

Community Resource Directory



**Burnaby Together
Coalition Against Racism and Hate**

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Preface

The Burnaby Together Table (BT) and Burnaby community partners have been working collaboratively since 2007 to make Burnaby a welcoming and inclusive community for all.

Between 2020-2021, Burnaby witnessed a rise in race-related hate crimes and hate incidents. In light of these issues in the community, Burnaby Together members identified the need to expand and deepen its existing Community Response Protocol. In order to update the Community Response Protocol, an environmental scan was conducted to identify existing local and regional supports available to community members.

This directory is a product of the research work conducted as part of the environmental scan between October 2021 and February 2022. It is meant to offer a snapshot of all community organizations in Burnaby (and some in other parts of the Lower Mainland) and their respective services.

The information is up to date as of February 2022. If you have any questions, or need to flag any changes or updates to the information in the directory, please contact Ana Maria Bustamante at abustamante@burnabyfamilylife.org

Crime

Burnaby RCMP - Victims Service

Website	Website
Mode of delivery	Various - phone and in person
Address	6355 Deer Lake Avenue Burnaby, B.C. V5G 2J2
Phone	1-855-462-5733
Email	BC_Hate_Crime_Team@rcmp-grc.gc.ca
Brief description of the service/program	Offers emotional support, information, practical assistance and referrals to victims of crime and trauma
Eligibility	Open to all
Cost/free	Free

Crime Stoppers

Website	Website
Mode of delivery	Phone (tipline), tip app - chat/ photos etc, website & in person presentations
Phone	1-800-222-8477
Email	mvcs@solvecrime.ca
Brief description of the service/program	Relay anonymous tips on criminal activity to investigators, education resources, also have a new immigrant program: information, awareness, services in multiple languages (translation services in 115 languages)
Eligibility	Open to all
Cost/free	Free
Languages the services are offered in	Translation services in 115 languages

Elder Abuse Unit- New West Police Service & FSGV

Website	Website
Mode of delivery	Phone and in person
Address	555 Columbia St. New Westminster, BC V3L 1B2
Phone	604-529-2459
Brief description of the service/program	Provides an appropriate response to elder abuse and offers coordinated follow-up services

Racism

Resilience BC Anti-Racism Network

Website	Website
Address	1004 North Park Street, Victoria BC, Canada V8T 1C6
Phone	250-361-9433
Email	resiliencebc@vircs.bc.ca
Brief description of the service/program	Connects communities with information, supports and training they need to respond to and prevent future incidents of racism and hate
Eligibility	Open to all
Languages the services are offered in	Traditional Chinese, Simplified Chinese, Arabic, Hindi, Farsi/Dari, French, Korean, Punjabi, Japanese, Filipino, Spanish and Vietnamese

Hua Foundation - Race & Equity program

Website	Website
Mode of delivery	Online mainly, but in person for seniors
Email	info@huafoundation.org
Brief description of the service/program	Supports people of the Asian Diaspora in capacity building as a community
Eligibility	Open to all
Cost/free	Mostly free
Languages the services are offered in	Can accommodate most language needs

Support for domestic violence

Atira Women's Resource Society

Vancouver location

Phone: 604-681-4437

Address: #201-190 Alexander Street. Vancouver, BC V6A 1B5

Surrey location

Phone: 604-581-9110 or 604-582-2121

Address: #107-2430 King George Blvd. Surrey, BC V4P 1H5

Website	Website
Email	info@atira.bc.ca

Brief description of the service/program	Supports women and children facing violence, homelessness, substance abuse and mental health issues
Eligibility	Anyone who self identifies as a woman (including transwomen, two spirit and non-binary folks)
Languages the services are offered in	35 languages offered: https://atira.bc.ca/who-we-are/our-people/languages-we-speak/

Battered Women’s Support Services

Battered Women Crisis Line: 604-687-1867

Seymour location

Phone: 604-687-0770

Address: 1092 Seymour Street. Vancouver, BC Canada V6B 1B4

Commercial Drive location

Phone: 604-251-7229

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

Website	Website
Mode of delivery	Various - crisis line, phone, in person
Email	information@bwss.org
Brief description of the service/program	Provides education, advocacy, and support services to assist all women in its aim to work towards the elimination of violence
Eligibility	Cis women, trans men and non-binary individuals
Cost	Free
Languages the services are offered in	100 volunteers on crisis line, can also translate during the session/ appointments Arabic, English, Spanish and Punjabi

Dixon Transition Society

Website	Website
Mode of delivery	Various - in person, online and over phone
Address	204-2101 Holdom Ave Burnaby, BC V5B 0A4
Phone	604-433-4191
Brief description of the service/program	Transition home for women and children facing domestic abuse. They offer counselling and other services
Eligibility	Women and children fleeing domestic violence

Monarch Place Transition House

Website	Website
Mode of delivery	In person
Address	104-1015 Columbia Street, Box 501, New Westminster, BC V3M 6V3
Phone	604-521-1888
Email	monarchplace@telus.net
Brief description of the service/program	Offers confidential, secure transition housing services to women & children fleeing abuse, as well as multicultural support (finding a lawyer, income assistance, doctors, housing support)
Eligibility	Women & children
Cost	Free
Languages the services are offered in	English, but collaborate with other local agencies for language services

Support for sexual violence

BC Society for Male Survivors of Sexual Abuse (BCSMSSA)

Vancouver location

Phone: 604-682-6482

Address: 3126 West Broadway. Vancouver, BC, V6K 2H3

Surrey location

Phone: 778-222-6885

Address: BLD#3 15243 91st Ave. Surrey, BC, V3R 8P8

Website	Website
Mode of delivery	In person and virtual
Email	victimservices@bc-malesurvivors.com
Brief description of the service/program	Provide treatment and support services to male survivors of sexual abuse (victim services, therapy, filing reports, education). Counselling provides trauma-informed therapy, which encompasses experiences like racism and hate.
Eligibility	Male survivor of sexual abuse, or partner/ family of survivor
Cost/free	Some free, most subsidized
Languages the services are offered in	English, Croatian, Swedish, and Farsi.

Vancouver Rape Relief Society

24HR Crisis Line: 604-872-8212

Website	Website
Mode of delivery	Phone, video calls and in person
Address	PO Box 21562, 1424 Commercial Drive, Vancouver, BC V5L 5G2

Phone	604-872-8212
Email	info@rapereliefshelter.bc.ca
Brief description of the service/program	Provides a free, confidential 24-hour rape crisis line for women as well as in person crisis intervention services (help in reporting crimes, sending taxis) and also counselling services
Eligibility	Women facing male violence
Cost/free	Free, no waitlist
Languages the services are offered in	English, but volunteer interpreters meet most language requests

Rape Victims Network

Website	Website
Address	7879 Edmonds Street Burnaby, BC V3N 1B9
Phone	604-525-0999
Email	info@assaultcare.ca
Brief description of the service/program	Provides counselling services and practical help to those victimized by sexual assault
Eligibility	Survivors of rape
Languages the services are offered in	English
Additional Notes/ Comments	Functions under a pro-life clinic

WAWAW Rape Crisis Centre

24H Crisis Line: 1-877-392-7583

Website	Website
Mode of delivery	Phone, online chat, in person
Address	PO Box 46851, Vancouver, BC V6J 5M4

Phone	604-255-6228
Email	admin@wavaw.ca
Brief description of the service/program	Provides sexual assault support services to women
Eligibility	Women

Healthcare (including mental health)

Burnaby Hospital

Website	Website
Address	3935 Kincaid St, Burnaby, BC V5G 2X6
Phone	604-434-4211

Burnaby Youth Clinic

Website	Website
Mode of delivery	In person
Address	4734 Imperial Street Burnaby, B.C. V5J 1C2
Phone	604-293-1764
Brief description of the service/program	Provides free confidential information and education regarding sexuality and health to youth 21 and under
Eligibility	21 and under
Cost/free	Free
Languages the services are offered in	English

Fraser Health Crisis Line : 604-951-8855

Culturally Sensitive Crisis Line for Aboriginal Peoples: 1-800-588-8717

Website	Website
Mode of delivery	Phone
Email	https://www.kuu-uscrisisline.ca/contact/
Brief description of the service/program	Kuu-us Crisis line: Culturally sensitive help, available 24 hours a day, 7 days a week First Nations helping First Nations
Eligibility	for First Nations
Additional Notes/ Comments	Additional information

Forensic Nursing Service (Specialized Violence intervention & Prevention)

Abbotsford location

Phone: 604-851-4700 Ext 646147

Address: 32900 Marshall Road. Abbotsford, BC V2S 0C2

Surrey location

Phone: 604-953-4723

Address: 13750 96th Avenue. Surrey B.C. V3V 1Z2

Website	Website
Mode of delivery	In person
Email	forensicnursingservice@fraserhealth.ca
Brief description of the service/program	Provides care by a specially trained team of medical professionals to people who have been sexually assaulted or relationship violence within the past week
Eligibility	Anyone who has experienced sexual violence in the past week

Languages the services are offered in	English, but translators available
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BC Suicide helpline/ Crisis Centre BC

Website	Website
Mode of delivery	Phone, online chat and emergency rescue services
Address	763 East Broadway Vancouver, BC V5T 1X8
Phone	604-872-1811
Email	info@crisiscentre.bc.ca
Brief description of the service/program	Offers support to those in crisis or distress, especially related to suicide and mental health, including support groups, training and educational material
Eligibility	Open to all
Cost/free	Free
Languages the services are offered in	140 languages

Mental Health Support Line offered by Crisis Line Association of BC

Crisis Line: 310-6789

Website	Website
Mode of delivery	Phone
Address	PO Box 1118, Nanaimo, BC V9R 6E7
Phone	250-753-2495
Email	info@crisislines.bc.ca
Brief description of the service/program	310 Mental Health Support (310-6789) line for individuals who would like emotional support, information and

	resources specific to mental health in British Columbia
Eligibility	Open to all
Cost/free	Free

Fraser Health’s START (Short Term, Assessment, Response, Treatment Team) program (Surrey location)

Website	Website
Mode of delivery	In person
Address	9634 King George Boulevard Surrey B.C. V3T 0G7
Phone	1-844-782-7811
Brief description of the service/program	Provides confidential mental health crisis intervention services for children and teens
Eligibility	Ages 6-18 with extreme mental health symptoms

Support for vulnerable age groups (Seniors/ Youth)

Helpline for Children

Helpline: 310-1234

Website	Website
Mode of delivery	Phone
Brief description of the service/program	Helpline that children or youth can call for support
Eligibility	Under 19 years of age
Cost/free	Free

Seniors Distress Line

Distress Line: 604-872-1812

Website	Website
Mode of delivery	Phone, online chat and emergency rescue services
Address	763 East Broadway Vancouver, BC V5T 1X8
Email	info@crisiscentre.bc.ca
Brief description of the service/program	Offers support to those in crisis or distress, especially related to suicide and mental health
Eligibility	Open to all
Cost/free	Free
Languages the services are offered in	140 languages

Kids Help Phone

Website	Website
Mode of delivery	Phone, text and live chat
Phone	416-586-5437
Email	https://kidshelpphone.ca/get-involved/contact-us/
Brief description of the service/program	Offers mental health support to children/ youth in crisis
Eligibility	Young people
Languages the services are offered in	English and French
Additional Notes/ Comments	Has special programming for First Nations peoples

Seniors' First BC

Seniors Abuse and Info Line: 604-437-1940

Website	Website
Mode of delivery	Mainly over phone, also hold clinics in person
Address	1281 W Georgia St #502, Vancouver, BC V6E 3J7
Phone	604-437-1940
Email	info@seniorsfirstbc.ca
Brief description of the service/program	Seniors Abuse & Info Line - SAIL to report elder abuse or mistreatment
Eligibility	Open to all, priority to low income seniors
Cost/free	All free, only some direct costs
Languages the services are offered in	Can accommodate 150 languages

211 British Columbia Services Society - Youth Against Violence Line

Youth Against Violence Line: 1-800-680-4264

Website	Website
Mode of delivery	Phone, text and email
Address	330-111 W Hastings Street, Vancouver, BC V6B 1H4
Email	info@youthagainstviolenceline.com
Brief description of the service/program	Provides trained support on youth-related issues like bullying, gang activity, sexual exploitation etc
Eligibility	Open to all
Cost/free	Free
Languages the services are offered in	English, but translation/ multilingual services available

Family and newcomer services

Burnaby Family Life

Website	Website
Mode of delivery	Virtual and in person
Address	#102 – 2101 Holdom Avenue Burnaby, BC V5B 0A4
Phone	604-659-2205
Email	bfl_info@burnabyfamilylife.org
Brief description of the service/program	Community social services in Burnaby and in neighbouring communities - advocacy, counselling, assistance
Eligibility	Open - depends on program
Cost/free	Depends - free/ nominal cost/ subsidized
Languages the services are offered in	30+ languages spoken by staff

DIVERSEcity Community Resources

Website	Website
Address	13455 76th Avenue, Surrey, BC V3W 2W3
Phone	604-597-0205
Email	info@dcrs.ca
Brief description of the service/program	Helps immigrants and newcomers to Canada with integration into their new community
Eligibility	All newcomers to Canada
Languages the services are offered in	French, Spanish, Hindi, Korean, Farsi, Punjabi, Burmese, Arabic, Chinese

Family Services of Greater Vancouver New Westminster

Website	Website
Mode of delivery	In person, have office in burnaby
Address	301 – 321 Sixth Street New Westminster, BC V3L 3A7
Phone	604-525-9144
Email	contactus@fsgv.ca
Brief description of the service/program	Child protection services, counselling, assistance, education
Eligibility	By referral
Cost/free	Free, by referral
Languages the services are offered in	Hindi, Gujarati, Mandarin, Spanish, Farsi, German, Dutch, others on demand

MOSAIC - Multicultural Victim Services

Website	Website
Mode of delivery	In person
Address	5575 Boundary Road Vancouver, BC V5R 2P9
Phone	236-512-6170
Email	victim.support@mosaicbc.org
Brief description of the service/program	Provides confidential victim services to women/ men who are victims of any crime in Vancouver and Burnaby
Eligibility	Open to all
Cost/free	Free
Languages the services are offered in	English, Cantonese and other translations available

Vancouver and Lower Mainland Multicultural Family Support Services

Website	Website
Mode of delivery	In person
Address	306-4980 Kingsway, Burnaby, BC V5H 4K7
Phone	604-436-1025
Email	againstviolence@vlmfss.ca
Brief description of the service/program	Offers services to immigrant and refugee families, who are experiencing family violence
Eligibility	Newcomer women
Cost/free	Free
Languages the services are offered in	Bilingual and bicultural workers provide services in over 20 languages

Support for LGBTQ+ issues

PFLAG for Parents/Family/Friends of LGBTQ+

Website	Website
Mode of delivery	Online resources and virtual meetings
Phone	604 626-5667
Email	info@pflagvancouver.com
Brief description of the service/program	Support and resources for parents and families of queer individuals - monthly peer meetings
Eligibility	Open to all
Cost/free	Free
Languages the services are offered in	Sessions in English only, support available in Mandarin, Cantonese. Brochures in English, Korean, Chinese, French, Filipino, Punjabi and Vietnamese

Qmunity

Website	Website
Mode of delivery	Various
Address	1170 Bute Street, Vancouver, BC V6E 1Z6
Phone	604-684-5307 ext 100
Email	reception@qmunity.ca
Brief description of the service/program	Wide range of services to support LGBTQ+ individuals
Eligibility	Open to all queer and questioning individuals

TransCare BC by Provincial Health Services Authority

Website	Website
Mode of delivery	Phone and email
Address	700-1380 Burrard Street, Vancouver, BC V6Z 2H3
Phone	1-866-999-1514
Email	transcareteam@phsa.ca
Brief description of the service/program	Provides BC-wide referral-based information on gender affirming health care and supports for transgender people
Eligibility	Anyone - including trans individuals or well-wishers
Cost/free	Free
Languages the services are offered in	English, but internal interpreters available

Vancouver Coastal Health - Prism Services for LGBTQ2S+ Communities

Website	Website
Mode of delivery	Phone, online and in person

Address	1128 Hornby Street Vancouver, BC V6Z 2L4
Phone	604-331-8900
Email	prism@vch.ca
Brief description of the service/program	Prism is VCH's clinical, education, information and referral service for LGBTQ2S communities
Eligibility	Open to all queer and questioning individuals
Cost/free	Free
Languages the services are offered in	English
Additional Notes/ Comments	Only offer 1 session, all other services are referral based.

Faith-based Support

Burnaby Interfaith Network

Website	Website
Phone	604-619-0953
Email	burnabyinterfaith@gmail.com
Brief description of the service/program	Promote interfaith dialogue and action in Burnaby
Eligibility	Open to all

Path Forward Foundation

Website	Website
Email	https://www.foundation4ward.org/contact-us/
Eligibility	Open to all

Rehabilitation facilities for individuals with substance abuse issues

Charlford House Society for Women - 90-day recovery program

Website	Website
Mode of delivery	In person program, lifetime aftercare over phone/virtually
Address	PO Box 44077, Burnaby, BC V5B 4Y2, Canada
Phone	(604) 420-6601
Email	info@charlfordhouse.ca
Brief description of the service/program	Rehabilitation housing facility for women dealing with substance abuse issues. Victims of abuse and trauma. Could be cultural hate crimes - race, sexual orientation
Eligibility	Anyone who identifies as a woman (including trans women), 19+
Cost/free	Govt funded or private pay beds available at house
Languages the services are offered in	English only
Additional Notes/ Comments	Recovery program also incorporates several First Nations traditions and practices

Support for individuals living with disability

Disability Alliance BC

General

Phone: 604-875-0188

Email: feedback@disabilityalliancebc.org

Advocacy Access Program

Phone: 604-872-1278

Email: advocacy@disabilityalliancebc.org

Website	Website
Mode of delivery	Phone, email or zoom
Address	204-456 West Broadway, Vancouver, BC V5Y 1R3
Brief description of the service/program	Supports people living with all disabilities, one-to-one assistance, support and information, law clinic for disability related issues (also hate crimes)
Eligibility	Individuals living with disability
Cost/free	Free, preference to low income individuals
Languages the services are offered in	Mainly English or French, some other languages available

Legal services

BC Human Rights Clinic

Website	Website
Mode of delivery	Phone, email and in person
Address	300-1140 West Pender Street Vancouver, BC. V6E 4G1
Phone	604-622-1100
Email	infobchrc@clasbc.net
Brief description of the service/program	Offers legal services
Eligibility	Open to all

BC Human Rights Tribunal

Website	Website
Mode of delivery	In person, by mail, phone
Address	1270 - 605 Robson Street Vancouver, B.C. V6B 5J3
Phone	1-888-440-8844
Email	BCHumanRightsTribunal@gov.bc.ca
Brief description of the service/program	Handles human rights complaints in BC
Eligibility	Open to all

BC Ombudsperson - Addressing indigenous racism & discrimination in BC Health Care

Website	Website
Mode of delivery	Phone, email
Address	2nd floor – 947 Fort St. Victoria, BC
Phone	1-888-600-3078
Email	addressing_Racism@bcombudsperson.ca
Brief description of the service/program	Service for Indigenous people to share stories of experiencing/ witnessing racism in the B.C. health care system
Eligibility	Open to all
Additional Notes/ Comments	https://bcombudsperson.ca/about-us/our-indigenous-services/

Brydges Line Service (Legal aid)

Website	Website
Mode of delivery	Phone only
Address	400 – 510 Burrard Street Vancouver, BC V6C 3A8

Phone	1-866-458-5500
Brief description of the service/program	Service for people who have been arrested, are being held in custody by police or are being investigated for a crime and who are in need of emergency legal services
Eligibility	Arrested/ detained individuals who have not been charged yet
Cost/free	Free
Languages the services are offered in	English

Canadian Human Rights Commission

Website	Website
Mode of delivery	Phone and email
Address	344 Slater Street, 8th Floor Ottawa, Ontario K1A 1E1
Phone	1-888-214-1090
Email	info.com@chrc-ccdp.gc.ca
Brief description of the service/program	Promote and protect human rights in Canada through policies, research/ reporting, filing complaints etc
Eligibility	Open to all

Dial-A-Law

Website	Website
Mode of delivery	Phone
Address	1433 - 1130 W Pender Street, Vancouver, BC V6E 4A4
Phone	604-687-4680
Email	info@peopleslawschool.ca

Brief description of the service/program	Features free information on the law in British Columbia in 190 topic areas. No legal or advocacy services offered. The information is reviewed by lawyers and updated regularly. Also consults on Equality rights : https://dialalaw.peopleslawschool.ca/category/life/rights-citizenship/
Eligibility	Open to all
Cost/free	Free
Languages the services are offered in	English, but they print booklets and publications about the law in multiple languages.

HeretoHelp BC

Website	Website
Mode of delivery	Online and in person
Address	905-1130 West Pender St, Vancouver, BC, V6E 4A4
Phone	310-6789
Email	bcpartners@heretohelp.bc.ca
Brief description of the service/program	Help people better prevent and manage mental health and substance use problems
Eligibility	Open to all
Languages the services are offered in	Translated texts in Traditional Chinese, Simplified Chinese, Farsi/Dari, French, Korean, Punjabi, Japanese, and Vietnamese

Ombudsperson

Website	Website
Mode of delivery	Mostly phone, receive writing via web forms or emails
Address	2nd floor – 947 Fort St. Victoria, BC

Phone	250-387-5855
Email	info@bcombudsperson.ca
Brief description of the service/program	Investigate complaints from public about the administration of government programs and services, also look at whether systemic racism is behind the issue
Eligibility	Anyone, as long as its jurisdictional
Cost/free	Free
Languages the services are offered in	Translators available for certain languages

Seniors Advocate

Website	Website
Mode of delivery	Mainly phone and email, but also through mail. Community engagement services are in person
Address	1405 Douglas St. STN PROV GOVT, Victoria BC, V8W 9P4
Phone	1-877-952-3181
Email	info@seniorsadvocatebc.ca
Brief description of the service/program	Established under legislation - makes recommendations on systemic issues facing seniors. Monitors and analyzes seniors services or issues in B.C., and makes recommendations to government
Eligibility	Open to all
Cost/free	Free
Languages the services are offered in	Outsource translation services, hearing or accessibility accommodations can be made