

QUICK REFERENCE TELEPHONE LIST – UPDATED MAY 2025

EMERGENCIES CALL 9-1-1 (for Police, Fire & Ambulance) Police Non-Emergency 604-717-3321	
South Vancouver Neighborhood House 6470 Victoria Drive, Vancouver, BC V5P 3X7	604-324-6212
HEALTH SERVICES	
Ambulance Billing	1-800-665-7199
Canadian Red Cross (Medical Equipment Loan Services) (Eng, Mandarin, Spanish)	604-301-2566
CNIB Vision Loss (Bilingual)	604-431-2121
Health Link BC (Speak with a nurse, pharmacist, dietician) (Multilingual)	811
Health Insurance BC (MSP, Pharmacare & Disclosure Directives inquiries) (English, French, Mandarin, Cantonese)	604-683-7151
Mental Health Access & Assessment Centre (services for non-emergency mental health/substance use problems)	604-675-3700
Cambie Older Adult Mental Health	604-873-6733
Mid-Main Community Health Centre (low-cost dental Care)	604-873-3602
Philips Lifeline Alert (Multilingual)	604-872-5433
South Community Health Centre (Older Adult Services, immunizations)	604-321-6151
South Vancouver - Better at Home Program (Transportation, Light Yard Work, Grocery Shopping, Frozen Meals, Light Housekeeping (waitlist capped), Friendly Visiting (Walking, Companions & Social Calls) Light Home Maintenance	604-324-6212
Southeast Vancouver Urgent and Primary Care Centre (Available for walk-in care)	604-675-3210
Tetra Society (Custom-built Assistive Devices)	604-688-6464
UBC Dental Clinic	604-822-2112
Vancouver Central Intake & Referral (for Home and Community Services)	604-263-7377
Vancouver Coastal Health General Inquiries	604-736-2033
Vancouver Community Audiology Centre	604-659-1100
Vancouver Mental Health Emergency Service & Crisis Line (Intervention for mental health crisis/emergencies)	604-874-7307
VCC Dental Clinic	604-443-8499
Western Institute for the Deaf and Hard of Hearing (English, Cantonese)	604-736-7391
National Suicide Crisis Help Line	988
GOVERNMENT OFFICES	
Canada Revenue Agency	1-800-267-6999
Consumer Protection (Bilingual)	1-888-564-9963
City of Vancouver (Multilingual)	311
Employment Insurance (EI) SIN Program	1-800-206-7218
Member of Legislative Assembly (MLAs) Constituency Offices Sunita Dhir (Vancouver – Langara) George Chow (Vancouver – Fraserview) Mabel Elmore (Vancouver – Kensington)	604-660-8380 604-660-2035 604-775-1033
Member of Parliament (MP) Constituency Gregor Robertson	Not yet available
Office of the Seniors Advocate (Multilingual)	1-877-952-3181
Ombudsperson (Multilingual)	1-800-567-3247
Service BC (Multilingual)	604-660-2421 1-800-663-7867
Passport Office (Bilingual)	1-800-567-6868
Public Trustee of BC	604-660-4444
Service Canada (Pension, OAS, GIS) (Bilingual)	1-800-277-9914
Service Canada (Scam and fraud prevention)	1-800-622-6263

Work BC (General Contact Centre) (Multilingual)	1-877-952-6914
Work BC (Vancouver – North-East)	604-708-9300
Work BC (Burnaby – Metrotown)	778-357-0566
Work BC (Vancouver – South)	604-263-5005

TRANSPORTATION	
South Vancouver - Better at Home Program	604-324-6212
BC Ferries	1-888-223-3779
ConnecTra Society	604-688-6464
HandyDART Information (Multilingual)	604-575-6600, option 1 (Trip Booking) 604-953-3680 (Transit Customer Care)
SPARC BC Parking Permit Program for people with disabilities (English, Cantonese, Mandarin, Hindi)	604-718-7744
Senior Bus Pass Program, Access Income and Disability Assistance Services (for low-income seniors)	1-866-866-0800
TransLink Route Information	604-953-3333

INFORMATION & REFERRAL	
South Vancouver - Information and Referral Services For Older Adults	604-324-6212
Arthritis Answers Line	1-800-321-1433
Arthritis Society of BC	604-714-5550
BC 211 (information about health & human services, Multilingual)	211
BC Alcohol & Drug Information & Referral (Multilingual)	604-660-9382
BC Bereavement	604-738-9950
BC Human Rights Tribunal	604-775-2000
Heart and Stroke Foundation of BC & Yukon (Bilingual)	778-372-8000
Lawyer Referral Service	604-687-3221
Access Pro Bono (English and Mandarin)	604-878-7400
Law Students (UBC) Advice Program	604-822-5791
Legal Service Society (Legal Aid)	604-601-6000
Parkinson's Society British Columbia	604-662-3240
Chinese Community Policing Centre (English, Cantonese, Mandarin)	604-688-5030
Collingwood Community Policing Centre	604-717-2935
South Vancouver Community Policing Centre (English, Cantonese, Spanish)	604-717-2940
Representation Agreement Resource Centre	604-408-7414
BCCRN - (information and services regarding adult abuse and neglect) Chinese Community Response Network (English, Chinese) LOVE LGBTQ2S+ Community Response Network South Asian Community Response Network Vancouver Marpole Community Response Network	604-254-9626 ext. 1005 Jas.cheema@bccrns.ca 604-507-9945 778-668-3634
Council of Senior Citizens' Organizations (COSCO)	pres@coscobc.org
City of Vancouver Leisure Access Program (English, Cantonese, Mandarin, Punjabi, Vietnamese, Spanish)	3-1-1
Gambling Support BC Help Line (Multilingual) (24/7 toll free) (online intake form) https://bcgaming.myoutcomesapp.com/Intake/	1-888-795-6111
Seniors First BC – Seniors Abuse & Information Line	1-866-437-1940
Jewish Seniors Alliance	604-267-1555
Jewish Family Services	604-257-5151
South Vancouver Family Place	604-325-5213
Poison Control	604-682-5050 1-800-567-8911
Gas Leaks and Odours	1-800-663-9911
Power Outage	1-888-769-3766
BC Hydro	1-800-224-9376

COMMUNITY & CULTURAL CENTRES	
Champlain Heights	604-718-6575
Killarney	604-718-8200
Sunset	604-718-6505
Moberly Arts & Cultural Centre	604-718-6521
Jewish Community Centre of Greater Vancouver	604-257-5111

PUBLIC LIBRARY BRANCHES	
Champlain Heights	604-665-3955
Fraserview	604-665-3957
South Hill	604-665-3965

TAX CLINIC	
Seniors Brigade Society of BC (March - April) For more Tax Clinic info, http://www.cra-arc.gc.ca/tx/ndvdl/vlntr/clncs/vancouver-bc-eng.html	604-453-5885

COUNSELLING & SUPPORT SERVICES	
Alzheimer Society of BC	604-681-6530 1-800-936-6033 (English) 1-833-674-5007 (Chinese) 1-833-674-5003 (Punjabi)
Seniors First BC (Seniors Abuse Info Line, Multilingual)	604-688-1927
South Vancouver - Better at Home Program (Transportation, Light Yard Work, Grocery Shopping, Frozen Meals, Light Housekeeping (waitlist capped), Friendly Visiting (Walking, Companions & Social Calls) Light Home Maintenance	604 324 6212
South Vancouver Neighbourhood House – Adult Day Centres (intake required)	604-263-7377
Canadian Cancer Society	604-872-4400
Canadian Diabetes Association	604-732-1331
Family Caregiver Support Line (by Family Caregivers of BC)	1-877-520-3267
South Vancouver Family and Friend Caregiver Supports Program (English, Chinese and Punjabi)	604-324-6212
Racist Incident Helpline Open Monday to Friday, 9 am to 5 pm (PT) Assistance is available in over 240 languages Free & Confidential	1-833-HELP-LINE (1-833-457-5463)
Family Respite Centre (For registration and assessment, please call the intake line at 604-263-7377)	604-327-9525
Reduced-Cost Counseling Options	https://tinyurl.com/3cscasv5
Vancouver Recovery Hub	604-708-9525
Vancouver Junction Recovery Community Centre	604-812-3139
Grandparents Raising Grandchildren Support Line	604-558-4740
Osteoporosis Canada (Bilingual)	1-800-463-6842
Provincial First Nations and Aboriginal Crisis Line	1-800-588-8717
Senior Citizens Home Repair	604-438-6990
LGBTQ2+ Advisory Committee	604-257-8420
S.U.C.C.E.S.S. Help Lines	(Mandarin) 1(888)-721-0596 ext. 1 (Cantonese) 1(888)-721-0596 ext. 2 (Korean) 1(888)-721-0596 ext. 3 (Farsi-Dari) 1(888)-721-0596 ext. 4 (Ukrainian) 1(888)-721-0596 ext. 5
Vancouver Addictions Matrix Program	604-331-8901
Crisis Centre Seniors' Distress Line	604-872-1234

HOUSING	
BC Housing	604-609-7024
Seniors Housing Info Program (by Senior Services Society)	604-520-6621
Residential Tenancy Branch	604-660-1020
SAFER (Shelter Aid for Elderly Renters)	604-433-2218
Tenant Resource and Advisory Centre	604-255-0546

SETTLEMENT	
Immigrant Services Society of BC	604-684-2561
MOSAIC	604-636-4712 604-254-9626 (Head Office)
S.U.C.C.E.S.S. (Multilingual)	604-684-1628
PICS (Progressive Intercultural Community Services) South Vancouver Branch	604-324-7733
VPL English Classes	https://tinyurl.com/mpcv48aw

FOOD SUPPORTS & SERVICES	
Greater Bank Food Bank	604-876-3601
Meals on Wheels (Low Cost Meals)	(Western Meals) 604-732-7638 (Chinese Meals) 604-733-6615
Wednesday Community Lunch (South Vancouver Neighbourhood House)	604-324-6212
Eat, Chat, Thrive for 55yrs+; Lunch Program at Killarney Seniors Centre	604-718-8211
Buy-low Foods - 6095 Fraser Street (Low Cost Grocery stores and Markets)	604-321-9828
Consumer Food Market - 5889 Victoria Drive (Low Cost Grocery stores and Markets)	604-620-9266
Buy-low Foods - 6095 Fraser Street (Low Cost Grocery stores and Markets)	604-321-9828
Saige Community Food Bank	fb@saigecommunityfoodbank.com
Food Stash	604-862-9701
QUEST Grocery Markets	604-566-0110
South Vancouver Community Food Hub (waitlist capped)	604-324-6212
Free and Low-Cost Food Programs	

SOUTH VANCOUVER SENIORS HUB	
The Hub works within a networked service model that brings together seniors, community agencies, and different organizations to help engage and serve seniors. Seniors lead, govern, identify needs, and organize activities to meet those needs. Seniors gain confidence, socialize interculturally, learn new things, and create opportunities for isolated seniors. Contact the Seniors Hub: (604) 324-6212 ext 132.	
SVNH Wellness Programs for Older Adults; Intercultural, Cantonese, Mandarin, Vietnamese, South Asian Men, South Asian Women, and Intercultural Men	604-324-6212

SENIOR RESOURCES	
411 Seniors Centre	604-684-8171
Seniors Services Society	604-520-6621
West End Senior's Network	604-669-5051
Marpole Oakridge Family Place	604-263-1405
Marpole Neighbourhood House	604-628-5663