

• **Family Services of the North Shore -**

Counselling & mental health support (free or sliding scale). Tel: 604-988-5281

Legal Assistance

• **Legal Aid BC** - Family, criminal and immigration issues for no cost; priority given to low income households www.legalaidbc.ca or call 604-408-2172 or 1-866-577-2525

• **Access Pro Bono** - Provides free legal advice to eligible individuals. Tel: 604-687-3221 or 1-800-663-1919

• **Community Legal Assistance Society (CLAS) -** Provides legal advice regarding human rights violations, housing, income security & mental health rights. Visit clasbc.net or call 604-685-3425 or 1-888-685-6222

• **Native Court Worker and Counselling Association of BC** - Provides legal and court services to Indigenous people. Visit nccabc.ca or call toll-free 1-877-811-1190

• **MOSAIC** - Provides support for newcomers such as legal advice, health, employment, and language representation for low-income immigrants and refugees. Call 604-254-9626 or visit mosaicbc.org

• **IMPACT North Shore** - Immigrant settlement services: 604-988-2931

• **Community Living Society** - Provides services to adults with a developmental disability or an acquired brain injury. Tel: 604-988-7682

• **Community Living BC** - Support for people with developmental disabilities & their families. Tel: 604-981-0321

• **North Shore Disability Resource Centre** - Programs & advocacy for people with disabilities & their families Tel: 604-985-5371

• **Capilano Community Service Society** - Social programs for youth & seniors at low or no cost. Tel: 604-988-7115

• **North Shore Community Resources -**

Caregivers of children & seniors support program. Tel: 604-982-3320

• **North Shore Community Resources -**

Information North Shore: provides Farsi client care. Tel: 604-985-7138

• **North Shore Crisis Services Society** - PEACE program: counselling for children & youth experiencing violence (ages 3-18). Tel: 604-987-0366

Call for Distress

City and District of North Vancouver

• **Police / Fire / Ambulance** - 911

• **Non-Emergency RCMP** - 604-985-1311

• **Victim Services** - 604 969-7540

• **North Vancouver City Fire Department** - 604-980-5021

• **District of North Vancouver (DNV) Fire and Rescue** - 604-980-7575

• **DNV Bylaw Enforcement** - 604-990-2400

West Vancouver

• **Non-Emergency Police** - 604-925-7300

• **Victim Services** - 604-925-7468

• **District of West Vancouver Fire and Rescue** - 604-925-7370

North Shore

• **PACT** - Mental health & substance use crisis support - call 1-888-261-7228 or text 778-839-1831. New PACT hours: Thursday–Monday from 4pm–12am

Provincial or National

• **BC211** - Referral to local services. Call 211 or visit www.bc211.ca

• **Crisis Line Short-Term Emotional Support** - 1-800-784-2433

• **310 - 6789** (no area code) - Emotional support or mental health support

• **Kids Help Phone** - 1-800-668-6868

• **KUU-US Crisis Line Society Support for Indigenous Adults** - 250-723-4050 & Youth - 250-723-2040

• **BC Hate Crimes** - Report at 1-855-462-5733

• **Indian Residential Schools Crisis Line** - Available 24-hours for anyone experiencing pain or distress as a result of their Residential school experience. Call 1-866-925-4419

• **VictimLinkBC** - 24-hour information and referral for victims of crime and crisis support for victims of family and sexual violence - 1-800-563-0808

• **Women Against Violence Against Women (WAVAW)** - 24-hour support. Call 604-255-6344 or 1-877-392-7583

• **Battered Women's Support Services** - Monday to Friday 10am–5pm & Wednesdays 10am–8pm. Tel: 604-255-6344 or 1-877-392-7583

• **Youth Against Violence Line** - 24-hour anonymous line for those concerned about youth at risk of violence - 1-800-680-4264

• **Prideline** - Support for 2SLGBTQQIA adults - 1-800-566-1170 & youth - 1-855-956-1777

• **Pflag Canada** - Peer support for issues around sexual orientation, gender identity and gender expression. 1-888-530-6777 or pflagcanada.ca

• **Crime Stoppers** - 1-800-222-8477 or report online hate at bccrimestoppers.com

• **ResilienceBC** - Community supports for those impacted by racism - resiliencebc@vircs.bc.ca

CMHA North & West Vancouver
Suite 300 – 1835 Lonsdale Ave
North Vancouver, BC
V7M 2J8, Canada

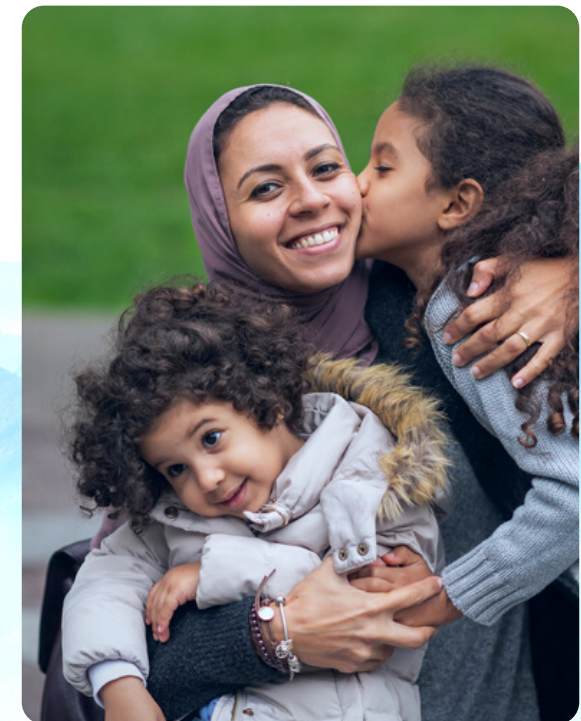
northwestvancouver.cmha.bc.ca
Phone: 604-987-6959
Fax: 604-980-0336

APRIL
2023



Canadian Mental
Health Association
North and West Vancouver
Mental health for all

NORTH SHORE RESOURCE GUIDE



northwestvancouver.cmha.bc.ca

Financial Assistance

Adults (19+)

- **Income Assistance, Person with Multiple Barriers and Other Supplements** - 1-866-866-0800

Older Adults (65+)

- **Canada Pension Plan/Quebec Pension Plan (CPP/QPP)**
- **Old Age Security (OAS) & Guaranteed Income Supplement (GIS)** - Toll-free: 1-800-277-9914
- **North Shore Community Resources: Seniors One Stop Program** - Tel: 604:982-3312
- **North Shore Community Resources: Tax Clinic** (free for eligible clients) - Tel: 604: 985-7138

Housing & Shelter

Outreach Services & Temporary Rent Subsidies

- **Canadian Mental Health Association (North & West Vancouver)** - Homelessness Outreach Department. Rental subsidies for eligible clients. Email: outreach@cmhanorthshore.ca or call Outreach Worker: 778-828-6014
Drop in+ food program on Thursdays: 9:30am–3:30pm
- **Lookout: Adult Homelessness Outreach** - Outreach to homeless adults 19+ rent subsidy. 24-Hour Intake Line: 604-982-9126
- **North Shore Crisis Services Society** - Provides culturally appropriate outreach services for women and their children. Hotline: 604-987-3374. Tel: 604-786-8508. Homelessness prevention program: Tel: 604-786-8508
- **Seniors, Families, and Indigenous Outreach (Hollyburn)** - Rent subsidies: 604-968-3721

- **Youth Housing Outreach (Hollyburn)** - Provides housing outreach and supports to youth aged 13–24. 24-Hour Intake Line: 1-877-78-YOUTH (1-877-789-6884)

Shelters Located on the North Shore

- **North Shore Lookout Shelter** - Tel: 604-982-9126
- **Women's Shelter (North Shore Crisis Services Society)** - Sage Transition House: For women with children fleeing abusive situations. 24-Hour Intake Line: 604-987-3374
- **Youth Safe House (Hollyburn)** - For youth aged 13–18. 24-Hour Intake Line: 1-877-78-YOUTH (1-877-789-6884)

Affordable Housing

- **BC Housing** - Listings are available on the website and applications differ for each housing provider. There are supplements available depending on eligibility criteria. Visit www.bchousing.org or call 604-433-2218

Housing Rights & Advocacy

- **BC Housing** - Visit www.bchousing.org or call 604-433-2218
- **BC Human Rights Tribunal Residential Tenancy Branch** - Tel: 604-660-1020
- **Hollyburn Supporting Seniors to Remain Housed** - Direct intake line: 604-968-3721
- **Tenant Resource and Advisory Centre** - 1-800-665-1185
- **North Shore Community Resources** - Legal information & assistance on housing, residential tenancy, employment standards, income assistance, disability benefits, etc. Call: 604-985-7138 (ext.310)

Food Banks & Grocery

- **North Shore Food Bank: North Shore Neighborhood House** - Wed (1pm–6pm) 225 E 2nd Street. Tel: 604-987-8138
- **The Salvation Army** - Tel: 778-689-4673
- **Harvest Project** - Grocery depot, emergency food and case management program for families and individuals temporarily going through hardship. Tel: 604-983-9488
- **Quest Food Exchange** - Low-cost grocery market, requires referral by community agency via email. 167 1st Street East near Lonsdale (M–F 9am–5:45pm, Sat 9am–3:45pm, closed on Sundays)
- **CMHA Outreach Food Program** - Every Thursday from 9:30am–3:30pm. Call 604-987-6959 to make an appointment or drop-in at #300-1835 Lonsdale Ave

Clothing & Household Items

- **Shelter to Home** - Donated furniture and household items to people in need. Tel: 778-331-8465. Pre-fill a referral form at Highlands United Church
- **Helping Families in Need Society** - Picks up and distributes donated household items and furniture to single parents in need. Tel: 604-294-3087
- **Good Stuff Connection (North Shore Crisis Services Society)** - Tel: 604-987-1773 ext. 313
- **SPCA Thrift Store North Vancouver** - Tel: 604-983-9522
- **BC Technology for Learning Society** - Provides donated laptops to non-profit organizations. Tel: 604-294-6886
- **Salvation Army** - North and West Vancouver offers clothing vouchers. Tel: 778-689-4673

Health & Mental Health

- **Health Connection Clinic** - Care for North Shore residents who don't have a family doctor and face complex medical, mental health, addiction and/or socio-economic needs. Appointments are encouraged. 148 East 15th Street. Tel: 604-984-3777
- **CMHA NWV Short-Term Subsidized Counselling** - Tel: 604-987-6959
- **VCH Mental Health Central Intake** - Tel: 604-984-5000
- **Urgent Primary Care Clinic (UPCC)** - 221 West Esplanade, Suite 200, 2nd Floor. Tel: 604-973-1600
- **Health Link BC** - Call 811 for 24-hour free, non emergency confidential health information and advice. For deaf or hearing-impaired, call 1 (866) 889-4700
- **Pathways** - Provides support groups, education & advocacy for families or caregivers of people living with serious mental illness. Tel: 604-926-0856
- **Westcoast Family Centre** - Parental support for ages 0-13 & resources for teens 13-19. Tel: 604-985-2202
- **Al-Anon Family Group** - Help & hope for families and friends of alcoholics. Tel: 1-888-425-2666, visit <https://al-anon.org>, or email wisdomweekend@gmail.com
- **Nar-Anon Family Group Helpline** - Tel: 604-878-8844
- **Hollyburn Community Services Society: Victim Support** - Assist in the recovery from the effects of crime and trauma from physical and sexual assault. Tel: 604-987-8211