employed, not in school full time; and resides in Metro Vancouver
- ✓ Course length: 22 weeks
 - ✓ Resume writing

Address: #205-12725- 80th Ave., Surrey BC , V3W 3A6

Phone: 604-596-7722 ext. 181/155 | **Email:** imy@pics.bc.ca

<https://pics.bc.ca/programs/employment/i-my/>

Learning, Training and Skills

Intercultural Supports for Student Learning Program (ISSLP)



Industries: (Computer skills) (Customer service) (Marketing) (Job-readiness)

- Learn a variety of skills including Microsoft Office, social media marketing, short term occupational certifications and customer service skills and etiquette
 - Access educational bursaries, wifi, printers and computers
 - Eligibility: Ages 15-30; living in Surrey, Langley and Delta; Canadian citizens or permanent residents or protected refugees
- ✓ Course length: 6 weeks ✓ Resume writing ✓ Skills training/Upgrading
✓ Counselling ✓ Transportation support

Address: #205 12725 80th Avenue Surrey, BC, V3W

Phone: 604-596-7722 ext. 218 | **Email:** isslp@pics.bc.ca

<https://pics.bc.ca/programs/youth/isslp/>

Learning Buddies Network



Industries: (Math)(Reading)

- One-to-one tutoring programs for elementary school-aged children during the school year.
- Tutoring occurs on a weekly schedule at the school's location, running from October to December, and from February to April.
- During the summer, operates tutoring programs three times a week in July in community centres. Tutoring sessions often include group activities as well.
- **Reading Buddies** and **Math Buddies** are for elementary school students struggling with reading or math, and are offered three times a year.
- Tutors are volunteer high school (grades 10 to 12) or university/college students

Phone: 604-754-6729 | **Email:** info@learningbuddiesnetwork.com

www.learningbuddiesnetwork.com

Metis Skills Training, Employment & Post-Secondary (STEPS)



- Provides financial assistance to pursue training that is employable, builds transferable skills, and results in a recognized industry credential.
- Eligibility: Must be an MNBC Metis citizen or have an active application with the registry; Ages 15 and over

Address: 10757-138th Street, Surrey BC, V3T4K8

Phone: 778-395-0385

www.mnbc.ca/mnbc-ministries/skills-training-employment-post-secondary

Learning, Training and Skills

Metis Youth BC (Metis Nations BC)



- Youth representatives empower Metis youth to become leaders and take ownership in their skills and cultural heritage.
- Provides programs and initiatives for Metis youth in BC, including a provincial forum, industry training program, employment and training strategies, and entrepreneurship skills training.
- Offers online resource directories for career and education, health, and culture.
- Eligibility: Must be an MNBC Metis citizen or have an active application with the registry; Ages 15 and over

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

Address: 103-5668192nd Surrey BC, V3S2V7

Phone: 604-557-5851

www.metisyouthbc.com

Newcomer Digital Connect



Industries: (Computer skills)

- Provides English to learn about the Canadian work culture such as resume writing, cover letter, job search, interview skills and work expectations
- Eligibility: Permanent Resident, Refugee claimants or Open work permit holders; able to read, write and understand basic English at Level 3 or above; be legally entitled to work in Canada; ages 19 and over

✓ Course length: 9 weeks

✓ Resume writing

Hours: *Wednesday and Thursday:* 10am-12pm

Address: Now online

Phone: 604-404-1215 | **Email:** Chandni.patel@pics.bc.ca

<https://pics.bc.ca/programs/settlement-services/settlement-services/newcomer-digital-connect/>

Newcomer Employment Program



Industries: (Job-readiness)

- Help them adapt their skills and/or knowledge for the Canadian work environment to increase their employability
- Eligibility: Permanent residents, refugees and protected persons living in Surrey and Delta
 - ✓ Mentorship/Coaching
 - ✓ Job search support

Address: #150-10362 King George Blvd. Surrey, BC V3T 2W5

Phone: 604-572-4060 ext. 21171 | **Email:** jenny.lam@options.bc.ca

<https://www.options.bc.ca/program/newcomer-employment-program>

Learning, Training and Skills

Phoenix Kwantlen Learning Centre (Phoenix Society)



Industries: (Educational)

- Provides free, accessible educational assessment and upgrading services to men and women in recovery who are experiencing educational barriers.
- Services include formal assessment and upgrading of English, math, and study skills, assistance with GED or ABE completion and help with career and education plans.
- Also offers literacy and numeracy classes in preparation for employment or training, and academic upgrading/preparation for entry into further post-secondary education programs, apprenticeship, or trades training programs.

Address: 13686 94A Avenue, Surrey BC, V3V 1N1

Phone: 604-583-7166 Ext. 4 | **Email:** pklc@phoenixsociety.com

www.phoenixsociety.com

S.U.C.C.E.S.S. Digital Navigation



Industries: (Computer skills)

- Support access to online ISIP services in order to increase newcomer digital literacy
- One-on-one and group digital coaching sessions are available
- Please call to register

Hours: Monday – Friday: 9am-5pm

Address: #100-15117 101 Avenue, Surrey, BC V3R 8P7

Phone: 604-588-6869

<https://isiponline.ca/service-regions/surrey-fraser-valley>

Survivor-Centered Systems of Care Project



- Engages and trains immigrant, refugee, ethnocultural, racialized women (IRER) gender-based violence survivors to lead service providers in critical reflection on existing policies and practices through the lens of survivors themselves
- Together, they will address discriminatory GBV prevention and response policies, and create processes for ongoing collaboration
- Eligibility: Self-identified newcomer woman over the age of 19 residing in Lower Mainland

Address: 13455 76 Avenue, Surrey, BC, V3W 2W3

Phone: 604-547-1202 | **Email:** intake@dcrs.ca

<https://www.dcrs.ca/our-services/violence-prevention-services/survivor-centered-systems-of-care/>

Learning, Training and Skills

Trades Builders Program

Industries: (Trades)

- Explore different programs and choose a career path
 - Develop and implement an Occupational Training Plan, and complete the training and certification required to attain meaningful, sustainable employment in the Trades Sector
 - Funding available for approved trade (up to \$3300) and daily allowance
 - Eligibility: Ages 17-29; unemployed, underemployed (20 hours or less) or on EI and not in full-time school; Canadian Citizens, Permanent Resident or Refugee status
- | | | |
|----------------------|--------------------------|-----------------------------|
| ✓ Job search support | ✓ Transportation support | ✓ Financial support |
| ✓ Work gear provided | ✓ Childcare support | ✓ Skills training/upgrading |

NOTE: We currently have a waitlist. Please e-mail or call to add your name to the waitlist

Address: #205-12725- 80th Ave., Surrey BC , V3W 3A6

Phone: 604-596-7722 ext. 150 | **Email:** tradebuilders@pics.bc.ca

<https://pics.bc.ca/programs/employment/trade-builders-ste-program-for-young-adults/>

Umoja Youth Program

Industries: (Digital media)

- Get connected to community resources while learning skills in media and technology and share stories and experiences through film, videos, photography and blogging.
- Services in Arabic and Swahili

Hours: Monday: 3pm-5pm

Address: Guildford Park Secondary School, 10707 146 St, Surrey, BC V3R 1T5

Phone: 604-581-5574 | **Email:** info@umojaoperation.ca

www.umojaoperation.ca

Youth Technical Employment and Business Pathways

Industries: (Trades)

- Explore different programs and choose a career path
- Develop and implement an Occupational Training Plan, and complete the training and certification required to attain meaningful, sustainable employment in fire protection inspection, construction safety inspection, or underground utility location
- Eligibility: Ages 17-29; unemployed, underemployed (20 hours or less) or on EI and not in full-time school; Canadian Citizens, Permanent Resident or Refugee status

✓ Course length: 20 weeks	✓ Work experience	✓ Skills training/upgrading
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NOTE: We currently have a waitlist. Please e-mail or call to add your name to the waitlist

Address: #205-12725- 80th Ave., Surrey BC , V3W 3A6

Phone: 604-596-7722 ext. 160 | **Email:** youthtechandbusiness@pics.bc.ca

<https://pics.bc.ca/programs/employment/youth-technical-employment-business-pathways-program/>

Do you want to find help learning English?

Adult Literacy and Life Skills Program



Industries: (ESL)

- Offers English reading, writing, speaking, and comprehension classes to support new immigrants and refugees in their initial stages of learning English, and learn about life in Canada
- Refugee claimants are eligible and free childminding is provided. Registration required.

Address: 208-14888 10th Avenue, Surrey BC, V3R 1M4

Phone: 604-581-5574 | **Email:** info@umojaoperation.ca

<https://umojaoperation.ca/local-programs-2/adult-literacy-and-life-skills/>

Community Adult Literacy Program (CALP)



Industries: (ESL) (Job-readiness)

- Provides English to learn about the Canadian work culture such as resume writing, cover letter, job search, interview skills and work expectations
- Eligibility: Newcomers, work permit holders, Canadian citizens and refugee claimants; ages 19 and over

✓ Job search support

Address: Now online

Phone: 604-596-7722 | **Email:** Chandni.patel@pics.bc.ca

<https://pics.bc.ca/programs/settlement-services/community-adult-literacy-program/>

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: ISSofBC Welcome Centre, 302-10334 152A Street, Surrey BC, V3R 7P8

Phone: 604-683-1684 | **Email:** info@issbc.org

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

Cultural Exchange Photography Project



Industries: (Photography) (ESL)

- Learn photography while practicing English

✓ Childcare support

✓ Free snacks

Address: #205 12725 80th Avenue Surrey, BC, V3W

Phone: 604-596-7722 ext. 107 | **Email:** Devinder.chattha@pics.bc.ca

<https://pics.bc.ca/programs/settlement-services/cultural-exchange-photography-project/>

Learning, Training and Skills

DIVERSEcity English Conversation Circles

Industries: (ESL)

- Facilitated by a skilled EAL teaching professional and consist of interactive speaking activities that reinforce the LINC curriculum target language
- Eligibility: Must be a LINC student

Address: Now online

Phone: 604-547-1203 | **Email:** languageprograms@dcrs.ca

<https://www.dcrs.ca/our-services/english-language-programs/other-english-language-programs/>

PICS English Classes

Industries: (ESL)

- Beginner and intermediate English that focuses on everyday interactions
- Call or email to register!

Hours: *Mondays and Thursdays:* 7pm-8:30pm

Address: Now online

Phone: 604-596-7722 | **Email:** migrantworkers@pics.bc.ca

<https://pics.bc.ca/programs/settlement-services/englis-h-classes-for-migrant-workers-international-students-and-other-immigrants/>

S.U.C.C.E.S.S. Digital Literacy & English Language Skills

- Prepares you for online language learning and the using technology for home, school & work
- Please call to register for a workshop

Hours: *Monday – Friday:* 9am-5pm

Address: #100-15117 101 Avenue, Surrey, BC V3R 8P7

Phone: 604-588-6869

<https://isiponline.ca/service-regions/surrey-fraser-valley>

Services for Newcomers (Surrey Libraries)

Industries: (ESL)

- Provides free services for newcomers including English language learning, settlement services, and more

Address: 10350 University Drive, Surrey BC, V3T4B8

Phone: 604-598-7411

www.surreylibraries.ca/services/newcomers

S.U.C.C.E.S.S. Conversation Circles

- Helps improve your listening and speaking skills by focusing on language for social networking
- Please call to register for a workshop

Hours: *Monday – Friday:* 9am-5pm

Address: #100-15117 101 Avenue, Surrey, BC V3R 8P7

Phone: 604-588-6869

<https://isiponline.ca/services/english-learning>

LINC Classes (Language Instruction for Newcomers to Canada)

Industries: (ESL)

- LINC provides basic and intermediate level English training for adult newcomers to Canada
- **NOTE: You will need to take a free placement assessment at the LINC Assessment and Referral Centre before registering**
- Eligibility: Must be a newcomer to Canada, 17 years old or older, and approved for permanent residence.
- Canadian citizens, temporary visitors, temporary foreign workers and refugee claimants who have not yet received a positive decision on their refugee status claim **cannot** take LINC classes.

LINC Assessment and Referral Centre

Industries: (ESL)

- Assesses for eligibility and training level using the Canadian Language Benchmarks (CLB) Placement Test, then gives referrals to an appropriate LINC school
- Mail or fax the application form and necessary documents to Vancouver ESL Services

Address: Surrey Language Assessment Centre, #408 – 7337 137th Street, Surrey, BC V3W 1A4

Phone: 604 507-4150

Application: https://issbc.org/wp-content/uploads/2015/02/LINC_APPLICATION_FORM1.pdf
<https://issbc.org/our-resource/register-for-linc>

LINC (DIVERSEcity)

Address: 13455 76 Avenue, Surrey, BC V3W 2W3 or
#1107 – 7330 137 Street, Surrey, BC V3W 1A3

Phone: 604-547-1203 | **Email:** languageprograms@dcrs.ca

<https://www.dcrs.ca/our-services/english-language-programs/language-instruction-for-newcomers-to-canada-linc/>

LINC (MOSAIC)

- Hybrid class (in-person and online)

Address: 200A-7134 King George Boulevard, Surrey BC, V3W 5A3

Phone: 778-591-9334 | **Email:** linc@mosaicbc.org

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

LINC Assistance and Readiness Class (LARC) (DIVERSEcity)

- Trauma-informed program for clients who need additional support and more flexibility than a conventional LINC class would provide

Address: Now online

Phone: 604-547-1203 | **Email:** languageprograms@dcrs.ca

<https://www.dcrs.ca/our-services/english-language-programs/other-english-language-programs/>

LINC (S.U.C.C.E.S.S.)

- Offers LINC Literacy-LINC 7 and LINC Blended

Address: #100-15117 101 Avenue, Surrey, BC V3R 8P7

Phone: 604-588-6869

<https://isiponline.ca/services/english-learning>

Learning, Training and Skills

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

Acquiring Community-Based Employment Skills (ACES)



Industries: (Job-readiness)

- Provides employability and life-skills workshops, safety certificate and skills enhancement training, and supported work experiences to individuals facing multiple barriers to employment.
- Identify your career goals and gain access to the skills, certificate courses, and job readiness supports necessary for them to achieve those goals.
- Eligibility: Ages 18 or older; lives in BC; be a Canadian citizen, permanent resident, or protected person legally entitled to work in Canada; be unemployed, underemployed, or employed in a low skilled occupation; not participating in another government-funded labour market program, and not a full-time student

✓ Coaching/Mentorship ✓ Resume writing

Address: 10326 Whalley Boulevard, Surrey BC, V3T4H4

Phone: 604-226-9360 | **Email:** aces@connective.ca

www.connective.ca/services/education-employment

Employment Skills for SUCCESS



Industries: (Job-readiness)

- Provides you with the knowledge and skills needed to transition into a career in the Canadian labour market
- Please call to register

Hours: Monday – Friday: 9am-5pm

Address: #100-15117 101 Avenue, Surrey, BC V3R 8P7

Phone: 604-588-6869

<https://isiponline.ca/service-regions/surrey-fraser-valley>

French Life Skills (Baobab Inclusive Empowerment Society)



Industries: (Job Readiness)

- Provides opportunities to gain literacy and life skills.
- Teaches how to seek employment in BC, access community resources, housing opportunities, health information, education, and how to build a support network.
- Program rotates last Friday of the month; intake is ongoing.
- Eligibility: for Francophone immigrants, refugees, and refugee claimants

✓ Multiple languages available

Address: Solid State community Industries, 10318 Whalley Blvd #1, Surrey, BC V3T 4H4

Phone: 604-585-6775

www.baobabinclusive.com

Learning, Training and Skills

Future Leaders

Industries: (Job-readiness)

- Develop your skills and join the next generation of diverse young leaders
 - Explore career options, get training certifications and enroll in post-secondary education
 - Eligibility: Ages 15-30; permanent residents or Canadian citizens; not enrolled in high school or post-secondary studies; and unemployed or working less than 20 hours per week
- | | | |
|-----------------------|-----------------------------|----------------------|
| ✓ Job search support | ✓ Resume writing | ✓ Mentoring/Coaching |
| ✓ Paid work placement | ✓ Skills training/Upgrading | |

Address: 13455 76th Avenue, Surrey BC, V3W 2W3

Phone: 604-597-0205 | **Email:** youthjobs@dcrs.ca

<https://www.dcrs.ca/our-services/employment-programs/youth-employment-programs/future-leaders-program/>

Future Troopers

Industries: (Job-readiness)

- Receive skills training and earn the Canadian employer-recognized certification you need.
 - Employment specialists will aid you in the course you want to take and help you find a job
 - Eligibility: Ages 17-29
- | | | |
|--------------------------|-----------------------------|----------------------|
| ✓ Job search support | ✓ Work gear provided | ✓ Mentoring/Coaching |
| ✓ Transportation support | ✓ Skills training/Upgrading | |

Address: 13455 76th Avenue, Surrey BC, V3W 2W3

Phone: 604-597-0205 | **Email:** youthjobs@dcrs.ca

<https://www.dcrs.ca/our-services/employment-programs/youth-employment-programs/future-troopers-program/>

Surrey Intercultural Youth Service Corps Project

Industries: (Job-readiness)

- Provides valuable leadership training, community engagement skills and volunteer placements, so you can build community connections and prepare to enter into the work force
 - Eligibility: Ages 15-30; BC residents; Canadian Citizens, Permanent Resident or Refugee status
- | | |
|------------------|--------------------------|
| ✓ Resume writing | ✓ Transportation support |
|------------------|--------------------------|

Address: #205-12725- 80th Ave., Surrey BC , V3W 3A6

Phone: 604-596-7722 ext. 306 | **Email:** siyscorps@pics.bc.ca

<https://pics.bc.ca/programs/employment/surrey-intercultural-youth-services-corps-project/>

Learning, Training and Skills

Online Learning for Migrant Workers in BC



Industries: (Job-readiness)

- Learn to navigate cultural differences at work, workplace communication and conflict management concerns
- Eligibility: Temporary foreign workers with adequate English language skills to participate actively in program

Address: Now online

Phone: 778-372-6512 or 778-686-1380 | **Email:** tfwonline@issbc.org

<https://issbc.org/our-services/online-learning-for-migrant-workers-in-bc>

YWCA Pathways to Leadership



Industries: (Job-Readiness)

- Online program that helps immigrant and refugee single mothers build confidence, develop leadership skills and explore career or training options
- Eligibility: Immigrant and refugee single mothers of any status are welcome

✓ Course length: 12 weeks

✓ Mentorship/Coaching

Address: Now online

Phone: 604-219-8952 | **Email:** singlemothers@ywcavan.org

<https://ywcavan.org/pathways-leadership>

YWCA Strive



Industries: (Job-Readiness)

- Support youth transitioning or have transitioned out of foster care with basic life and employability skills to support a successful transition to independence
- Provides certifications, debt assistance, access to youth workers
- Eligibility: Ages 17-24; transitioning/transitioned out of care; must be working less than 20 hours a week; live in Metro Vancouver

✓ Course length: 6 weeks

✓ Support plan

✓ YWCA additional services

✓ Paid training

✓ Counselling

✓ Referrals to other 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/strive>



Physical Health

Do you want help with physical health?

Axis Primary Care Clinic



- Access to primary healthcare services for patients with complex medical and social needs, mental health and addictions challenges, and co-ordination of specialist care
- Services include chronic disease management, including diabetes, asthma, and heart disease; pregnancy/prenatal/postpartum care; contraception advice and treatment options; mental health assessment, treatment, and support; substance use and addiction treatment and support; medication prescription refills; screening, referrals to medical specialist and social services and completing forms; outreach to local community partners; and harm-reduction strategies
- Please fill out an intake form online

Hours: Monday - Thursday: 8am - 8pm, Friday: 8am-4pm, Saturday: 8am – 2pm

Address: 5795 176th Street, Surrey, BC, V3S 4E1

Phone: 604-330-8989 | **Email:** info@axis.npclinics.ca

www.npclinics.ca/axis

Healthiest Babies Possible



- Ensures that you and your baby are in good hands with a dedicated team that includes public health nurses, registered dietitians, health coaches and nutritionists
- Drop-in groups you will find extremely beneficial. We offer groups such as lunch clubs, pre/post natal yoga, Food Skills Group, labour and delivery Class and a post-partum emotional support group
- Eligibility: Pregnant or new mothers with children (6 months and under) living in Surrey, Delta and White Rock who are experiencing challenges and need information and support

Address: Early Years Centre, 100 - 6846 King George Blvd. Surrey, BC V3W 4Z9

Phone: 604-583-1017 | **Email:** hbp@options.bc.ca

<https://www.options.bc.ca/program/healthiest-babies-possible>

PICS HIV/AIDS Awareness project



- Provides youth with protection and prevention strategies against HIV/AIDS and empower them to protect themselves and their peers from the disease

Address: #205 12725 80th Avenue Surrey, BC, V3W

Phone: 604-596-7722 ext. 129 | **Email:** pics@pics.bc.ca

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

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: #205 12725 80th Avenue Surrey, BC, V3W

Phone: 604-596-7722 ext. 129 | **Email:** pics@pics.bc.ca

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



Physical Health



Public Health Units

- Provides public health nursing services including: immunizations, pregnancy and early motherhood care, early childhood development, speech therapy, hearing clinics, nutrition, dental care, youth clinics, and harm reduction

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

Phone: 604-476-7087 (to book an appointment for immunizations or dental fluoride)

<https://www.fraserhealth.ca/service-directory/services/public-health-services/public-health-unit>

Cloverdale Public Health Unit

Address: 205-1770 56th Avenue, Surrey BC, V3S1C7

Phone: 604-575-5100

Guilford Public Health Unit

Address: 100-10233 153rd Street, Surrey BC, V3R0Z7

Phone: 604-587-4750

Newton Public Health Unit

Address: 200-10362 Kind George Boulevard, Surrey BC, V3T2W5

Phone: 604-587-7900

North Surrey Public Health Unit

Address: 220-10362 King George Boulevard, Surrey BC, V3T2W5

Phone: 604-587-7900

South Surrey

Address: Berkeley Pavilion, White Rock BC, V4B5M2

Phone: 604-542-4000





Roots Community Health Centre



- Provides person-centered, longitudinal care to vulnerable newcomers through an interdisciplinary, culturally safe team of family practice clinicians, specialists, allied health, and social service professionals

Address: #106-8927 152 St, Surrey BC, V3R 4E5

Phone: 604-498-3565 | **Email:** rootschcbc@gmail.com

<https://rootshealthcare.org/>

Surrey North Community Health Centre



- Walk-in clinic for people without medical coverage. An onsite physician and nurse provide confidential medical services to disadvantaged individuals living with chronic illnesses, mental health, addictions and trauma.
- In addition to medical services, services include harm reduction, take-home Naloxone kits, mental health and substance use information and referrals, testing for sexually transmitted infections, pregnancy, hepatitis and HIV/AIDS

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

Address: 10697 135A St, Surrey, BC V3T 4E3

Phone: 604-583-5666

<https://lookoutsociety.ca/project/medical-clinic/>

Urgent and Primary Care Centre Newton



- Provides same-day access to urgent, non-emergency treatment to people, including mental health issues such as low mood, anxiety or depression

Hours: Appointment: *Monday – Friday: 9am–5pm,*

Walk-in Hours: *Monday – Friday: 2pm–9pm; Saturday, Sunday: 9am-9pm*

Address: 6830 King George Boulevard, Surrey BC, V3W 4Z9

Phone: 604-572-2625

<https://www.fraserhealth.ca/Service-Directory/Service-At-Location/0/1/urgent-and-primary-care-centre---surrey-newton>



Physical Health

Urgent and Primary Care Centre Whalley



- Provides same-day access to urgent, non-emergency treatment to people, including mental health issues such as low mood, anxiety or depression

Hours: Appointment: *Monday – Friday: 10am-5pm* | **Walk-in Hours:** *Everyday: 10am-9pm*

Address: Unit G2, 9639 137A Street, Surrey BC, V3T 0M1

Phone: 604-572-2610

<https://www.fraserhealth.ca/Service-Directory/Locations/Surrey/surrey-urgent-and-primary-care-centre>

Urgent and Primary Care Centre Surrey Welcome Centre



- Primary health care for refugees, immigrants and local residents

Hours: Monday – Friday: 9am – 5pm

Address: ISS of BC Welcome Centre, 302-10334 152A Street, Surrey BC, V3R7P8

Phone: 604-683-1684 | **Email:** info.surrey@issbc.org

<https://issbc.org/welcome-centre-surrey>

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>

Dental

Do you want to access dental services?

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>

Lookout Dental Clinic

- Offers low cost dental care for those who are unable to access treatment otherwise
- Appointments are required, although emergencies may be accommodated
- Appointments need to be confirmed at least 24 hours in advance or else will be cancelled

Hours: *Mondays, Wednesday, Thursdays, and Fridays:* 9:30am - 4:30pm

Address: Surrey North Community Health Centre, 10697 –135 A Street Surrey, BC V3T 4E3

Phone: 604-545-4012 **Email:** dental@lookoutsociety.ca

www.lookoutsociety.ca/project/dental-clinic

Pacific Oral Health Society

- Provides oral and dental health care for lower-income and vulnerable individuals and families
- Individuals and families who produce evidence of financial need are charged fees that are 30% less than the fee schedule recommended by the BC Dental Association

Hours: *Everyday:* 9am-5pm

Address: 300-15850 24th Avenue, Surrey, BC V3Z 0G1

Phone: 604-536-2700 | **Email:** info@pohs.ca

www.pohs.ca

Peach Arch Free Dental Clinic

- Provides free dental services to low-income individuals living in the South Surrey who do not have dental benefits available.
- Offers emergency pain relief, check-ups, X-rays, fillings, extractions
- Registration is required; call to make an appointment to register
- Eligibility: Resident of White Rock or Surrey; income under \$35,000 as a single person or \$45,000 as a couple.

Note: There is a waitlist

Address: 882 Maple Street, White Rock, BC, V4B 4M2

Phone: 604-542-4357 | **Email:** help@sourcesbc.ca

<https://www.sourcesbc.ca/our-services/volunteer-services-dental-clinic/>

Dental

Post-Adoption Assistance Program



- Provides financial assistance for services related to an adopted child or youth's special placement needs, including health assessments, special needs childcare, and corrective dental and orthotics.
- Adoptive parents can apply for financial support only with the assistance of their Adoption Social Worker.
- Eligibility is based on a family's assets – families with gross assets that do not exceed \$300,000 (excluding the primary residence, vehicle, pensions and RRSPs) may be eligible for post-adoption assistance. A social worker must also designate that the child's situation requires financial assistance.

Hours: Monday - Friday: 7:30am-5pm

Phone: 604-660-2421 | **Toll-free:** 1-800-663-7867 | **Email:** servicebc@gov.bc.ca

[www2.gov.bc.ca/gov/content/life-events/birth-adoption/adoptions/how-to-adop\(...\)](http://www2.gov.bc.ca/gov/content/life-events/birth-adoption/adoptions/how-to-adop(...))



Smiles4Canada

- Facilitates the low-cost orthodontic treatment plan of youth across Canada. Participants pay \$500 (approximately 10% of what orthodontics typically cost).
- Applications open in January and close in April and include: a patient information form, copy of your birth certificate, financial information form, personal statement and dental examination form and digital photos.
- Eligibility: Ages 7-14; must be able to demonstrate financial need, using the Federal Low-Income Cut-offs

Phone: 416-491-3186

Email: administration@smiles4canada.ca

<https://smiles4canada.ca/>

Strive Non-Profit Dental Clinic



- Full-service, general dental practice provides dental care at a discounted rate to patients in need
- Uninsured and low-income families receive a 20 per cent discount on general dental treatment; insured patients with financial hardship may also receive a 20 per cent discount

Address: 101-12837 88th Avenue, Surrey, BC V3W 3K2

Phone: 604-503-5710 **Email:** info@strivedental.ca

www.strivedental.ca

Hearing

Do you want to access hearing services?

Connect Hearing

55+

- Provide free hearing tests for clients aged 65 and older. 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 - 5pm, closed for lunch from 12pm - 1 pm

Address: 15940 Fraser Hwy #405, Surrey, BC V4N 0X8

Phone: 778-578-0441 | **Email:** info@connecthearing.ca

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

Nightshift Ministries Mobile Outreach Unit



- Offers free hear tests from time to time
- Please call ahead to learn when the next hearing test will be

Address: 10635 King George Boulevard, Surrey, V3T 2X6 BC

Phone: 604-953-1114 | **Email:** info@nightshiftministries.org

www.nightshiftministries.org

Puretone Hearing Clinic-Surrey

55+

- Provides free hearing consultations for seniors 60 and older

Hours: Monday – Friday: 9am-5pm

Address: 104-8434 120 Street Surrey BC V3W 7S2

Phone: 778-564-1611 | **Email:** info@puretonehearing.ca

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



Eye Care



Do you want to access vision services?

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>

Nightshift Ministries Mobile Outreach Unit

- Offers vision screening four times a year - optometrists conduct free eye examinations and free prescription eyewear for those in need

Address: 10635 King George Boulevard, Surrey, V3T 2X6 BC

Phone: 604-953-1114 | **Email:** info@nightshiftministries.org

www.nightshiftministries.org

West Coast Optical

- Accept Non-Insured Health Benefits (NIHB) for First Nations and Inuit populations
- If you are covered by NIHB, your insurance includes partial coverage for: comprehensive eye exams; necessary follow-up visits; testing when recommended; prescribed corrective eyewear (glasses, contact lenses); replacement lenses and repairs

Hours: *Tuesday, Thursday, Friday:* 9:30am-5:30pm; *Wednesday:* 12pm-8pm; *Saturday:* 9:30am-5pm

Address: 102B 19475 Fraser Hwy, Surrey, BC, V3S 6K7

Phone: 604-239-0675 | **Email:** service@westcoastoptical.com

<https://westcoastoptical.com/>



Substance Use

Do you want to change your substance use?

Service Navigation

Surrey Mental Health and Substance Use Centre

- Offers a range of self-referral services that provide support for those experiencing mental illness and substance use problems in the community
- Services available include assessment, treatment, individual and group therapy, referrals to supportive housing, residential programs and community support services, transition of care between services, older adult programs, crisis intervention and peer support
- Eligibility: Ages 19 and over
 - ✓ No appointment needed
 - ✓ Referrals to counselling
 - ✓ Referrals to other services

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

Address: 1100-13401 108th Avenue, Surrey, BC V3T 5T3

Phone: 604-953-4900

<https://www.fraserhealth.ca/Service-Directory/Locations/Surrey/surrey-mental-health-centre>

Do you want to find harm reduction services?

Peacepoint Overdose Prevention Site

- Overdose prevention sites aim to prevent drug overdoses and overdose deaths, and reduce the adverse health, social and economic consequences associated with substance use

Hours: *Mondays, Tuesdays, Fridays:* 5:30pm-10:30pm; *Saturdays, Sundays:* 10:30am-4:30pm

Address: 15521 Russell Avenue, Russell Unit, White Rock, BC 4B 2R4

Phone: 604-209-3672 or 604-219-4112 | **Email:** lutendale@sourcesbc.ca

<https://www.sourcesbc.ca/our-services/peacepointops/>

Quibble Creek Sobering and Assessment Centre Overdose Prevention Site

- Overdose prevention sites aim to prevent drug overdoses and overdose deaths, and reduce the adverse health, social and economic consequences associated with substance use

Hours: *Everyday:* 7am-7pm

Address: 13670 94A Avenue, Surrey, BC, V3V 1N1

Phone: 604-580-4965

<https://www.fraserhealth.ca/Service-Directory/Service-At-Location/D/1/overdose-prevention-quibble-creek-sobering-assessment-centre>



Substance Use

SafePoint Overdose Prevention Site



- Prevents overdose deaths while engaging those who are vulnerable in other health care services, including mental health treatment and withdrawal management
- Includes a smoke tent for inhalation

Hours: *Everyday: 7am-1am*

Address: 2-10681 135A Street, Surrey, V3T 4E3

Phone: 604-587-7898

<https://lookoutsociety.ca/project/safe-injection-sites/>

Take Home Naloxone Kits



- Used to reverse the effects of overdoses from opioids (like fentanyl, heroin, methadone, morphine, and oxycodone)
- Available at all facilities throughout the Fraser Health Authority region

<https://towardtheheart.com/site-finder>

Do you want to find withdrawal management services?

Creekside Withdrawal Management Clinic



- Withdrawal management services to support adults and youth withdrawing from alcohol or drugs
- Programs include an outpatient dayto program, and a 24-hour medically supervised inpatient support program
- Services for both programs include counselling, assessment, substance use information, harm reduction, and referrals to other services
- Initial intake by telephone interview. Have a BC Services Card (CareCard), family doctor name, and current medication list ready, if available.
- Eligibility: Ages 14 and over who require medically monitored withdrawal management support

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

Address: 13740 94A Avenue, Surrey, BC, V3V 1N1

Phone: 604-587-3755

<https://www.fraserhealth.ca/Service-Directory/Services/mental-health-and-substance-...>

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



- Provides addiction medicine assessment, treatment support, and harm reduction services for any substance use issue, including alcohol
- The clinic provides initial stabilization, starts clients on medication such as opioid agonist treatment, and then connects them to care providers in the community for ongoing treatment, monitoring, and support

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

Address: Creekside Withdrawal Management Centre, 13740 94A Avenue, Surrey, BC, V3V 1N1

Phone: 604-587-3755

<https://www.fraserhealth.ca/Service-Directory/Services/mental-health-and-substance-...>



Substance Use

Do you want addiction treatment services?

Adult Short-Term Assessment and Treatment Program



- Provides diagnostic assessment, short-term treatment and other support services to individuals experiencing mental health and substance use concerns
 - Eligibility: Ages 19-64; experiencing mental health and substance use concerns and would benefit from short-term interventions or supports
- ✓ Counselling ✓ Referrals to other services

Hours: Monday – Friday: 8:30am-4:30pm

Address: 1100-13401 108th Avenue, Surrey BC, V3T 5T3 or 15521 Russell Avenue, Russell Unit, White Rock, BC V4B 2R4

Phone: 604-953-4900 (Surrey) or 604-541-6844 (White Rock)

<https://www.fraserhealth.ca/Service-Directory/Services/mental-health-and-substance-use/mental-health---community-services/adult-short-term-assessment-and-treatment-program>

Creekside Opioid Agonist Treatment Clinic



- Provides prescribed medicine (e.g. methadone or suboxone) to stabilize persons using opioids
- Treatment is provided in a supervised clinical setting and offers access to medical and counselling services, housing support, and referral to additional treatments.
- New clients must call for a phone assessment to determine eligibility to the clinic.
- Eligibility: Ages 19 and older; using to opioids

Hours: Monday – Friday: 8:30am-4:30pm

Address: Creekside Withdrawal Management Centre, 13740 94A Avenue, Surrey, BC V3V 1N1

Phone: 604-587-3755

<https://www.fraserhealth.ca/Service-Directory/Service-At-Location/8/1/opioid-treatment-creekside-withdrawal-management-centre#.YvGMDS8U23U>

Day Evening Weekend (DEW) Treatment Programs for Adults



- An intensive day, evening, or weekend outpatient substance use treatment program.
- Individualized program is based on client's treatment goals
- Call to register and a clinician will assist with determining what sessions are right for you to meet your desired goals
- Eligibility: Ages 19 and over

✓ Counselling

✓ Referrals to other services

COVID-19 Update: In-person attendance has limited seating; call to register

Hours: Office Hours: Monday - Friday: 8:30am – 4:30pm; Group sessions run throughout the day between 9:30am and 7:30pm

Address: Creekside Withdrawal Management Centre, 13740 94A Avenue, Surrey, BC V3V 1N1

Phone: 1-888-587-3755 option 4 then option 0 to speak to receptionist

<https://www.fraserhealth.ca/Service-Directory/Services/mental-health-and-substance-use/substance-use/adult-day-evening-weekend-dew-treatment-program>



Substance Use

Day Evening Weekend for Youth (DEWY)



- Supports youth looking for intensive group treatment and support to reduce or overcome substance abuse.
 - Provides core support components including counselling for personal health, goal setting, value, family and friends, substance misuse education, coping skills, and relapse prevention
 - Eligibility: Ages 13-18
- ✓ Counselling

Address: 20622 Eastleigh Crescent, Langley, BC V3A 4C4

Phone: 604-951-4821

Email: dewyprogram@pcrs.ca

<https://pcrs.ca/service-types/substance-use/>



Roshni Clinic (Fraser Health)



- Supportive program for adults in the South Asian community dealing with substance use with strong focus on cultural context
 - Provides medical management of second stage withdrawal symptoms and substance use
 - Services are provided in English, Punjabi, and Hindi, and are open to all those who self-identify as South Asian including those of Punjabi, Indian, Bangladeshi, and Pakistani descent
 - Eligibility: Adults 19 years or older from the South Asian Community
- ✓ Counselling ✓ Multiple languages available ✓ Opioid agonist treatment

Hours: Monday, Tuesday: 8:30am-4:30pm; Wednesday – Thursday: Sunday: 8:30am-8:30pm

Address: 13740 94A Avenue, Surrey BC, V3V 1N1

Phone: 604-953-6190

<https://www.fraserhealth.ca/Service-Directory/Services/mental-health-and-substance-use/substance-use/roshni-clinic>



Substance Use

Do you want to find recovery management supports?

16 Steps to Discovery and Empowerment Group



- Overcome addictions in a holistic way. This model takes into account different facets of a person's identity, and strives to address their mental, physical and spiritual well-being.
- Encourages individuals to examine beliefs and behaviours from a place of self-love and acceptance

Hours: *Fridays:* 10am-12:30am

Address: 13729 92nd Avenue, Surrey BC, V3V1H9

Phone: 604-584-7597 | **Email:** mwdropincoordinator@atira.bc.ca

<https://atira.bc.ca/what-we-do/program/16-steps-for-discovery-and-empowerment/>

Adult Community Support Services



- Community-based mental health and substance use service designed to provide services and support to adults with persistent mental health and substance use concerns, including schizophrenia and bipolar disorder
- Eligibility: Ages 19 and over with severe and persistent mental illness and substance use concerns who encounter negative consequences of the illness

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

Address: 1100-13401 108th Avenue, Surrey, BC V3T 5T3 or 15521 Russell Avenue, White Rock, BC V4B 2R4

Phone: 604-531-5512 (White Rock) or 604-953-4900 (Surrey)

<https://www.fraserhealth.ca/Service-Directory/Service-At-Location/F/6/adult-community-support-services---surrey>





Substance Use

Astra

- Counsellors work with you in making a plan and meeting goals; referrals to appropriate detoxification, intensive day programs and residential services are available
- Support includes help with improving emotional health and physical wellness, family or significant other relationships, education, legal issues, housing, and aftercare planning
- Eligibility: Ages 13-24 (primary focus is on 13 – 18)
 - ✓ Counselling

Address: 114-13479 76th Avenue; Surrey, BC, V3W 2W3

Phone: 604-836-6241 | **Email:** smagnusson@pcrs.ca

<https://pcrs.ca/service-types/substance-use/>

City Centre Youth Hub (PCRS)

- One-stop access for youth and families to access drop-in resource rooms for support, food, laundry, showers as well as programming for social, health, education, housing, substance use support, employment, and life skills services
 - ✓ Drop-in

Hours: *Monday, Friday:* 8:30am-4:30pm; *Tuesday, Wednesday, Thursday:* 10am-6pm

Address: 10453 Whalley Boulevard, Surrey BC, V3T5B1

Phone: 604-587-8100 | **Email:** ccyh@pcrs.ca

www.pcrs.ca/service-types/resource-centres

Community Substance Use Services Clinic

- Meet with a substance use counsellor to help determine what services are needed.
- Provides walk-in intake, information, assessment, referral and counselling services in various formats: individual, couple, family and group sessions.
- Eligibility: Ages 16 or over; a resident of Surrey (our boundaries are Fraser River to 40th Avenue and 120th Street to 196th Street); concerned about their substance use (client can also be pre-contemplative, but they are willing to come to the site to explore their use); or an individual affected by a significant other's use (partner, parent, sibling, child)
 - ✓ No appointment needed
 - ✓ Referral to other resources

Hours: *Monday – Friday:* 9am-3pm (Intake)

Address: 13670 94A Avenue, Surrey BC, V3V1N1

Phone: 604-580-4950

<https://www.fraserhealth.ca/Service-Directory/Service-At-Location/5/2/community-substance-use-services-clinic---surrey>



Substance Use

Crawford Manor



- Offers a stabilization and transitional living home to male youth with current or recent mild to moderate substance use issues.
- Provides a holistic approach to help residents overcome barriers prior to transitioning into appropriate housing or treatment. Residents interact in group settings and participate in on-site programs.
- Average program stay is 90 days, up to a maximum program length of six months. Cost is \$35/day
- Eligibility: Males, ages 19 to 24

Address: 10008 128th Street, Surrey BC, V3T2Y9

Phone: 604-589-0248 | **Email:** crawford@lookoutsociety.ca

www.lookoutsociety.ca

DIVERSEcity Substance Use Counselling



- Confidential counselling and education to those seeking help with alcohol and/or drug related issues
 - Individual and group support to substance-affected individuals within the South-Asian and Spanish communities living in the South Fraser region
 - Services are offered in English, Urdu, Hindi, Punjabi, and Spanish
- ✓ Support services ✓ Multiple languages available ✓ Mental health & wellness

Hours: *Mondays and Fridays:* 8:30 am - 4:30 pm, *Tuesday to Thursday:* 8:30 am - 7 pm

Address: 13455 76th Avenue, Surrey BC, V3W2W3

Phone: 604-547-1202 | **Email:** intake@dcrs.ca

<https://www.dcrs.ca/our-services/mental-health-and-substance-use-services/substance-use-counselling/>

Gambling Support BC



- Provides information, support, referrals, and accompaniment to resources, including problem gambling counselling services and treatment groups, as well as community support organizations such as bankruptcy trustees, legal services, housing services, community mental health services, debt management services, Gambler's Anonymous meetings and peer support organizations

- ✓ Counselling ✓ Referrals to other services

Intake Form: <https://bcgaming.myoutcomesapp.com/Intake/>

Phone: 1-888-795-6111 (toll-free)

<https://www.bcreponsiblegambling.ca/support/services>



Substance Use



Healthiest Babies Possible

- Ensures that you and your baby are in good hands with a dedicated team that includes public health nurses, registered dietitians, health coaches and nutritionists
- Drop-in groups you will find extremely beneficial. We offer groups such as lunch clubs, pre/post natal yoga, Food Skills Group, labour and delivery Class and a post-partum emotional support group
- Eligibility: Pregnant or new mothers with children (6 months and under) living in Surrey, Delta and White Rock who are experiencing challenges and need information and support

Address: Early Years Centre, 100 - 6846 King George Blvd. Surrey, BC V3W 4Z9

Phone: 604-583-1017 | **Email:** hbp@options.bc.ca

<https://www.options.bc.ca/program/healthiest-babies-possible>



Journeys Program for Concurrent Disorders

- Community-based counselling and outreach for people dealing with mental health and substance use issues
- Case manager helps with service navigation, employment support, help securing affordable housing, support with filling out government forms, help with accessing addiction/detox services
- Eligibility: Ages 13 or older; with self-identified or diagnosed substance use and mental health issues (concurrent disorders); and residing in Surrey, Delta or White Rock
 - ✓ Multiple languages available
 - ✓ Counselling

Address: 13455 76th Avenue, Surrey BC, V3W2W3

Phone: 604-547-1202 | **Email:** intake@dcrs.ca

<https://www.dcrs.ca/our-services/mental-health-and-substance-use-services/journeys-program-for-concurrent-disorders/>



Maxxine Wright Community Health Centre

- Supports Pregnant women and those whose children are 6 months or younger and are impacted by substance use and/or violence or abuse.
- Support services include information and referral, advocacy, parenting program, outreach, and help with housing, income assistance, and forms.
- Offers a daily hot lunch program, clothing, housewares, food, and baby items.
- Provides medical and nursing care, dental hygienist, alcohol and drug counselling, and access to a social worker.
- Offers a **16 Steps to Discovery and Empowerment Group** that is also open to all women in the community.

Hours: Monday – Friday: 8:30am-4:30pm | **Drop-in hours:** Saturday - Sunday: 11am-4:30pm

Address: 13729 92nd Avenue, Surrey BC, V3V1H9

Phone: 604-587-3835

www.atira.bc.ca/what-we-do/program/maxxine-wright-community-health-centre



Substance Use

Native Courtworker and Counselling Association of BC Mental Health and Addictions



Counsellor

- Works with individuals to provide culturally appropriate approach assessment and help them and their families through the process of rehabilitation and recovery from Substance Misuse
- ✓ Counselling

Address: 13629-108th Ave , Surrey, BC V3T 2K4

Phone: 604-227-4344 or 1-855-221-6155 | **Email:** rggefjgD rggefjg2rix

<https://nccabc.ca/health-services/#indigenous-outpatient-addiction-counselling-detox-support>

Newton Youth Hub: Community Resources Society (PCRS)



- One-stop access for youth and families to access drop-in resource rooms for support, food, laundry, showers as well as programming for social, health, education, housing, substance use support, employment, and life skills services

- ✓ Drop-in

Hours: Monday - Friday: 10am-6pm

Address: #114-13479 76th Avenue, Surrey BC, V3W2W3

Phone: 604-592-6200 | **Email:** nyrcreception@pcrs.ca

<https://pcrs.ca/service-types/resource-centres/>

Police Mental Health Outreach Team



- Responds to clients who have contacted police and are dealing with mental health, homelessness, and/or substance use.
- Aim is to build relationships with these residents, assist with connections to services, and increase the safety of those who live and work in the city.

Address: 10681 135a St, Surrey, BC V3T 4E3

Phone: 604-599-0502

<https://surrey.rcmp-grc.gc.ca/ViewPage.action?siteNodeId=2177&languageId=1&contentId=42805>

QuitNow



- Customized program that uses evidence-based strategies to build a personalized approach to quit or reduce tobacco and e-cigarette use
- Phone, text and online support available

- ✓ Peer support

- ✓ Support plan

Address: 2675 Oak Street, Vancouver BC, V6H 3Z6

Phone: 1-877-455-2233 | **Email:** quitnow@bclung.ca

<https://quitnow.ca/>

SACH Community Hub Society



- Supports individuals and families with health and social challenges to connect to services related to income assistance, counselling, substance use treatment, harm reduction supplies, food security, housing, personal hygiene services and supplies, and victim services.
- Service is available in English and Punjabi.

Hours: 24/7

Email: info@sachbc.ca

www.sachbc.ca



Substance Use

SMART Recovery Family & Friends Online Meeting

- Based on the concepts of Rational Emotive Behavior Therapy and Cognitive Behavioral Therapy, SMART Recovery is an evidence-based practical approach for people to learn about their unhelpful behaviors and replace them with helpful ones

Hours: *Tuesdays:* 6pm - 7pm

Zoom Link: <https://smartrecovery.zoom.us/j/91012011101> | **Meeting ID:** 910 1201 1101

Phone: 604-862-0317 | **Email:** Bernice.Lee1@vch.ca

SMART Recovery Global Online Meeting

- Based on the concepts of Rational Emotive Behavior Therapy and Cognitive Behavioral Therapy, SMART Recovery is an evidence-based practical approach for people to learn about their unhelpful behaviors and replace them with helpful ones

Hours: *Sundays:* 1:15pm – 2:30pm

Zoom Link: <https://smartrecovery.zoom.us/j/92177780518> | **Meeting ID:** 921 7778 0518

Phone: 604-862-0317 | **Email:** Bernice.Lee1@vch.ca

Sources Substance Use Services

- Confidential individual, family and group counselling for anyone concerned about their own or someone else's substance use

✓ Counselling

✓ Referrals to other services

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

Address: Sources Peace Arch Resource Centre, 882 Maple Street, White Rock, BC V4B 4M2

Phone: 604-538-2522 | **Email:** suservices@sourcesbc.ca

<https://www.sourcesbc.ca/our-services/substance-use-services/>

Surrey Mental Health and Substance Use Urgent Care Response Centre

- A central point of access for adults in Surrey who are experiencing urgent mental health and substance use concerns and who voluntarily seek and require urgent care, but don't require hospitalization
- Services include rapid access to crisis stabilization, assessment, treatment initiation, and referral to community support services.
- Language interpretation service is available
- Eligibility: Ages 19 and over
- ✓ No appointment needed
- ✓ Free Snacks

Hours: *Everyday:* 8:30am-8:30pm, Last walk-in at 7pm.

Address: Charles Barham Pavilion - Surrey Memorial Hospital - access from 94 A Avenue; 13750 96th Avenue, Surrey, BC, V3V 1Z2

Phone: 604-953-6200 Ext. 776700

<https://www.fraserhealth.ca/Service-Directory/Service-At-Location/9/5/surrey-mental-health-and-substance-use-urgent-care-response-centre>



Substance Use



Together We Can Family Education Groups

- Comprehensive, four-session Family Education Group (FEG) that educates and supports family members to better understand addiction
- Please fill out the online form to register

Hours: *Wednesday evenings*

Address: Online

Phone: 604-451-9854, 1-888-940-9854 (Toll Free)

<https://twcrecoverylife.org/family-support>



Mental Wellness

Do you want mental wellness support?

Service Navigation

Surrey Mental Health and Substance Use Centre

- Offers a range of self-referral services that provide support for those experiencing mental illness and substance use problems in the community
- Services available include assessment, treatment, individual and group therapy, referrals to supportive housing, residential programs and community support services, transition of care between services, older adult programs, crisis intervention and peer support
- Eligibility: Ages 19 and over

✓ No appointment needed ✓ Referrals to counselling ✓ Referrals to other services

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

Address: 1100-13401 108th Avenue, Surrey, BC V3T 5T3

Phone: 604-953-4900

<https://www.fraserhealth.ca/Service-Directory/Locations/Surrey/surrey-mental-health-centre>

Adult Community Support Services

- Community-based mental health and substance use service designed to provide services and support to adults with persistent mental health and substance use concerns, including schizophrenia and bipolar disorder
- Eligibility: Ages 19 and over with severe and persistent mental illness and substance use concerns who encounter negative consequences of the illness

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

Address: 203-7327 137 Street, Surrey, BC V3W 1A4 (Surrey Mental Health Outreach)

1100-13401 108th Avenue, Surrey, BC V3T 5T3 (Surrey Mental Health and Substance Use Centre)

15521 Russell Avenue, White Rock, BC V4B 2R4 (Sources PeacePoint)

Phone: 604-592-2700 (Surrey Mental Health Outreach); 604-953-4900 (Surrey Mental Health and Substance Use Centre); 604-541-6844 (Sources PeacePoint)

<https://www.fraserhealth.ca/Service-Directory/Service-At-Location/F/6/adult-community-support-services---surrey>



Mental Wellness

DiscoverY

- Eight free counselling sessions with the goal of helping our clients build resilience and explore new ways of communicating, coping, and relating with both themselves as well as with the world around them
- Eligibility: Ages 15-25

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

Address: 882 Maple Street, White Rock, BC V4B 4M2 or #101-5783 176A Street
Surrey V3S 6S6

Phone: 604-538-2522 (White Rock) or 604-538-2522 (Surrey) | **Email:** DiscoverY@sourcesbc.ca
<https://www.sourcesbc.ca/our-services/discovery/>

DIVERSEcity Family Counselling

- Provides free counselling and support services to families who want to improve family relationships
- Eligibility: Families who reside in Surrey, Delta, White Rock and Langley

Address: 13455 76 Avenue, Surrey, BC, V3W 2W3

Phone: 604-547-1202 | **Email:** intake@dcrs.ca

<https://www.dcrs.ca/our-services/mental-health-and-substance-use-services/family-counselling/>

Early Psychosis Intervention Program

- Provides early identification and treatment for psychosis so that symptoms don't become too unmanageable and disruptive to your life
- Includes counselling, group sessions and family meetings
- Eligibility: Ages 13-30 who have noticed some unusual changes in thinking, behaviour, social isolation, and/or feelings of suspiciousness, depression or anxiety and/or have a family history of psychotic disorder and are experiencing a recent decline in function at school, work or home

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

Address: 15521 Russell Avenue, White Rock, BC V4B 2R4

Phone: 604-538-4278

<https://www.fraserhealth.ca/Service-Directory/Services/mental-health-and-substance-use/mental-health---community-services/early-psychosis-intervention-program>

Healthy Self, Healthy Families Program

- Offers emotional support, information and tools to newcomer youth who experience multiple barriers to settlement, helping them to maintain healthy lifestyles and relationships

Address: 13455 76 Avenue, Surrey, BC, V3W 2W3

Phone: 604-954-4015 | **Email:** risereferrals@dcrs.ca

<https://www.dcrs.ca/our-services/programs-for-children-and-families/healthy-self-healthy-families-program/>



Mental Wellness

Family and Youth Information (FYI)



- Supports families in Surrey to care for youth with Fetal Alcohol Spectrum Disorder (FASD) and other complex needs
- Helps families to establish enhanced care through counselling, information, parenting strategies, service coordination, advocacy, and education groups
 - ✓ Counselling

Address: 10453 Whalley Boulevard, Surrey, V3T 5B1 BC

Phone: 604-587-8100 | **Email:** FYIreferrals@pcrs.ca

<https://pcrs.ca/service-types/family-support/>

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 Surrey



- Offers online counselling services for youth and young adults
- **Care Card is preferred but not mandatory**
- Eligibility: Ages 12-24
 - ✓ Counselling
 - ✓ Substance use services
 - ✓ Referrals to other services

Hours: *Monday – Friday:* 9am - 5pm

Address: 10280 City Parkway, Surrey, BC V3T 4C2

Email: FoundrySurrey@PCRS.CA

<https://foundrybc.ca/surrey/>





Mental Wellness

Getting Though It (Vancouver Association for Survivors of Torture)



- Weekly psychosocial support group for refugees “getting through” their refugee claim
 - ✓ Multiple languages

Hours: *Wednesdays:* 10am - 12pm

Address: Now online

Phone: 604-588-3071 | **Email:** referrals@vast-vancouver.ca

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

Here2Talk



- Connects students with mental health support
- 24/7 access to counselling and community referral services, via app, phone and web
- Eligibility: All students currently registered in a B.C. post-secondary institution
 - ✓ Counselling
 - ✓ Referrals to other services

Phone: 604-642-5212 | **Toll-free:** 1-877-857-3397

<https://here2talk.ca/main>

Indigenous Mental Health Liaisons



- Provides assessment, referral, counselling support services and mental health education to clients and families, as well as connecting clients with other mental health programs and services

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

Phone: 1-866-766-6960 or 778-288-6043

<https://www.fraserhealth.ca/Service-Directory/Services/mental-health-and-substance-use/mental-health---community-services/aboriginal-mental-health-liaisons>

Native Courtworker and Counselling Association of BC Mental Health and Addictions Counsellor



- Works with individuals to provide culturally appropriate approach assessment and help them and their families through the process of rehabilitation and recovery from Substance Misuse

- ✓ Counselling

Address: 13629-108th Ave , Surrey, BC V3T 2K4

Phone: 604-227-4344 or 1-855-221-6155 |

Email: rggef9D rggef92rix

<https://nccabc.ca/health-services/#indigenous-outpatient-addiction-counselling-detox-support>





Mental Wellness

Newcomer Family and Friend Caregiver Support Program



- Connects you with services that help you care for the seniors in your life, including respite services, helps you make appointments and provides ongoing emotional support with support groups
- Service available in English, Mandarin and Punjabi
- Eligibility: Newcomers caring for a senior (55+) friend or family member
 - ✓ Multiple languages available

Address: 13455 76 Avenue, Surrey, BC, V3W 2W3

Phone: 778-549-2863 | **Email:** seniors@dcrs.ca

<https://www.dcrs.ca/our-services/services-for-seniors/newcomer-family-and-friend-caregiver-support-program/>

Newcomer Wellness Hub



- Attend a variety of monthly workshops, English conversation circles, and get access to counselling
- Helps you access subsidies for internet for low-income earners
- Eligibility: Permanent residents, migrant workers, refugee claimants and protected refugees, naturalized citizens, and international students
 - ✓ Counselling
 - ✓ Multiple languages available
 - ✓ Referrals to other services
 - ✓ Transportation support

Address: Now online

Phone: 236-878-4630 | **Email:** mzmoradi@mosaicbc.org

<https://mosaicbc.org/our-programs/mental-health-and-community-support/>

Older Adult Community Mental Health Program

55+

- Provides mental health consultation, assessment, psychiatric treatment and support to older adults experiencing late life onset of mental health symptoms
- Eligibility: Ages 65; experiencing psychiatric symptoms such as memory decline, confusion, depression, anxiety, psychosis (e.g. hallucinations, delusions, paranoia) or other mental health symptoms

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

Address: 1100-13401 108th Avenue, Surrey, BC V3T 5T3 or 15521 Russell Avenue, White Rock, BC V4B 2R4

Phone: 604-531-5512 (White Rock) or 604-953-4900 (Surrey)

<https://www.fraserhealth.ca/Service-Directory/Services/mental-health-and-substance-use/mental-health---community-services/older-adult-community-mental-health-program>



Mental Wellness

PEACE (Prevention, Education, Advocacy, Counselling, and Empowerment) for Children and Youth Experiencing Violence (DIVERSEcity)



- Provides free education and supportive counselling for children and youth who have witnessed or been exposed to domestic violence or abuse
- Focuses primarily on experiences of trauma from family violence, PEACE is also able to provide support for children and youth who have witnessed or experienced violence as a result of migration
- Eligibility: Ages 3-18; living in Surrey; and has been witness to, or otherwise exposed to intimate partner violence within their family

Address: 13455 76 Avenue, Surrey, BC, V3W 2W3

Phone: 604-547-1202 | **Email:** intake@dcrs.ca

<https://www.dcrs.ca/our-services/violence-prevention-services/peace-program/>

PEACE (Prevention, Education, Advocacy, Counselling, and Empowerment) for Children and Youth Experiencing Violence (Options)



- Provides free education and supportive counselling for children and youth who have witnessed or been exposed to domestic violence or abuse
- Helps youth understand their emotions, discuss their trauma, develop a safety plan, recognize their strengths, increase their self-confidence, and understand that they are not responsible for the violence
- Eligibility: Ages 3-18; living in Surrey; and has been witness to, or otherwise exposed to intimate partner violence within their family. The alleged abusive adult MUST NOT live in the family home

Address: Please contact us for information on locations

Phone: 604-584-5811 | **Email:** peace@options.bc.ca

<https://www.options.bc.ca/program/peace-children-youth-experiencing-violence>

SAFE Community Clinical Counselling



- One-to-one and group-based supports to increasing confidence, self-esteem and connections to family, culture and community — for both children and youth as well as their families
 - Eligibility: Children and youth – ages 6-19 - and their family members; residing in the City of Surrey; and at-risk of being recruited into or are involved with gang activities
- ✓ Multiple languages available

Address: 13455 76 Avenue, Surrey, BC, V3W 2W3

Phone: 604-547-1202 | **Email:** intake@dcrs.ca

<https://www.dcrs.ca/our-services/violence-prevention-services/safe-community-clinical-counselling/>



Mental Wellness

Sexual Abuse Counselling Centre (Options Community Services)



- Provides assessment and counselling for children and youth who have been sexually abused or where sexual abuse is suspected
- Also provides support for the non-offending family members
- Provides assistance with applications for Crime Victim Assistance compensation, and in accessing specialized help with the court process when needed
- Eligibility: Ages 3-18; living in Surrey

✓ Counselling

✓ Referrals to other services

Hours: Monday- Friday: 8:30am-4:30pm (Some evening appointments available)

Address: 9815 140th Street, Surrey BC, V3T 4M4

Phone: 604-584-5811 Ext. 11301

www.options.bc.ca/program/sexual-abuse-counselling-centre

Sources Counselling Program



- Individual, couples, family and group counselling for: parenting; relationships; separation or divorce; workplace issues; anger management; historical trauma; grief and loss; depression; stress and anxiety; lesbian, gay, bisexual or transgendered issues; family concerns; and play therapy for children
- Fee-for-service program, with subsidy provided through Sources Foundation and donations

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

Address: 882 Maple Street, White Rock, BC V4B 4M2

Phone: 604-538-2522 | **Email:** counsellingservices@sourcesbc.ca

<https://www.sourcesbc.ca/our-services/counselling-services/>

Sources Mental Wellness Resource and Referral Line



- Confidential telephone line for survivors of domestic and interpersonal violence
- Trauma counsellors who follow up with clients within 24 hours (Monday through Friday) providing resources and referrals.

Address: 15318 20th Avenue, Surrey, BC, V4A 2A3

Phone: 604-335-5035 | **Email:** trauma.counselling@sourcesbc.ca

<https://www.sourcesbc.ca/our-services/trauma-counselling-program/>

Sources Trauma Counselling Program



- Counselling for Historical trauma, interpersonal violence, sexual assault, LGBTQ2+ issues, anxiety and depression, and/or PTSD
- If the counselling fee creates a financial hardship for you, please let us know and we can make alternative arrangements
- Eligibility: Women including CIS, trans, two-spirit and non-binary who have experienced sexual assault, childhood trauma, and/or intimate partner abuse

Hours: Monday - Friday: 8am-6pm

Address: 15318 20th Avenue, Surrey, BC, V4A 2A3

Phone: 604-335-5035 (Intake) | **Email:** trauma.counselling@sourcesbc.ca

<https://www.sourcesbc.ca/our-services/trauma-counselling-program/>



Mental Wellness

Stopping the Violence Counselling Program



- Uses trauma-informed therapeutic approaches to support self-identified women survivors of violence in their healing journey
- Provides individualized services and group-based sessions
- Eligibility: Self-identified women over the age of 19 residing in Surrey, Delta, White Rock and surrounding area; and self-identified women under the age of 19 who are leading an adult lifestyle in Surrey, Delta, White Rock and surrounding area
- ✓ Multiple languages available

Address: 13455 76 Avenue, Surrey, BC, V3W 2W3

Phone: 604-547-1202 | **Email:** intake@dcrs.ca

<https://www.dcrs.ca/our-services/violence-prevention-services/stopping-the-violence-counselling/>

Stopping the Violence Multicultural Outreach Program



- Provides support for self-identified women who have experienced intimate partner violence, through practical assistance and supports, including accompaniments, information and referrals
- Participate in group-based sessions to share experiences and learn about violence and healthy coping techniques
- Eligibility: Self-identified women over the age of 19 residing in Surrey, Delta, White Rock and surrounding area; and self-identified women under the age of 19 who are leading an adult lifestyle in Surrey, Delta, White Rock and surrounding area
- ✓ Multiple languages available

Address: 13455 76 Avenue, Surrey, BC, V3W 2W3

Phone: 604-547-1202 | **Email:** intake@dcrs.ca

<https://www.dcrs.ca/our-services/violence-prevention-services/stopping-the-violence-counselling/>

Suicide Prevention, Education and Counselling



- Provides suicide risk assessment, urgent-response and short-term suicide related counselling support for children and youth
- Eligibility: Ages 3-18; living in Surrey, White Rock and Langley who have made a suicide attempt or may be at risk of doing so
- ✓ Counselling

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

Address: 9815 - 140th Street, Surrey, BC V3T 4M4

Phone: 604-584-5811 ext. 11366 (leave a message)

<https://www.options.bc.ca/program/suicide-prevention-education-and-counselling>



Mental Wellness

Urgent and Primary Care Centre Newton



- Provides same-day access to urgent, non-emergency treatment to people, including mental health issues such as low mood, anxiety or depression

Hours: Appointment: *Monday – Friday: 9am–5pm,*

Walk-in Hours: *Monday – Friday: 2pm–9pm; Saturday, Sunday: 9am-9pm*

Address: 6830 King George Boulevard, Surrey BC, V3W 4Z9

Phone: 604-572-2625

<https://www.fraserhealth.ca/Service-Directory/Service-At-Location/0/1/urgent-and-primary-care-centre---surrey-newton>

Urgent and Primary Care Centre Whalley



- Provides same-day access to urgent, non-emergency treatment to people, including mental health issues such as low mood, anxiety or depression

Hours: Appointment: *Monday – Friday: 10am-5pm*

Walk-in Hours: *Everyday: 10am-9pm*

Address: Unit G2, 9639 137A Street, Surrey BC, V3T 0M1

Phone: 604-572-2610

<https://www.fraserhealth.ca/Service-Directory/Locations/Surrey/surrey-urgent-and-primary-care-centre>

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 an online weekly support group for refugees “getting through” their refugee claim

Address: 301-10334 152A Street, Surrey, BC V3R 7P8

Phone: 778-372-6593 | **Email:** referrals@vast-vancouver.ca

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

Wellness Together Canada



- Talk with a counsellor, join an online peer support group and access free mental wellness resources 24/7

Phone: 1-886-585-0445 (Care Navigator, 24 hour), 1-888-668-6810 (Counselors for those under 30, 24 hours), 1-833-784-4397 (Administration)

<https://wellnesstogether.ca/en-CA>

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: 14988 57 Ave, Surrey, BC V3S 7S6

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

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



Mental Wellness

Crisis Lines:

BC Crisis Centre



- Multiple languages available
- 1-800-SUICIDE | 1-800-784-2433

Battered Women's Support Services Crisis Line



604-687-1867 | 1-855-687-1868

BC Bereavement Hotline



604-738-9950 | 1-877-779-2223
(Monday-Friday, 9-5)

Domestic Abuse Help Line



604-640-7549 or 1-888-833-7733
(Everyday, 10am-10pm)

Fraser Health Crisis Line



604-951-8855 | 1-877-820-7444

Hope for Wellness Help Line



1-855-242-3310

Kids Help Phone



1-800-668-6868

Kuu-Us Crisis Services



1-800-588-8717

Mental Health Support Line



310-6789

Métis Crisis Line



1-833-MétisBC (1-833-638-4722)

Provincial Refugee Mental Health Line



604-588-3071 (Press 2)

Online Chat Service for Youth



www.YouthInBC.com (Noon to 1am)

Online Chat Service for Adults



www.CrisisCentreChat.ca (Noon to 1am)

Seniors Distress Line



604-872-1234

S.U.C.C.E.S.S. Helpline



Cantonese Line: 604-270-8233

Mandarin Line: 604-270-8222

Korean Line: 1 (888)-721-0596 / Ext. 3

Trans Lifeline



877-330-6366

WAVAW Rape Crisis Centre



604-255-6344 | 1-877-392-7583

<https://www.wavaw.ca/connect/> (Text and online chat available Monday-Friday, 9-5)

Vancouver Coastal Regional Distress Line



604-872-3311

VictimLinkBC



1-800-563-0808

Do you want 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
- Please book an appointment by phone or on the website

Phone: 1-877-762-6664 or 604-878-7400 | **Email:** appointments@accessprobono.ca

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

Pro Bono Clinics Available At:

- Justice Access Centre (located in the courthouse)
3rd Floor-14340 57th Avenue
604-878-7400
- Sources Legal Resource Centre
106-13771 72A Avenue
604-878-7400
- Sources Newton Resource Centre
102-13771 72A Avenue
604-596-2311
- Sources Women's Place (women only)
15318 20th Avenue
778-565-3638 Local 1902
- South Asian Legal Clinic (Surrey library)
2nd Floor-10350 University Drive
604-878-7400
- Surrey City Hall
13450 104th Avenue
604-878-7400
- Surrey Women's Centre Society (women only)
10075 Whalley Boulevard
604-589-1868

Community Law Clinic

- Provides advocacy, legal advice and representation to low income-individuals for: social assistance, income assistance, tenancy, employment (including employment insurance and employment standards), workers compensation, human rights, debt and disability (including mental health)

Hours: Monday – Friday: 9am-4pm

Address: #105 – 13771 72A Avenue, Surrey, BC, V3W 9C6

Phone: 778-735-1368 | **Email:** info@sourcesbc.ca

<https://www.sourcesbc.ca/our-services/community-law-clinic/>

Duty Counsel Lawyers for Family Law Matters

- Assist people who are representing themselves in court and dealing with family law matters
- FDC can provide advice about:
 - ✓ child protection, guardianship
 - ✓ tentative settlement agreements
 - ✓ property (limited)
 - ✓ court procedures
 - ✓ custody
 - ✓ parenting time
 - ✓ contact/access
 - ✓ child support

Address: 14340 57 Ave, Surrey, BC V3X 3P1

Phone: 604-595-4379

https://legallaid.bc.ca/legal_aid/familyDutyCounsel

Legal

Legal Aid BC



- 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

✓ Child protection matters

✓ Immigration law
✓ Family law

✓ Criminal charges

COVID-19 Update: Now only taking phone applications

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

Address: 15243 91 Ave #3, Surrey, BC V3R 8P8

Phone: 604-498-2920 | **Toll-free:** 1-888-577-2525

<https://legalaid.bc.ca/>

Native Courtworker and Counselling Association of BC



- Provides information and guidance if you are charged with an offence
- Explains the nature of the charge, how the criminal justice system works and can direct you to various services that meet your needs.
- Eligibility: Persons of First Nations, Métis and Inuit descent. Common law relationships are also considered.

Address: Surrey Law Courts, 14340 57th Ave, Surrey, BC V3X 1B2

Phone: 604-985-5355 (office)

Native Court Workers: 855-221-6154 Ext: 342 or 210-221-6630 Ext: 324

Email: nccabc@nccabc.net

<https://nccabc.ca/justice/#native-courtworker-services>

Parent Legal Centres (Legal Aid BC)



- A lawyer and an advocate will help you address the social worker's concerns about your children's safety. This service is available any time after a social worker contacts you.

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

Address: 308 – 7337 137th Street, Surrey, BC, V3W 1A4

Phone: 604-595-4360

https://legalaid.bc.ca/legal_aid/parents-legal-centres

PICS Legal Advice Program



- Provides free legal advice and representation to clients who would otherwise be unable to afford legal assistance
- Please call to schedule an appointment. Legal advice cannot be given over the telephone.
- Please remember to bring a piece of ID

Hours: Monday – Friday: 10am-4pm

Address: #205-12725 80th Avenue, Surrey, BC V3W 3A6

Phone: 604-822-5791 | **Email:** pics@pics.bc.ca

<https://pics.bc.ca/programs/legal/legal-advise-program/>

Respect at Work Legal Clinic

- Provides legal advice to individuals who have experienced sexual harassment in the workplace
- Referrals to employment and settlement services including emotional support and counselling
- Eligibility: Newcomers to Canada

Address: ISSofBC Welcome Centre, 10334 152A St #301, Surrey, BC V3R 7P8

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

<https://issbc.org/our-services/respect-at-work-legal-clinic>

Sources Poverty Law Program



- Ensures fair access to income support programs and services through information, support and one-on-one advocacy in: income assistance, housing, federal income related programs, and public education

- Services are also available in Punjabi

Address: 102-13771 72A Ave. Surrey, BC, V3W 9C6

Phone: 778-735-1368 | **Email:**

info@sourcesbc.ca

<https://www.sourcesbc.ca/our-services/advocacy-housing-prevention-services/>



South Asian Legal Clinic of BC Legal Clinics

- Summary legal advice and information related to immigration status, child protection and custody, separation and divorce, domestic violence, sexual assault, racial discrimination and profiling, economic justice for workers, elder abuse, mental health, and wills and estates
- Appointment required. Please call to book.
 - ✓ Multiple languages available

Hours: *Wednesday:* 6pm-8pm

Address: 7404 King George Blvd Suite 200, Surrey, BC V3W 1N6

Phone: 1-877-762-6664 or 604-878-7400 | **Email:** info@salcbc.org

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

Advocacy

Do you want help with advocacy?

Ask An Advocate Chatline



- Provides basic and clear information about income assistance and other income support programs, disability benefits (provincial and federal), and tenancy

<https://askanadvocate.ca/>

Domestic Violence Intervention Program – Caring Dads Group



- 17-week group designed to support fathers in developing child-centred and abuse-free relationships with their children and their children's mother
- Fathers will also learn parenting skill that is more child centered
- Service in English and/or Punjabi
- Eligibility: Fathers who have physically / emotionally abused or neglected their children and / or exposed them to abusive choices of behaviour towards their mother

✓ Multiple languages available

Address: 13520 - 78th Avenue, Surrey, BC V3W 8J6

Phone: 604-809-5742 | **Email:** harpal.johl@options.bc.ca

<https://www.options.bc.ca/program/domestic-violence-intervention-program>

Domestic Violence Intervention Program – Moms' Empowerment Groups



- 8-week group designed for mothers who have experienced abuse in their intimate relationships
- Moms meet to share their parenting experiences, concerns and receive support from their peers and professionals
- Service in English and/or Punjabi
- Eligibility: Mothers who have experienced abuse in their intimate relationships

✓ Multiple languages available

Address: 13520 - 78th Avenue, Surrey, BC V3W 8J6

Phone: 604-785-0177 | **Email:** harpal.johl@options.bc.ca

<https://www.options.bc.ca/program/domestic-violence-intervention-program>

It Happens Here Too... Sexual Assault Response Coordination Program



- Provides coordination of care to ensure seamless access to resources to support healing from violence
- Supports include: information and orientation services, help with system navigation, advocacy and outreach, and accompaniments while partnering with existing sexual assault response programs
- Eligibility: Self-identified newcomer woman 19 years old or more residing in Surrey and surrounding areas

✓ Multiple languages available

Address: 13455 76 Avenue, Surrey, BC, V3W 2W3

Phone: 604-547-1202 | **Email:** intake@dcrs.ca

<https://www.dcrs.ca/our-services/violence-prevention-services/it-happens-here-too-sexual-assault-response-coordination-program/>

Advocacy

Multicultural Victims Services Outreach



- Provides support for self-identified women who have experienced intimate partner violence, through practical assistance and supports, including accompaniments, information and referrals
 - Participate in group-based sessions to share experiences and learn about violence and healthy coping techniques
 - Eligibility: Self-identified women over the age of 19 residing in Surrey, Delta, White Rock and surrounding area; and self-identified women under the age of 19 who are leading an adult lifestyle in Surrey, Delta, White Rock and surrounding area
- ✓ Multiple languages available

Address: 13455 76 Avenue, Surrey, BC, V3W 2W3

Phone: 604-547-1202 | **Email:** intake@dcrs.ca

<https://www.dcrs.ca/our-services/violence-prevention-services/stopping-the-violence-counselling/>

Our Lady of Good Counsel Society Domestic Abuse Services



- The Domestic Abuse Help Line provides anyone with questions about abuse or concern about a family member who might need help with support, resource information, and referrals about domestic violence
- Open to all faiths and denominations

Hours: *Everyday:* 10am-10pm (helpline)

Address: #201-14045 104th Avenue, Surrey, BC V3T 1X4

Helpline: 604-640-7549 or 1-888-833-7733

Phone: 604-585-6688 (head office) | **Email:** info@domesticabuseservices.ca
domesticabuseservices.ca

PICS Gender Based Violence Program



- Supports you to have a control of your own life and decisions to lead safe, independent, healthy and happy life

Address: #205- 12725, 80th Avenue. Surrey, BC, V3W 3A6

Phone: 604-596-7722 ext. 144, 182 or 245

Email: mitika.jain@pics.bc.ca or navpreet.kaur@pics.bc.ca

<https://pics.bc.ca/programs/settlement-services/gender-based-violence-program/>

PICS Legal Advocacy Program



- Provides legal information, education, awareness and access to seasonal farm workers in the Lower Mainland and Fraser Valley area

Address: #205-12725 80th Avenue, Surrey, BC V3W 3A6

Phone: 604-596-7722 ext. 134 | **Email:** pics@pics.bc.ca

<https://pics.bc.ca/programs/legal/legal-advocacy-programs/>

Advocacy

Seniors Community Hub

55+

- Connects seniors to services and community such as volunteer opportunities
- Provides access to federal and provincial income benefits
- Helps with form completion: OAS, GIS, CPP & other government benefits; rental applications; SAFER
- Appointment required

Hours: *Monday – Friday: 9am-4pm*

Address: Sources Peace Arch Resource Centre, 882 Maple Street, White Rock, BC V4B 4M2

White Rock/South Surrey Food Bank, 2343-156 Street, South Surrey, BC V4A 4V5

Sources Women's Place, 15318 20 Avenue, South Surrey, BC V4A 2A3

Phone: 604-542-4357 | **Email:** hayer@sourcesbc.ca

<https://www.sourcesbc.ca/our-services/sources-community-seniors-hub/>

Sophie's Place Child and Youth Advocacy Centre

- Supports victims of physical and/or sexual abuse and provides a safe and welcoming place to tell their story
- Eligibility: Ages 0-15; living in Surrey; and a victim of physical and/or sexual abuse

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

Address: 9460 140th Street, Surrey, V3V 5Z4 BC

Phone: 604-588-0727 | **Email:** spinfo@the-centre.org

www.the-centre.org/sophies-place

Sources Family Law Advocacy



- Provides legal information and resources to individuals dealing with family law issues including: separation and divorce, guardianship and parenting arrangements, child and spousal support and protection orders. We support individuals in navigating the family justice system by providing legal information, assistance with court forms, court preparation and emotional support
- Services are provided in English, Punjabi and Hindi
 - ✓ Multiple languages available

Hours: *Monday – Friday: 9:30am-4pm*

Address: #106 – 13771 72A Avenue, Surrey, BC, V3W 9C6

Phone: 778-731-9192 | **Email:** info@sourcesbc.ca

<https://www.sourcesbc.ca/our-services/family-law-advocacy/>

Advocacy

Sources Income Tax Clinics



- Income tax clinic for people with low to moderate incomes and simple tax situations
- Can assist you in filing late and multiple-year taxes
- Appointment required
- Eligibility: Your income is under \$35,000 for a single person or under \$45,000 for a couple (add \$2,500 for each additional dependent); your investment income is under \$1,000; and you have a simple tax situation.

Hours: *Monday:* 1pm-3pm; *Thursday:* 10am-12pm; *Friday:* 12pm-2pm

Address: Sources Peace Arch Resource Centre, 882 Maple Street, White Rock, BC V4B 4M2

Phone: 604-542-4357 | **Email:** volunteertaxclinic@sourcesbc.ca

<https://www.sourcesbc.ca/our-services/volunteer-services-income-tax-clinic/>

Sources Mental Health Advocacy



- Provides legal information, advocacy, and support to individuals and their families in the Fraser Health Region who are living with mental health issues.

Address: 102-13771 72A Ave. Surrey, BC, V3W 9C6

Phone: 778-735-1368 | **Email:** mentalhealthadvocacy@sourcesbc.ca

<https://www.sourcesbc.ca/our-services/advocacy-housing-prevention-services/>

Threshold Multicultural Outreach



- Whether you decide to leave or remain with your partner or if you have specific longer term goals, Threshold Multicultural Outreach provides support and empowerment if you have experienced threats, abuse and/or violence including sexual assault and historical sexual abuse
- Eligibility: Women who have experienced, or are at risk of abuse, threats, or violence in an intimate relationship, or women who have experienced historical sexual abuse and sexual assault

✓ Multiple languages available

✓ Counselling

Address: 13520 - 78th Avenue, Surrey, BC V3W 8J6

Phone: 604-572-5883

<https://www.options.bc.ca/program/threshold-multicultural-outreach>

Advocacy

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-a-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>

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.sac-isc.gc.ca/eng/1100100032374/1572457769548>

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>

Advocacy

Do you want settlement services as an immigrant or refugee?

1-to-1 LGBTQ+ Support Services for Newcomers



- One-to-one or peer group support service for newcomer LGBTQ+ convention refugees and protected persons.
- Supports you in navigating the process of finding a house, and accessing health services, education and employment programs

Address: 13455 76th Avenue, Surrey, V3W 2W3 BC

Phone: 604-306-6316 | **Email:** risereferrals@dcrs.ca

<https://www.dcrs.ca/lgbtq-newcomer-services/>

BC Settlement and Integration Services (BCSIS) (PICS)



- Supports you in navigating immigration processes, meet settlement needs, connect to the community, access labour market information and supports, and upgrade English language proficiency
 - Eligibility: Temporary foreign workers; provincial nominees who are awaiting their permanent residency approval (including provincial nominee candidates who are here in BC to implement a business plan); post-secondary international students; refugee claimants; and naturalized citizens
- ✓ Counselling

Address: #205 12725 80th Avenue Surrey, BC, V3W 3A6

Phone: 604-596-7722 | **Email:** pics@pics.bc.ca

<https://pics.bc.ca/programs/settlement-services/bc-settlement-and-integration-services-bcsis/>

BC Settlement Services for Non-Permanent Residents



- Supports the social and economic integration of newcomers who are not eligible to receive services from federally funded programs.

Phone: [604-597-0205](tel:604-597-0205) **Email:** info@dcrs.ca

www.dcrs.ca/settlement



Advocacy

Community Connections

- Provides settlement services that include information and education for immigrants and refugees living in Surrey and Delta to encourage community engagement and involvement.
- Also offers youth leadership and life skills training, and other youth engagement opportunities for newcomer youth, including communication skills training and teamwork opportunities.
- Eligibility: For immigrants, refugees, protected persons, temporary residents (refugee claimants, temporary foreign workers and international students), naturalized citizens and their children, living in Surrey and Delta

COVID-19 Update: Activities are offered virtually via Zoom until further notice; limited one-on-one in-person service by appointment can be arranged if clients need support to enable them to participate in virtual activities.

Address: 13520 78th Avenue, Surrey BC, V3W8J6

Phone: 604-572-4060 Ext. 21135 | **Email:** tesni.leung@options.bc.ca

<https://www.options.bc.ca/program/community-connections>

DIVERSEcity Settlement Services for Newcomers & Immigrants

- Supports you in the immigration process and creates a customized settlement plan to help you and your family achieve your settlement, housing and employment goals
- Provides one-on-one support and group workshops on financial literacy, employment, parenting, housing, and health
- Please call to book an appointment

Address: 13455 76th Avenue, Surrey, BC V3W 2W3

Phone: 604-507-6060 | **Email:** settlement@dcrs.ca

<https://www.dcrs.ca/our-services/settlement-services/>

First Language Settlement Support

- Learn about Canada, schools, health care, housing, recreation and community services that help you and your family settle in your new community
- Provides case management services if you're facing many barriers and need special supports
- Eligibility: Canadian citizens, permanent residents, confirmed refugees, live-in caregivers or temporary foreign workers

✓ Multiple languages

✓ Variety of workshops

✓ Referrals to other services

Address: ISSofBC Welcome Centre, 302-10334 152A Street, Surrey BC, V3R7P8

Phone: 604-683-1684 | **Email:** settlement@issbc.org

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

Advocacy

First Steps - Early Years Settlement Program



- Assist immigrant individuals and families with multiple needs and significant integration barriers
 - Helps you gain the capacity to cope with issues and barriers and to acquire sufficient skills to participate in regular settlement or community services and programs through one-to-one outreach and in-home visits
 - Services are offered in: Arabic, Farsi, Dari, Pashto, Spanish, Somali, Nuba, Russian and English
 - Eligibility: Refugees and immigrants, who are living in Surrey or Delta, have multiple needs (i.e., health, housing, financial, etc.) and significant integration barriers (i.e., language, education, life skills, etc.)
- ✓ Multiple languages available

Address: 203B 10190 152A Street, Surrey, BC V3R 1J7

Phone: 604.501.6850 ext. 61130 | **Email:** gina.kim@options.bc.ca

<https://www.options.bc.ca/program/first-steps-early-years-settlement-program>

Multi-Cultural Early Years Services: Family Navigators



- One-to-one support to enhance the well-being of newcomer refugee and Indigenous families with children
- Service offered in Punjabi, Tagalog, and Arabic. Other languages may be available on request.
- Eligibility: newcomer refugee and Indigenous families living in Surrey, Langley or Delta with children ages birth to six years old

Address: 9815 - 140th Street, Surrey, BC V3T 4M4

Phone: 604-314-0328 (Arabic); 604-817-7460 (Punjabi); 604-314-0228 (Tagalog); 778-868-1802 (English)

Email: meys.contact@options.bc.ca

<https://www.options.bc.ca/program/multi-cultural-early-years-services-family-navigators>

Multicultural Outreach Programs



- Supports immigrant and refugee families in connecting with the relevant, child-focused community resources (e.g., family resource programs, local recreation centres, local libraries, Strong Start programs, food banks, ESL programs, settlement programs, public health outlets, etc.)
- Eligibility: Immigrant and refugee families with children aged 0 – 6 years old

Address: 13455 76 Avenue, Surrey, BC, V3W 2W3

Phone: 604-547-2003 | **Email:** childrensprogram@dcrcs.ca

<https://www.dcrs.ca/our-services/programs-for-children-and-families/multicultural-outreach-programs/>

Advocacy

RISE Youth Program

- Helps newcomer youth use their strengths and resources to increase their capacity to cope with issues and barriers, and to increase their skills and knowledge to independently settle and integrate
- Service available in Arabic, Burmese, French and Swahili
- Eligibility: Ages 13-24
 - ✓ Multiple languages available

Address: 13455 76 Avenue, Surrey, BC, V3W 2W3

Phone: 604-954-4015 | **Email:** risereferrals@dcrs.ca

<https://www.dcrs.ca/our-services/youth-programs/rise-youth-program/>

Settlement and Integration Program (Options)

- Assists new immigrants and refugees to settle in Canada by providing orientation to their new communities as well as guidance and support to access necessary government and community services.
- A legal advocate provides monthly on-site support relating to income assistance, Provincial/Federal disability benefits and other income support programs, tenancy, and debt
- Eligibility criteria: For permanent residents, refugees, protected persons and live-in-caregivers who require support to settle and adjust to their new life in Canada
 - ✓ Childcare support
 - ✓ Multiple languages available
 - ✓ Transportation support

Address: 13520 - 78th Avenue, Surrey, BC, V3W 8J6

Phone: 604-572-4060 ext. 21171 | **Email:** jenny.lam@options.bc.ca

<https://www.options.bc.ca/program/settlement-and-integration-program-sip>

Settlement and Integration Program (PICS)

- Assists new immigrants and refugees to settle in Canada by providing orientation to their new communities
- Provides orientation, access to services, settlement counselling, referrals, training, guidance, mentoring and service bridging, as well as customized and individualized job search related support for immigrants with disabilities
- Acceptance is first come first serve basis by appointment and/or by walking in and prioritized on the basis of urgency and staff availability

Address: 205-12725 80th Ave., Surrey, BC V3W 3A6

Phone: 604-596-7722 ext 145 | **Email:** pics@pics.bc.ca

<https://pics.bc.ca/programs/settlement-services/settlement-services/>

Advocacy

Settlement Outreach Services (PICS)



- Assists new immigrants and refugees to settle in Canada by providing orientation to their new communities
- Acceptance is first come first serve basis by appointment and/or by walking in and prioritized on the basis of urgency and staff availability
- Services offered in English, Punjabi and Hindi

Hours: *Wednesday:* 3pm-7pm

Address: Newton Recreation Centre, 13730 72 Ave., Surrey, B.C. V3W 2P4

Phone: 604-501-5540 | **Email:** pics@pics.bc.ca

<https://pics.bc.ca/programs/settlement-services/settlement-services/>

SOS (Settlement Orientation Services)



- Supports refugee claimants navigating through the claim and determination processes
- Provides first language settlement and housing services for refugee claimants
 - ✓ Multiple languages available

Address: ISSofBC Welcome Centre, 302-10334 152A Street, Surrey BC, V3R7P8

Phone: 604-683-1684 | **Email:** sos@issbc.org

<https://issbc.org/our-services/sos-settlement-orientation-services>

S.U.C.C.E.S.S. One-to-one Appointments with a Settlement Practitioner



- Provides you with an orientation and information about living in Canada and information about employment in Canada.
- Private appointments for job seekers are available to provide you with information about local labour market trends, resume writing and interview skills, Canadian workplace culture, and job search resources
- Services offered in: English, Korean, Tagalog, Mandarin, Cantonese, Arabic, Persian (Farsi), Dari, Russian, Ukrainian and Tigrinya
- Please call to make an appointment
 - ✓ Multiple languages available

Hours: *Monday – Friday:* 9am-5pm

Address: #100-15117 101 Avenue, Surrey, BC V3R 8P7

Phone: 604-588-6869

<https://isiponline.ca/service-regions/surrey-fraser-valley>

Advocacy

S.U.C.C.E.S.S. Settlement and Employment Workshops



- Introduces topics about integrating into Canadian life and learning about the Canadian labour market
- Please call to register for a workshop

Hours: *Monday – Friday: 9am-5pm*

Address: #100-15117 101 Avenue, Surrey, BC V3R 8P7

Phone: 604-588-6869

<https://isiponline.ca/programs>



Temporary Migrant Worker Support Program



- Provides support and information for migrant workers to improve their living and working experience during their stay in Canada
- Eligibility: Foreign citizen working in Canada with a temporary work permit (SAWP, Agricultural Stream, Low-wage stream, High-wage stream, Caregivers)
 - ✓ Transportation support
 - ✓ Multiple languages available

Address: #205 12725 80th Avenue Surrey, BC, V3W 3A6

Phone: 604-596-7722 ext. 148 | **Email:** migrantworkers@pics.bc.ca

<https://pics.bc.ca/programs/settlement-services/temporary-migrant-worker-support-program/>

The Together Project



- Matches groups of volunteers known as “welcome groups” with newly arrived government-assisted refugees and protected persons for meaningful settlement support
- Areas of support include: practicing English; navigating services, like health care; finding extracurricular activities for youth; and socializing and learning about Canada

Address: 13455 76th Avenue, Surrey, BC V3W 2W3

Phone: 604-597-0205 | **Email:** info@dcrs.ca

<https://www.dcrs.ca/our-services/community-connections/together-project-surrey/>



Community and Belonging

Do you want to find recreational activities to do?

Alexandra Neighbourhood House



- A welcoming, vibrant, multi-generational, culturally diverse place with many different programs that address the needs of the people who access it
- Offers a wide range of cultural and recreational activities that help refugees, immigrants, and families expand their personal and world views
- Membership fee is \$10/year

Address: 2916 McBride Avenue, Surrey, BC V4A 3G2

Phone: 604-535-0015 | **Email:** communityprograms@alexhouse.net

<https://www.alexhouse.net/>

City of Surrey's Seniors Services Membership

55+

- Local and citywide access to welcoming recreation and social spaces and fun ways to connect with your community for \$25 a year
- Access to free or nominal fee volunteer-led drop-in activities, events and clubs; discount pricing on 55+ bus trips and select 55+ registered programs and \$1 or less drop-in 55+-only pickleball, table tennis and badminton

<https://www.surrey.ca/activities-parks-recreation/recreation-programs/seniors-programs/seniors-services-membership>

Event Calendars



- Find events in your neighbourhood

City of Surrey:

<https://www.surrey.ca/news-events/events>

Things to do in Surrey



- Attractions, activities and events happening in Surrey

<https://discoversurreybc.com/do-see>





Community and Belonging

Do you want to find special interest groups and meetups?

Connecting Seniors



55+

- Attend weekly peer support groups offered in English and select first languages and see guest speakers
 - Drop-in sessions to ask questions and practice newly acquired tech skills
 - Get training on digital access for mobile phones or tablets and support with settlement challenges
 - Become a Senior Navigator to help others in the group
 - Eligibility: Ages 55 and up; naturalized Canadian citizens, permanent residents, protected persons, live-in caregivers or temporary foreign workers
- ✓ Multiple languages available ✓ Variety of workshops ✓ Referrals to other services

Address: ISSofBC Welcome Centre, 302-10334 152A Street, Surrey BC, V3R7P8

Phone: 604-351-4519 | **Email:** newhorizons@issbc.org

<https://issbc.org/our-services/connecting-seniors>

DIVERSEyouth



- Individual support and group-based workshops (virtually or in-person) to help you achieve your goals while making new friends
- Eligibility: Ages 13-24

Address: #1107-7330 137 Street, Surrey, BC, V3W 1A3 or #202-10070 King George Boulevard, Surrey, BC, V3T 2W4

Phone: 604-306-4921 | **Email:** youth@dcrs.ca

<https://www.dcrs.ca/our-services/youth-programs/youth-integration-program/>

Food Security Programs (DIVERSEcity Community Services Society)



- Offers special learning opportunities, events and workshops, and activities for all ages
- **Community Kitchen** offers training sessions about nutrition, meal planning, budgeting, safe food handling, canning and preservation; as well as tours of stores and information about available food supports.
- **Community Gardens** increase food security and teaches participants how to grow their own food

Address: 13455 76th Avenue, Surrey BC, V3W2W3

Phone: 604-547-1378 | **Email:** kitchen@dcrs.ca (Community Kitchen; garden@dcrs.ca (Community gardens)

www.dcrs.ca/our-services/community-connections/food-security-program



Community and Belonging

Humjoli (Active Aging Program)



- Socialize with other older South Asian women, participate in group activities, receive peer support and connect with community resources
 - ✓ Peer support
 - ✓ Drop in

Hours: *Tuesday:* 1:30pm-3:30pm

Address: #205 12725 80th Avenue Surrey, BC, V3W

Phone: 604-596-7722 ext. 129 | **Email:** pics@pics.bc.ca

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

Meetup Surrey



- 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/find/?location=ca--bc--Surrey&source=EVENTS>

Newcomer REACH (Recreation, Engagement, Action Connection Hub) Program



- Supports newcomer youth with settlement and integration into the community. The program provides homework clubs, community volunteering, leadership development, workshops, employment assistance, outings, and activities.
- To apply for this service, please fill out a referral form and then email the completed referral form to referral@pcrs.ca
- Eligibility: Ages 13-21; living in Surrey, North Delta, and Langley who are newcomers to Canada

Address: CCYH (City Centre Youth Hub): 10453 Whalley Blvd, Surrey, BC, V3T 5B1

NYH (Newton Youth Hub): #114-13479 76 Ave., Surrey, BC, V3W 2W3

Phone 604-592-6200 | **Email:** nyrcreception@pcrs.ca

<https://pcrs.ca/service-types/cultural-supports/?keyword=volunteer&city=surrey&resource=>

Plusone Mentoring



- Engages and equips young people to overcome the challenges they face through a one-year mentorship
- Eligibility: Ages 10-17

Address: Tong Louie Family YMCA, 14988 57 Ave, Surrey, BC V3S 7S6

Email: plusonementoring@gv.ymca.ca

www.plusonementoring.ca/en/Plusone/Home



Community and Belonging

Seniors' Centre Without Walls

55+

- Brief 30-minute interactive telephone conference sessions where you can laugh and socialize, learn new skills, and create new connections
- Call to register!

Phone: 604-531-9400 ext. 205 | **Email:** scww@comeshare.ca

www.comeshare.ca/community-services/seniors-centre-without-walls

Seniors Community Hub

55+

- Connects seniors to services and community such as volunteer opportunities
- Provides access to federal and provincial income benefits
- Helps with form completion: OAS, GIS, CPP & other government benefits; rental applications; SAFER
- Appointment required

Hours: *Monday – Friday:* 9am-4pm

Address: Sources Peace Arch Resource Centre, 882 Maple Street, White Rock, BC V4B 4M2

White Rock/South Surrey Food Bank, 2343-156 Street, South Surrey, BC V4A 4V5

Sources Women's Place, 15318 20 Avenue, South Surrey, BC V4A 2A3

Phone: 604-542-4357 | **Email:** hayer@sourcesbc.ca

<https://www.sourcesbc.ca/our-services/sources-community-seniors-hub/>

Sources Women's Place



- A safe and confidential environment where women can connect with one another as well as access free legal information, professional referrals, and access a variety of resources and educational opportunities
- Some services require an appointment – please call ahead

Hours: *Tuesday, Thursday (lunch only):* 11am-1:30pm; *Wednesday, Friday (clothing closet only):* 10am-1pm

Address: Sources Women's Place, 15318 20 Avenue, South Surrey, BC V4A 2A3

Phone: 604-536-9611 | **Email:** hayer@sourcesbc.ca

<https://www.sourcesbc.ca/our-services/womens-place/>

STARR (Services to Access Recreation and Resources)



- Find a sense of belonging at Services to Access Recreation and Resources (STARR) through recreational and leadership activities
- Eligibility: Ages 6-12; living in Surrey

Locations:

- Holly Elementary 10719 150th Street Surrey, BC V3R 4C1
- K.B. Woodward Elementary 13130 106th Avenue Surrey, BC V3T 2C3
- James Ardiel Elementary (Spring & Summer out of School Camps) 13751 112 Ave Surrey, BC V3R 2G4

Phone: 604-671-1098 | **Email:** sunny.chuti@options.bc.ca

<https://www.options.bc.ca/program/services-access-recreation-and-resources>



Community and Belonging

S.U.C.C.E.S.S. Live Here



- Practice your English while building connections with community members and organizations through community tours
- Please call to register

Hours: *Monday – Friday: 9am-5pm*

Address: #100-15117 101 Avenue, Surrey, BC V3R 8P7

Phone: 604-588-6869

<https://isiponline.ca/service-regions/surrey-fraser-valley>



Therapeutic Activation Program for Seniors (TAPS)

55+



- Stay independent and active with our wellness program for isolated seniors
- Chat with other seniors over the phone and take part in yoga, chair yoga and more
- Eligibility: Ages 55 and over; living in Surrey; and experiencing barriers due to physical or mental health and/or are isolated or lonely due to limited community or family supports

Hours: *Every other Tuesday: 10am-12:30pm*

Address: 13455 76 Avenue, Surrey, BC, V3W 2W3

Phone: 604-597-0205 | **Email:** seniors@dcrs.ca

<https://www.dcrs.ca/our-services/services-for-seniors/therapeutic-activation-program-for-seniors-taps/>

Together Now LGBTQ+ Newcomers Support Group



- Offers a free peer support group for LGBTQ+ immigrants and refugees in a respectful and confidential space
- Provides the opportunity to meet new people, celebrate their identities, learn about community resources and information, and access counselling services
- Meets bi-weekly

Address: 13455 76 Avenue, Surrey, V3W 2W3 BC

Phone: 604-306-6316 | **Email:** togethernow@dcrs.ca

<https://www.dcrs.ca/lgbtq-newcomer-services>



Community and Belonging

YMCA

- Offers fitness classes, recreational sports, a swimming pool, and a strength and cardio centre
- Programs include day and overnight camps, youth leadership, after-school activities, volunteer development, employment services, and community and global initiatives
- ✓ Financial assistance for membership available

Hours: *Monday - Friday: 6am-9pm; Saturday, Sunday and Holidays: 7am-7pm*

Physical address: 14988 57th Avenue, Surrey, V3S 7S6 BC

Phone: 604-575-9622 | **Email:** info@gv.ymca.ca

www.gv.ymca.ca/Locations/Surrey/Newton/Tong-Louie-Family-YMCA

Youth Anti-Racism Awareness Program

Industries: (Computer skills) (Customer service) (Marketing) (Job-readiness)

- Confront racism and discrimination online and in the community; promote digital literacy, and curb online hate; promote intercultural and interfaith understanding; and, engage others in discussions on multiculturalism and diversity
- Eligibility: Ages 13-25; living in Surrey or Delta

Address: #205 12725 80th Avenue Surrey, BC, V3W

Phone: 604-596-7722 | **Email:** pics@pics.bc.ca

<https://pics.bc.ca/programs/youth/anti-racism-awareness-program/>





Community and Belonging

Do you want parenting or childcare support?

Child Care Options Resource & Referral



- Makes quality childcare more accessible by linking your family to childcare providers in Surrey, Delta and White Rock
- Subsidy support to parents seeking childcare
- Eligibility: Parents and childcare providers of children (newborn to 12) living in Surrey, White Rock and Delta looking for childcare information, services and support

Address: Early Years Centre, 100 - 6846 King George Blvd., Surrey, BC V3W 4Z9

Phone: 604-572-8032

<https://www.options.bc.ca/program/growing-together-young-parent-outreach-and-housing-support-program>

City Dream Centre Anger Management Course



- Learn to manage anger, how to avoid negative reactions to anger (such as aggression), while learning healthy new habits

Address: 106-19211 Fraser Highway, Surrey, V3S 6K7 BC

Phone: 778-385-5880 | **Email:** hello@citydreamcentre.com

<https://citydreamcentre.com/education-programs#>

City Dream Centre Boundaries Course



- Learn to establish personal boundaries – identifying, separating, and then removing unhealthy desires, behaviours, and relationships that cause pain and destruction in our lives
- Currently taught in local prisons, recovery homes, and locations within the community

Address: 106-19211 Fraser Highway, Surrey, V3S 6K7 BC

Phone: 778-385-5880 | **Email:** hello@citydreamcentre.com

<https://citydreamcentre.com/education-programs#>

City Dream Centre Parenting Course



- Offers a six-week interactive parenting course for those hoping to learn or re-build the skills to improved parenting
- Currently taught in local prisons, recovery homes, and locations within the community

Address: 106-19211 Fraser Highway, Surrey, V3S 6K7 BC

Phone: 778-385-5880 | **Email:** hello@citydreamcentre.com

<https://citydreamcentre.com/education-programs#>



Community and Belonging

Early Childhood Development Services – Infant Development



- Home visiting program providing support for families with children experiencing or at-risk for developmental delay
- Provides group experiences through onsite parent drop-in programs such as infant massage, playgroup and social communication groups
- Eligibility: Parents with children under 3 years old experiencing or at risk for developmental delay

Hours: Monday – Friday: 8:30am-4:30pm

Address: Early Years Centre, 100 - 6846 King George Blvd. Surrey, BC V3W 4Z9

Phone: 604-590-7302 | **Email:** sourcesidp@sourcesbc.ca

<https://www.sourcesbc.ca/our-services/early-childhood-development-services/>

Family and Youth Information (FYI)



- Provides culturally competent counsellors with a knowledge of immigrant backgrounds to support parents and their families of at risk and gang involved youth
- Eligibility: South Asian families who feel their children or youth may be at risk of gang involvement, are exhibiting negative behaviours and live primarily in the Newton area.

Address: 10453 Whalley Boulevard, Surrey, V3T 5B1 BC

Phone: 604-596-4321 | **Email:** youthservices.intake@options.bc.ca

<https://www.options.bc.ca/program/south-asian-family-strengthening-team>

Family and Youth Information (FYI) (PCRS)



- Supports families in Surrey to care for youth with Fetal Alcohol Spectrum Disorder (FASD) and other complex needs
- Helps families to establish enhanced care through counselling, information, parenting strategies, service coordination, advocacy, and education groups
 - ✓ Counselling

Address: 10453 Whalley Boulevard, Surrey, V3T 5B1 BC

Phone: 604-587-8100 | **Email:** FYIreferrals@pcrs.ca

<https://pcrs.ca/service-types/family-support/>

First Steps Early Years Refugee Program



- Works to minimize the impact of trauma and the refugee experience on the growth and development of children and their caregivers through informational and experiential sessions on parenting in the Canadian context, navigating Canadian systems, and health and wellness
- Children and their caregivers are provided opportunities to engage in play-based activities to support all areas of healthy early childhood development
- Eligibility: Must be a government assisted refugee, privately sponsored refugee, or convention refugee

Address: 13455 76 Avenue, Surrey, BC, V3W 2W3

Phone: 604-547-2003 | **Email:** intake@dcrs.ca

<https://www.dcrs.ca/our-services/programs-for-children-and-families/first-steps-early-years-refugee-program/>



Community and Belonging

Growing Together Young Parent Outreach



- One-to-one outreach support in connecting to community, life skills, advocacy, financial programs (where eligible), parenting support, food security, continuing with education, court, medical and government appointments
- Eligibility: Expectant or parenting youth

Address: 13520 - 78 Avenue, Surrey, BC V3W 8J6

Phone: 604-584-1181

<https://www.options.bc.ca/program/growing-together-young-parent-outreach-and-housing-support-program>

HIPPY (Home Instruction for Parents of Preschool Youngsters) - Surrey



(Immigrant Services Society of BC)

- Individual and peer support for parents to help teach their toddler at home and develop skills to support their children in their education
- Children's books, lesson kits, and toys provided
- Eligibility: Immigrant or refugee parents with a child aged 1½ -4 years old willing to spend time at home with your child to practice and learn, using materials provided

Address: 301-10334152A Street, Surrey BC, V3R7P8

Phone: 604-683-1684

www.issbc.org/our-services/hippy

IMPACT Parenting Support Group



- A 10-week parenting support group with information and connection for the moms; and activities and snacks for the kids
- Attend workshops, make friends & get support
- Eligibility: Newcomer moms and caregivers of any immigration status

Address: #1107 – 7330 137 Street, Surrey, BC V3W 1A3

Phone: 604-547-1310 | **Email:** impact@dcrs.ca

<https://www.dcrs.ca/our-services/programs-for-children-and-families/impact-parenting-group/>

Support for Parents of Young Children



- Education and support for parents and caregivers of children that will encourage the development of healthy families
- Eligibility: Parents with children under 6 years old who are interested in improving their parenting techniques

Address: Early Years Centre, 100 - 6846 King George Blvd. Surrey, BC V3W 4Z9

Phone: 604-572-8032 | **Email:** jen.mantyka@options.bc.ca

<https://www.options.bc.ca/program/support-parents-young-children>



Community and Belonging

Do you want to find a cultural centre?

Cultural spaces and centres are places where people come together to express themselves through art and culture



Newton Cultural Centre

- Gallery featuring the work of local artists, along with a theatre and rental space

Hours: Tuesday-Sunday: 9:30am-2:30pm

Physical address: 13530 72nd Avenue, Surrey, BC V3W 2P1

Phone: 604-594-2700 | **Email:** info@artscouncilofsurrey.ca

www.artscouncilofsurrey.ca

Do you want to find a spiritual centre or place of worship?

Places of Worship in Surrey



Find a temple, church, synagogue or other places of worship and meditation in surrey

https://www.yelp.ca/search?find_desc=Religious+%26+Spiritual+Places&find_loc=Surrey%2C+BC&cflt=religiousorgs

Lighthouse Spiritual Centre



- Spiritualist church and teaching centre offering many opportunities for individuals to develop their mediumship, psychic abilities and spiritual awareness
- Offers Sunday services, as well as mediumship and spiritual workshops (usually \$15)

Address: 5722 176-A Street Surrey, BC V3S 4H2

Phone: 604-574-1918 (office) | 604-539-0770 (minister)

Email: lscinfo@telus.net

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

Abbreviation Glossary

BCEA: BC Employment and Assistance

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

GBQ: Gay, bi, queer

ID: Identification

ISS: Immigration Services Society

IT: Information technology

LGBTQ2SAI+: Lesbian, Gay, Bisexual, Trans, Queer, 2S (Two-Spirit), Asexual/Aromantic and Intersex

LINC: Language Instruction for Newcomers to Canada

MP: Mission Possible

PR: Permanent resident or permanent residency

PWD: Person with Disabilities

SIN: Social Insurance Number

VCH: Vancouver Coastal Health

VAHS: Vancouver Aboriginal Health Society

WHMIS: Workplace hazardous materials information system

For more information, please contact info@streethome.org or visit our website at www.streethome.org

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Vancouver, BC V6B 3H7
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