

- **VCH Mental Health Central Intake**
Tel: 604-983-6020
- **Urgent Primary Care Clinic (UPCC)** - Walk-in as needed for people with same-day, non-life-threatening injuries, and illnesses when you are unable to see a family doctor or health care provider. Open evenings and weekends, seven days a week. 221 West Esplanade, Suite 200, 2nd Floor. Tel: 604-973-1600.
- **Health Link BC** - 24-hour free phone line for confidential health information and advice. Call 811 or for deaf or hearing-impaired call 1 (866) 889-4700.

Legal Assistance

- **Legal Aid** - Covers some types of family criminal and immigration issues for no cost. If you don't qualify for representation by a legal aid lawyer, you may still be eligible for other legal aid services. These include duty counsel and lawyers who provide telephone advice. Visit www.legalaidbc.ca or call 604-408-2172 or 1-866-577-2525
- **Access Pro Bono** - Lawyers volunteer to provide free legal advice assistance to individuals who cannot afford a lawyer or get legal aid. Call 604-878-7400 or 1-877-762-6664
- **Community Legal Assistance Society (CLAS)** Provides legal advice and assistance to people who are disadvantaged or whose human rights need protection. Visit clasbc.net or call 604-685-3425 or 1-888-685-6222.
- **Native Court worker and Counselling Association of BC** - Provides culturally appropriate services to Indigenous people. Court workers help Indigenous people charged with a crime understand their rights and options and navigate the court system. Visit nccabc.ca or call toll-free 1-877-811-1190.

- **MOSAIC** - Provides legal advice and representation to low-income immigrants and refugees. They help newcomers navigate the Canadian legal system. Call 604-254-9626 or visit mosaicbc.org.

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

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 and youth - 250-723-2040
- **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 to 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 10 am–5 pm and
Wednesdays 10 am–8 pm. Call 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 and 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
- **BC Hate Crimes** - 1-855-462-5733



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

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

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



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

NORTH SHORE RESOURCE GUIDE



Financial Assistance

Adults (19+)

- **Income Assistance, Person with Multiple Barriers and Persons with Disabilities Supplements** - For Ministry clients, call 1-866-866-0800 to get pre-approved. Some clients may be Third Party Administered (not allowed to call the Ministry) and will have to go through another organization such as Elizabeth Fry Society.
 - Hardship assistance
 - Nutritional Supplements
 - Health Supplements

Older Adults (65+)

- **Canada Pension Plan/Quebec Pension Plan (CPP/QPP)** - You can receive monthly payments starting as early as your 60th birthday. What you get depends on what you paid into the plan while you were working, and your monthly payment will be smaller if you start receiving it before age 65. You must be 59 or older and apply 9 months before you retire.
- **Old Age Security (OAS)** - You must be 65 or older to receive payments.
- **Guaranteed Income Supplement (GIS)** - For lower-income Canadians 65 and older.

Housing and Shelter

Outreach Services and Temporary Rent Subsidies

- **Homelessness Outreach (CMHA)** - Outreach to homeless adults. Administers the BC Housing HOP rent subsidy. Monday to Friday, 9am–4pm
Tel: 778-828-6014
- **Adult Homelessness Outreach (Lookout)** Outreach to homeless adults 19+ primarily

with the purpose of bringing them into shelter. Administers the BC Housing HOP rent subsidy. 24-Hour Intake Line: 604-982-9126

- **Women Fleeing Violence (North Shore Crisis Services Society)** - Supports women leaving domestic violence. Administers BC Housing HPP Rent Subsidy. 24-Hour Intake Line: 604-987-3374
- **Youth Housing Outreach (Hollyburn)** - Provides housing outreach and supports to youth aged 13–24. Administers Reaching Home Rent Subsidy. 24-Hour Intake Line: 1-877-78-YOUTH (1-877-789-6884)
- **Seniors, Families, and Indigenous Outreach (Hollyburn)** - Administers BC Housing HPP, Reaching Home and COVID-19 rent subsidies. Tel: 604-968-3721

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 provides safety and support to women and their children fleeing abusive situations. 24-Hour Intake Line: 604-987-3374
- **Youth Safe House (Hollyburn)** - Provides a safe place to stay and wrap around supports to youth aged 13–18. 24-Hour Intake Line: 1-877-78-YOUTH (1-877-789-6884)
- **Seniors Safe House – Non-Emergency (Hollyburn)** - Provides safe place to stay and supports to seniors over the age of 60 that can manage well on their own. Tel: 604-968-3721

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.

- **BC Housing Registry Application Form** requires updates every six months. Only specific buildings selected will be considered.
- **Supplemental Application Form** for:
 - Houseless individuals
 - Fleeing domestic violence or abuse
 - Serious health condition affected by current housing

Housing Rights and Advocacy

- **Tenant Resource and Advisory Centre** 1-800-665-1185
- **Legal Advocacy - North Shore Community Resources** - Legal information and assistance on poverty law issues including housing, residential tenancy, employment standards, income assistance, disability benefits etc. Please call ahead for an appointment at 604-985-7138 (ext.310)
- **Community Action - The Community Housing Action Committee (CHAC)** - Please contact Don Peters, Chair at don.peters@nscr.bc.ca. Tel: 604-982-3309

Food Banks and Grocery

- **North Shore Food Bank at the North Shore Neighbourhood 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
- **Sharing Abundance**
 - Tuesday (3pm–5pm): Meal to go - take home and heat. North Lonsdale United Church, 3380 Lonsdale Ave.

- Wednesday (12pm–1pm): Meal to go - bagged lunch. Royal Canadian Legion, Branch 118, 123 West 15th Street
- **Quest Outreach** - Low-cost grocery market, requires referral by community agency via email. 167 1st Street East near Lonsdale

Clothing and Household Items

- **Shelter to Home** - Provides donated furniture and household items to homeless or low-income individuals/families. Tel: 778-331-8465
- **Helping Families in Need Society** - Picks up and distributes used household items to single parents in need. Tel: 604-294-3087
- **Good Stuff Connection (North Shore Crisis Services Society)** - Tel: 604-987-1773 ext. 313
- **Salvation Army - North and West Vancouver** Offers clothing vouchers. Tel: 778-689-4673
- **SPCA Thrift Store North Vancouver** Tel: 604-983-9522
- **Lionsgate Hospital Thrift Store** Tel: 604-987-5938
- **BC Technology for Learning Society** Provides donated laptops to non-profit organizations.

Health and Mental Health

- **Health Connection Clinic** - Provides care to North Shore residents who don't have a family doctor and face complex medical, mental health, addiction and/or socio-economic needs. No appointment necessary. 148 East 15th Street. Tel: 604-984-3777
- **VCH Home and Community Care** - Provides supports for adults 19+ needing more care due to an acute or chronic health issue. Tel: 604-986-7111