

Emergency Numbers:

Ambulance, Fire and Police 911
 Crisis Line (Fraser Health)..... 604-951-8855
 Suicide /Distress Line..... 1-800-SUICIDE
 BC Centre for Disease Control..... 1-800-567-8911
 Help Line for Children (Abuse Prevention)..... 604-310-1234
 Kids Help Line (Abuse Reporting)..... 1-866-668-6868
 Youth in Distress 1-866-661-3311
 Homeless Outreach 604-830-1528 or 778-862-0692
 Emergency Shelter Referral Line 211
 Referral to all Tri Cities Services 211

While this guide is intended to be a handy reference for the Tri Cities, it is not to be considered a complete listing of available services. It may contain errors and omissions.

Please copy this guide as required.

Other guides for services available in the Tri Cities:
Seniors: Community Volunteer Services for Seniors
Street Survival Guide: www.tricityshomelessness.ca



*Appreciation to:
 The Vancouver Foundation and
 The Coquitlam Foundation for providing
 funding to create this guide.*

TRI CITIES

Guide to Free & Low Cost Goods and Services

July 2014

Assistance and other forms of support may be available through resources and services included in this guide for residents of Coquitlam, Port Coquitlam, Port Moody, Belcarra and Anmore.

Individuals and households may receive assistance for:

Health Care costspage 2
 Pharmacy costspage 2
 Tax Creditspage 3
 Housing costspage 5
 Food servicespage 9

This guide also includes:

- Emergency contact numbers
- Lower cost food options
- Health clinic contact information
- Employment training centres
- Low cost options for clothing and household goods
- Sources for free legal assistance
- Counselling and family services numbers

Health Benefits and Savings

Medical Services Plan (MSP) and Pharmacare
www.hibc.gov.bc.ca 604-683-7151

- Information/Enrolment/Card Replacement
- Fair Pharmacare Registration (*Financial assistance for prescriptions*)
- Medical Premium Assistance
- BC Health Insurance (*Financial assistance for MSP payments*)

Health Services

HealthLink BC..... 811

- Speak to a nurse (24/7)
- Speak to a pharmacist (After hours, 5pm to 9am)
- Speak to a Dietician (Mon-Fri, 8am to 8pm)
- BC Seniors Line

HealthLink BC Deaf & Hearing Impaired Services 711

Information for Alzheimer, Arthritis, Cancer, Diabetes, CNIB
and other societies 211

Public Health Unit locations

- Port Coquitlam, 2266 Wilson Ave..... 604-777-8700
- Port Moody, 205 Newport Drive 604-949-7200

Healthy Babies Program 604-777-8718

Fraser Health
www.fraserhealth.ca 604-949-7200
*Services for children, youth, families and seniors including speech
and language, hearing, immunization and public health*

Red Cross Short Term Lends Programs 604-709-6600
Mobility and bath aids, walkers and more

Youth Services

ACCESS Youth Outreach Services Society
Office (9am to 4:30pm, Mon-Fri) 604-525-1888
Youth Bus (7pm-12pm, Fri-Sat) 604-781-6671

GAB Youth Services 604-684-5307
Generation Out Youth Group 604-708-2632

Fraser Health

- Crisis Program Child/Youth..... 604-949-7765
- Clinic 604-585-5999

SHARE Youth Services and Programs
www.sharesociety.ca 604-936-3900

Tri Cities Youth Substance Outreach
Fraser Health 604-807-0631

Tri Cities Plea Youth Services
www.plea.ca..... 604-519-2511
*Addiction services, employment, housing, recreation, support groups,
programs, and youth outreach*

Tri Cities Youth Centres

- Offside Youth Centre
2150 Wilson Ave., Port Coquitlam..... 604-927-7938
- Hyde Away Youth Centre
1379 Laurier Ave., Port Coquitlam 604-927-7962
- Westhill Youth Centre
203 Westhill Place, Port Moody 604-936-9000
- Poirier Youth Centre
633 Poirier St., Coquitlam..... 604-927-6027
- Pinetree Youth Centre
1260 Pinetree Way, Coquitlam..... 604-927-6960

Youth Against Violence 1-800-680-4264

Youth/Gang Contact Line 604-775-4264

Library Outreach and Literacy Programs

Libraries offer free services for all ages – story times, book clubs, homework help sessions, adult English practice groups, resume writing assistance, DVD, CDs and much more. Check the online events calendars or drop in for a visit.

- Coquitlam Libraries - www.library.coquitlam.bc.ca
Poirier 604-937-4144
City Centre 604-554-7330
- Terry Fox Library (Port Coquitlam)
www.fvrl.ca 604-927-7999
- Port Moody Library
www.library.portmoody.ca 604-469-4575

Coquitlam Library Book Bus brings the library to you. The Book Bus schedule is available at www.library.coquitlam.bc.ca

Family Learn & Play Program (free)

Last Wednesday/Month 5:30 to 7:30 pm

Coquitlam Shopping Centre 604-464-1414

Tri Cities Literacy Outreach Coordinator

www.tricityliteracy@gmail.com 604-787-4607

MP and MLA Offices

Fin Donnelly, MP
1116 Austin Ave., Coquitlam..... 604-664-9229

Hon. James Moore, MP
2603 St. John’s St., Port Moody 604-937-5650

Mike Farnworth, MLA
107A-2748 Lougheed, Port Coquitlam..... 604-927-2088

Doug Horne, MLA
510 2950 Glen Dr., Coquitlam..... 604-942-5020

Linda Reimer, MLA
203-130 Brew St., Port Moody..... 604-469-5430

Selina Robinson, MLA
102-1108 Austin Ave., Coquitlam 604-933-2001

Mental Health

Tri Cities Mental Health
#1-2232 Elgin Ave., Port Coquitlam..... 604-777-8400

Act II Child and Family Services (Sexual Abuse & Trauma)
1034 Austin Ave., Coq.
www.act2.ca..... 604-937-7776

Child and Youth Mental Health
300-3003 St. John’s St, Port Moody 604-469-7600

Walk In Medical Clinics

Complete listing available at www.healthlinkbc.ca

Able Care, 2991 Lougheed Hwy., Coq 604-945-7819

Burquitlam Medical, 504 Cottonwood, Coq..... 604-939-8831

Care Point Medical, Coq Centre Mall, Coq 604-468-1202

Eagle Ridge Medical, 1173 The High St., Coq 604-945-0032

Newport Clinic, 205 Newport Dr., Port Moody 604-461-0016

Plateau Medical, 1410 Parkway Blvd., Coq 604-468-1500

Sunwood Medical, 3000 Lougheed Hwy., Coq 604-464-0345

The Well Health, 1001 Austin, Coq..... 604-937-2520

VIVACARE (Walmart) 2150 Hawkins St., Port Coq..... 778-216-1822

VIVACARE (Walmart) 9855 Austin, Burnaby 604-422-8482

Importance of filing an Income Tax Return annually

The BC government may subsidize health care premiums and pharmacy costs. Eligibility for these subsidies and qualification for rental subsidies and other benefits* are based on information provided in an annual income tax return. Remember to file an annual income tax return even if you have no or little income.

(*GST credit and BC low income climate action tax credit)

Addiction Services

Alcohol & Drug Info and Referral Service..... 1-800-663-1441
Alcoholics Anonymous (www.aa.org) 604-434-3933
Al-Anon/Alateen (al-anon.alateen.org)..... 1-888-425-2666
BC Problem Gambling Hotline
www.bcreponsiblegambling.ca 1-888-795-6111
Gamblers Anonymous
www.gamblersanonymous.org 604-878-6535
SUCCESS Problem Gambling (Chinese)..... 604-408-7256
Hope for Freedom Society
Men 604-464-0475 Women 604-464-0472
Youth Substance Outreach
Fraser Health 604-807-0631
Inner Visions Recovery Society..... 604-468-2032
SHARE Family & Community Services
www.sharesociety.ca 604-936-3900
Purpose Society (Harm Reduction)
www.purposesociety.org 604-526-2522

Lower Mainland Dental Services

BC Healthy Kids Program..... 1-866-866-0800
Fraser Community Services 604-589-8678
BC Dental Association..... 604-736-7202
Dental & Fluoride Treatment 604-949-7200
Clinics
• College of Dental Surgeons..... 604-736-3621
• Dental Outpatient Clinic at VGH 604-875-4006
• Dental Clinic at UBC..... 604-822-2112
• Reach Centre Clinic (Vancouver) 604-254-1331
• Tri Cities Dental Aid Clinic..... 604-830-1528

Family and Children Services (con't)

Tri Cities Children Referral Services 604-525-8242
Fraser Health
www.fraserhealth.ca
Child Care, Daycare and Preschool Resources and Information
• YMCA Child Care Resources/Referrals
1130 Austin Ave (Unit C), Coquitlam 604-931-3400
• MCFD Child Care Search Tool
www.mcf.gov.bc.ca/childcare/programs
• MCFD Child Care Subsidy
www.mcf.gov.bc.ca/childcare/subsidy
• Fraser Health Child Care Resource
www.fraserhealth.ca
• www.canadachildcaredirectory.ca
Multicultural Family Resource Centre
www.successbc.ca 604-468-6000
SUCCESS Family and Children Services
• Chinese help line 604-270-8233
• Mandarin Help Line 604-270-8222
BC Child and Youth Advocate..... 1-800-476-3933

Family and Children Services

Programs and Subsidies for Participation and Equipment

- City of Coquitlam
www.coquitlam.ca 604-927-4386
- City of Port Coquitlam
www.portcoquitlam.ca..... 604-927-7900
- City of Port Moody
www.portmoody.ca 604-469-4556
- Kidsport BC
www.kidsportcanada.ca 604-333-3430
- JumpStart
www.jumpstart.canadiantire.ca 1-877-616-6600
- CKNW Orphans Fund 604-331-2711
- Kids Up Front Foundation..... 604-266-5437
- Variety Club 604-286-3891

Federal and Provincial Benefits Programs

- Child Tax Benefit..... 1-800-387-1193
- Child Care Benefit..... 1-800-387-1193
- GST/Credit 1-800-959-1953

StrongStart (*free drop-in for adults and 0-5 yr. old children*)

www.sd43.bc.ca/programs/strongstart 604-937-6381

SHARE Child and Family Services

Speech/physical/occupational therapy, youth, after school programs

www.sharesociety.ca 604-540-9161

Resources and Supports for Parents and Children

- Tri Cities Middle Childhood Matters (MCM)
www.tricitiesmcm.org
- Tri Cities Early Childhood Development Committee (ECD)
www.tricitiesecd.ca
- Westcoast Family Centres Society
www.westcoastfamily.org

Transportation

Bus Pass..... 1-866-866-0800

Translink Info..... 604-953-3333

Services for persons with disabilities

- HandyDart 604-575-6600
- Handicap Parking Permit (SPARC BC) 604-718-7744
- Taxi Saver Coupons 778-452-2860
- Fuel Tax Rebate for Persons with Disabilities
www.gov.bc.ca/consumertaxes

Housing Services

BC Housing

Housing Registry & Application

Senior Housing options

Rental Assistance Program

Shelter Aid for Elderly Renters

www.bchousing.org 604-433-1711

BC Housing Home Adaptation Grant..... 604-646-7055

Assistance for Home Owners

www.gov.bc.ca 604-660-2421

YWCA Como Lake Gardens (Single Mothers)

www.ywcavan.org..... 604-931-3400

Seniors Housing Information

www.seniorsservicessociety.ca 604-520-6621

Tenant Resource & Advisory Centre

www.tenants.bc.ca..... 604-255-0546

Counselling and Support Services

- Counselling and Support Services for Individuals and Families
- Fraser Health Services
www.fraserhealth.ca 604-987-4600
 - MCFD Family Support Services
www.gov.bc.ca/mcf 1-877-387-7027
 - SHARE Family & Community Services
www.sharesociety.ca 604-936-3900
 - SUCCESS
www.successsc.ca 604-468-6000
 - Tri Cities Transitions Society
www.tricitytransitions.com 604-941-7111
- Debt & Credit Counselling 1-888-527-8999
- Gay and Lesbian Help Line 604-684-5307 or 1-800-566-1170
- Persons with Disabilities
www.eia.gov.bc.ca 1-800-663-7867
- Settlement Services and Language Training
- Immigrant Services Society
www.issbc.org 604-684-2561
 - SUCCESS (*Chinese, Korean, Filipino, Persian*)
www.successbc.ca 604-468-6000
 - SHARE
www.sharesociety.ca 604-936-3900
 - SD 43 Continuing Education
www.sd43.bc.ca/ce 604-939-2633
- Pregnancy Concerns
www.pregnancyconcerns.org 604-939-2633
- OPT – Options for Sexual Health/Pregnancy
www.optionsforsexualhealth.org 604-731-4698

Low Cost Meals

- Community Kitchens
- St. Catherine’s Community Kitchen
2211 Prairie Ave., Port Coquitlam 604-942-0022
 - Westcoast Family Resource Centre
3044 Flint St, Port Coquitlam 604-944-2500
- Trinity United/St. Catherine’s Anglican Church
2211 Prairie Ave., Port Coquitlam 604-942-0022
Wednesday 12 to 2:00pm
- Como Lake United Church
535 Marmont St., Coquitlam 604-931-8555
The Soup and Sandwich Café. Nominal charge.
- Friendship Baptist Church
2950 Dewdney Trunk Road, Coquitlam 604-945-8500
Supper for homeless persons and those at risk
Sunday 4:30-6:00pm
- Many faith groups host holiday meals. Contact your neighbourhood place of worship.
- A Warm place for Women hosted by Soroptimist Society
- 2175 Coquitlam Ave, Port Coquitlam, 1st Thurs./month
 - 1025 Ridgeway Ave, Coquitlam, 3rd Thurs./month.
- Doors open at 6pm. Dinner served at 6:15. Children are welcome*

Veterinary Help

- Hannah’s Pet Care Clinic
For Low income only 604-942-0022

Clothing and Household Goods

Thrift Stores

- Como Lake United Church Thrift Shop
535 Marmont Street, Coquitlam 604-931-8555
- Crossroads Hospice Society
2780 Barnet Highway, Coquitlam..... 604-949-0459
- Eagle Ridge Hospital Thrift Store
2811 Shaughnessy St., Port Coquitlam..... 604-469-3338
- Joy Thrift Store
1206 Ridgeway, Coquitlam..... 604-939-8881
- Salvation Army Thrift Store
2275 Elgin Street, Port Coquitlam 604-942-0505
- SHARE'd Treasures Store
2402 St. Johns Street, Port Moody..... 604-931-5510
- SPCA Thrift Store
1049 Ridgeway, Coquitlam..... 604-931-5222
- Trinity United Church Thrift Shop
2211 Prairie Avenue, Port Coquitlam..... 604-942-0022
- Value Village
2739 Barnett Highway, Coquitlam 604-464-9179
552 Clarke Road, Coquitlam 604-937-7087
1301 United Blvd., Coquitlam 604-549-9310

Your neighbourhood place of worship may also have a thrift store.

Free Kids Store at New Life Church, 8765 Government, Burnaby
www.newlifecom.org 604-420-0761

Habitat for Humanity ReStore, 2475 Douglas Rd., Burnaby
www.vancouverrestores.ca..... 604-293-1898

Other websites: www.craigslist.ca, www.kijiji.ca, www.freecycle.org

Access to Internet

Free use of computers

- Port Moody Library, 100 Newport Dr., Port Moody
- Terry Fox Library, 2470 Mary Hill Rd., Port Coquitlam
- City Centre Library, 1169 Pinetree Way, Coquitlam
- Poirier Street Library, 575 Poirier St., Coquitlam

Safety and Security

RCMP Community Police Stations

- 2581 Mary Hill Rd., Port Coq..... 604-927-2383
- 3312 Coast Meridian Rd., Port Coq..... 604-927-5172
- 1059 Ridgeway Ave., Coq..... 604-933-6888

Port Moody Community Police Station

- 3051 St. Johns St, Port Moody 604-461-3456

Crime Stoppers/TIPS 1-800-222-8477

Non-Emergency Numbers

- RCMP (Coquitlam, Port Coquitlam, Anmore, Belcarra) 604-945-1550
- Port Moody Police 604-461-3456
- Paramedics/Ambulance 604-872-5151
- Anmore /Belcarra Fire..... 604-937-4102
- Coquitlam Fire 604-927-6400
- Port Coquitlam Fire 604-927-5466
- Port Moody Fire 604-469-7795

Assistance Programs (*Abuse, shelters, emotional support*)

- Victim Assistance..... 604-945-1583
- Victim Link
www.victimlinkbc.ca 1-866-660-3888

Employment Training and Support

Employment Services Centres

- Avia Employment Services (Work BC Centres)
3030 Lincoln Ave., Coquitlam..... 778-730-0174
2540 Shaughnessy St., Port Coquitlam..... 778-730-0171
202-North Road, Coquitlam 604-424-9510
www.aviaemployment.ca
- Training Innovations
130 Brew Street, Port Moody
www.training-innovations.com..... 604-917-0286
- SUCCESS Career Centre
2058-1163 Pinetree Way, Coquitlam
www.successbc.ca..... 604-468-6020
- Fraserside Community Services
519 Seventh Street, New Westminster
www.fraserworks.ca 604-522-3722

Youth (15 to 29 years) Skills Program and Placement Services

- A Chance to Choose
2420 Mary Hill Rd., Port Coquitlam
www.successbc.ca..... 604-474-3140
- Pathfinder Youth Centre Society
20110 Stewart Crescent, Maple Ridge
www.pathfinderyouthsociety.org 604-460-2856

SD43 Continuing Education

Academic and vocational training for youth and adults

www.sd43.bc.ca/ce 604-936-4261

On Line Learning Centre 604-936-4285

Income Assistance Office 1-866-866-0800

Employment Insurance Info Line 1-800-206-7218

Service Canada (www.servicecanada.gc.ca) 1-800-622-6232

Legal information and services

The Legal Services Society (Legal aid)

www.lss.bc.ca or www.legalaid.bc.ca 604-408-2172

Legal Advice

- Salvation Army Legal Program (free)..... 604-694-6647
- Volunteer lawyers (free) 604-408-2172
- Access Pro Bono Society (free)..... 604-878-7400
- Lawyer Referral Service 604-687-3221
(30 minute consultation for \$25 fee)

SHARE Legal Advocacy

www.sharesociety.ca 604-937-6982

Child/Spousal Support 604-660-2421

BC Family Maintenance Enforcement..... 1-800-663-9666

CERA - Communities Embracing Restorative Action

www.cerasociety.org..... 604-931-3165

Food Services

SHARE Community Food Banks

www.sharesociety.ca 604-931-2451

- Trinity United Church, 2211 Prairie Ave., Port Coq.
- Como Lake United Church, 535 Marmont St., Coq.
- Port Moody Depot, 2615 Clarke St., Port Moody
- Tiny Bundles, Christmas Hamper & Toy Shop Programs

St John the Apostle Church Family Food Bank 604-936-7762

2208 St. Johns St., Port Moody

Quest Grocery Market

Groceries at affordable prices. Clients are required to complete a referral form and be issued a "Quest" shopping card.

www.questoutreach.org 604-602-0186