

Appendix A: Seniors in Surrey and White Rock An Overview of the Local Seniors' Population in Surrey and White Rock



Map obtained from City of Surrey: www.surrey.ca

Introduction

The purpose of this Brief is to present an overview of the local seniors' population in Surrey and White Rock, with a view to helping the United Way of the Lower Mainland ("UWLM"), through its *Better at Home*¹ program, understand where seniors live, how many are isolated and/or vulnerable and how many require additional help at home.

As a first step in the community development process associated with the *Better at Home* program in Surrey/White Rock, this Brief provides a snapshot of the seniors' population based on secondary research. The research presented here is supplemented by additional local research including public surveys and interviews².



This Paper contains:

- a) An overview of the seniors' population in Metro Vancouver;
- b) An overview of the seniors' population in Surrey and White Rock in general; and,
- c) A snapshot of Surrey's and White Rock's senior populations by neighbourhood/community, including select demographic information as to where they live, income, ethnicity and general vulnerability.

1. The Regional Context: Seniors in Metro Vancouver

Metro Vancouver has had substantial population growth since the 2006 Census year. The population increased by 197,000 people for a total population in 2011 of 2,313,328. Surrey is the second largest municipality in Metro Vancouver with a 2011 population of 468,251 (20% of the region's population).

Seniors aged 65 and older make up 13.5% of Metro Vancouver's population, which is up from 12.2% in 2006. The proportion of seniors in the region is anticipated to increase to 17% by 2021 and 21% by 2031.

The 2011 Census also indicates that Metro Vancouver's population is getting older - the median age went from 37.4 in 2006 to 40.2 in 2011. This aging population is attributed to the fact that the largest components of the population - the "baby boomers" - are entering their senior years.

¹ For information on the Better at Home program, please go to www.betterathome.ca.

² The purpose of the surveys and interviews is two-fold: a) to obtain an opinion of where the most vulnerable seniors live; and b) which of the support services offered by the *Better at Home Program* are needed the most to enable seniors to live at home among friends and family for as long as possible.

The 2011 Census also indicates that across the region, most seniors live or are moving to urban or town centres which provide apartment housing and easy access to amenities, services and transit. Out of the 22 municipalities in Metro Vancouver, seniors are most prevalent in White Rock (29.4%), followed by West Vancouver (25.5%).

2. The Local Context: Seniors in Surrey and White Rock

Geographical Context

Surrey covers a huge geographic area - 317.4 square kilometers, 35% of which is designated agricultural. The city consists of seven neighbourhoods (or communities), each with its own town centre. Surrey's "downtown" is referred to as the City Centre and completely surrounded by and is part of Whalley. White Rock is located along Surrey's south border adjacent to the US/Canada border. It is a small waterfront community with its own town centre. However, it is surrounded by South Surrey and the two communities share most services including those oriented to seniors.

Overview – Seniors Populations in Surrey and White Rock

The total population of Surrey in 2011 was 468,251 of which 56,570 (12.1%) were over the age of 65 (including 6,875 people over the age of 85). The total population of White Rock in 2011 was 19,339 of which 5,685 (29.4%) were over the age of 65 (including 1,235 over the age of 85).³ White Rock has the highest proportion of seniors 65+ years of age in the region as well the highest proportion of seniors 85+ years of age (21.7%).

In 2011, the median age in Surrey (for both sexes) was 37.5. The median age in White Rock (for both sexes) was 53.8.

Immigrant Seniors⁴

In 2006, 2.9% of the seniors' population in Surrey/White Rock was recent immigrants. In Surrey alone, 3.2% of the seniors were recent immigrants, which is the second highest percentage in Metro Vancouver after Richmond.

According to the City of Surrey Fact Sheet on Income (2010), among all immigrants living in poverty in Surrey, approximately 22,855 (19%) were 65 or older.

Languages and Ethnicity

14.2% (6,865) of the seniors' population in Surrey/White Rock knew neither English nor French, and of these, 4,870 (71%) had Panjabi as a mother tongue.

³ The breakdown of the senior's population in five-year age cohorts is available.

⁴ Unless otherwise noted, the following key facts were derived from "United Way of the Lower Mainland Senior Vulnerability Report November 2011". Note that all of the statistics in this section are from the 2006 Census (long form).

In 2011 in Surrey, the three most common mother tongues were Panjabi (Punjabi) (21.3%), Tagalog (Pilipino, Filipino) (3.5%) and Hindi (3.0%).

Low-Income Seniors

Of the male seniors population in Surrey/White Rock, 12.8% (2,800) were considered low-income. Of the female seniors population in Surrey/White Rock, 18.8% (4,920) were considered low-income.

Seniors Living Alone

22.8% (10,935) seniors in Surrey/White Rock lived alone. In Surrey, 20.7% of seniors lived alone. In White Rock, 42.4% of seniors lived alone, which is the second highest of any Metro Vancouver municipality, after Langley City.

In addition, 42.8% (2,100) of people 85+ years of age lived alone in Surrey/White Rock. In White Rock alone, 59% of the population aged 85+ lived alone, which is the second highest of any Metro Vancouver municipality, after Langley City.

Seniors Housing Expenditures

6.3% (1,710) of the senior-led households in Surrey/White Rock spent at least half of their income on housing. The incidence of this in White Rock alone was the highest (8.3%) among senior-led households of any Metro Vancouver municipality.

Of 1,100 senior unattached individual renters in Surrey/White Rock, 34.8% spent 50% or more of their income on housing costs. At 39.65%, White Rock had the highest incidence of this among all Metro Vancouver municipalities. The incidence in Surrey was 33.5% which was the third highest among Metro Vancouver municipalities.

Data available through BC Housing (December 2009) indicates that there are 4,376 social housing units in Surrey; of which 1,797 (41%) serve seniors. It is also reported that 1,204 seniors receive rental assistance through the Rental Assistance Program (RAP) and Shelter Aid for Elderly Renters (SAFER). There are reportedly 275 subsidized housing units for seniors in White Rock.

Aboriginal Seniors

There were approximately 355 Aboriginal people 65 or older living in Surrey at the time of the 2006 Census. Of these, approximately 30% were living in poverty. A significant majority (81%) of those 65 or older who were living in poverty, were women.

3. Neighbourhood Demographics: Seniors at the Neighbourhood Level in Surrey and White Rock

Table 1 (attached) provides a qualitative “snapshot” of the seniors’ population in Surrey and White Rock’s neighbourhoods/communities through the use of select characteristics derived from the City of Surrey and the 2006 Census.⁵

Although the characteristics are selective and may be used for qualitative purposes only, it is possible to make the following observations about seniors in Surrey’s neighbourhoods and the White Rock community:

- a) In Surrey and White Rock overall and across all neighbourhoods, there are more senior (65+) females than males.
- b) In absolute numbers, Newton has the most seniors followed by Whalley, South Surrey and White Rock.
- c) In terms of percentages of neighbourhood population, White Rock by far has the highest percentage of seniors, followed by South Surrey. Map 1 (attached) shows the 2011 distribution of population aged 65 and over in the region. Surrey is in the centre of the region and it is clear that the highest concentrations of seniors are in South Surrey and White Rock.
- d) In absolute numbers, South Surrey has the highest number of seniors living alone, followed by White Rock and Whalley.
- e) White Rock has the highest percentage of its senior population living alone, followed by City Centre and South Surrey.
- f) City Centre and Whalley (which surrounds the City Centre) have the highest percentage of low-income seniors.
- g) Panjabi is the most common home language in all of Surrey/White Rock’s neighbourhoods except for Guildford, South Surrey (Korean) and White Rock (German).
- h) City Centre and Whalley have the highest share of people with Aboriginal identity.
- i) The most common place of birth among immigrants in Surrey/White Rock is Southern Asia, except for South Surrey, White Rock and Cloverdale (Europe).
- j) The most vulnerable neighbourhoods⁶ in Surrey are City Centre, Whalley and Newton, which means there may be more of a likelihood of low-income and/or immigrant seniors living in these neighbourhoods.

⁵ Neighbourhood level 2011 Census information is not available at this time.

⁶ This is from Surrey’s Poverty Reduction Fact Sheet (www.surrey.ca). Please refer to Map 2 (attached) for a complete explanation.

4. Some Preliminary Implications for the Community Development Process and the Better at Home Program in Surrey/White Rock

Based on secondary research undertaken, it was recommended that the following points be considered during the Better at Home community development process:

- a) Due to Surrey's large geographical size and diversity, it is recommended that the community development consultation process take place consecutively in each of three geographical areas: 1) South Surrey/White Rock, 2) Central Surrey (Cloverdale, Newton, Fleetwood and Guildford), and 3) City Centre/Whalley. All seniors, stakeholders and agencies should be welcome to attend one or all of these meetings.
- b) Because South Surrey/White Rock has the highest proportion of seniors and seniors who live alone, it is recommended that consultations take place here first, followed by City Centre/Whalley and then Central Surrey. It is noted that Newton in Central Surrey has a CASI project operating, and that City Centre/Whalley is considered Surrey's "downtown", is undergoing the most change and is Surrey's most vulnerable area with the most low-income seniors.
- c) A concerted effort should be made to reach out and provide services to areas in the City where many seniors live alone (White Rock) and are considered low income (City Centre).
- d) All community consultations and public materials in City Centre/Whalley and Central Surrey should be made available in Panjabi, to ensure that non-English-speaking seniors have access to Better at Home program information.
- e) It is expected that additional recommendations and suggestions may arise from the ensuing research and consultation processes.

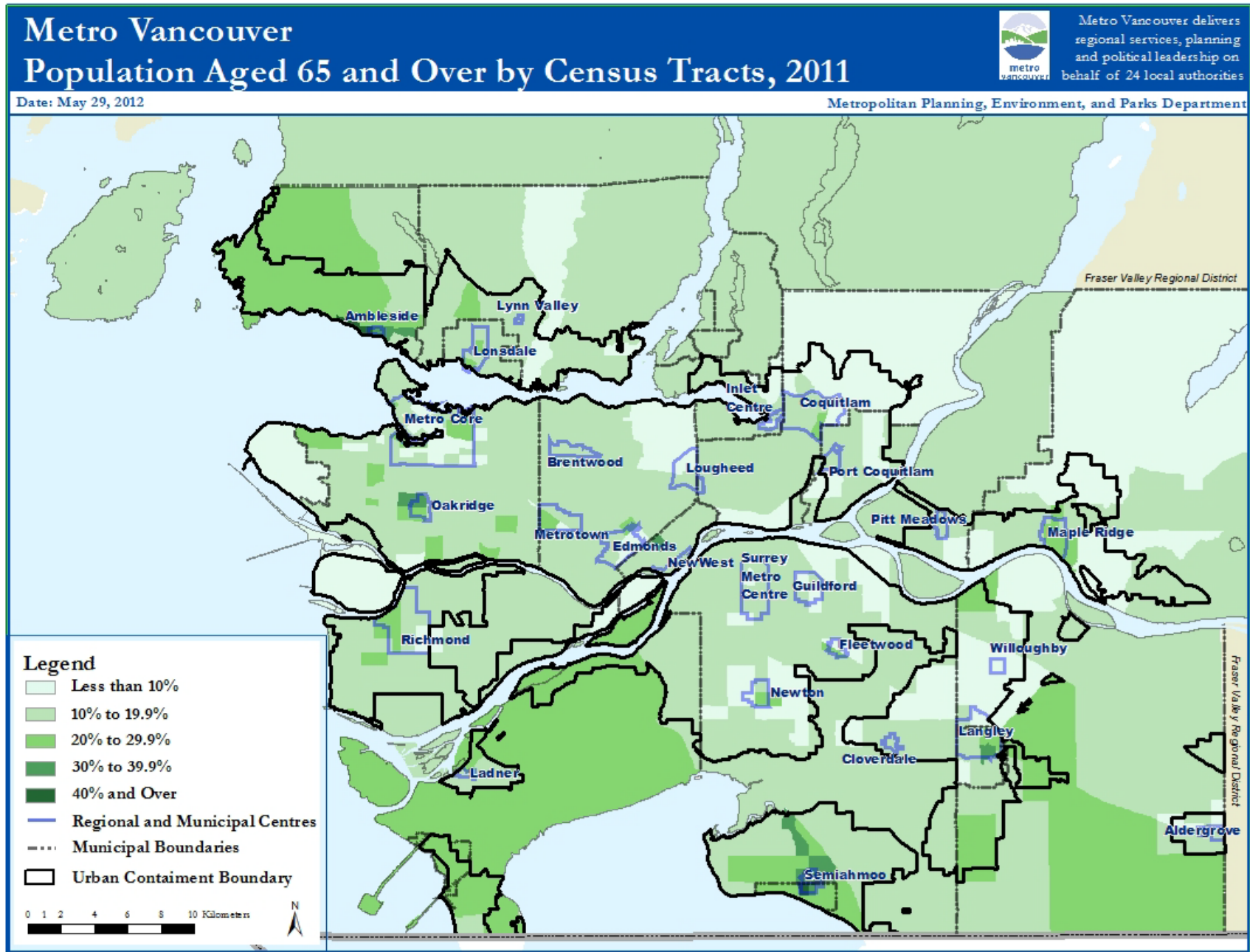


Table 1: Select Characteristics of Seniors Population by Neighbourhood/Community

	Cloverdale	Fleetwood	Guildford	Newton	Whalley	City Centre	South Surrey	White Rock	Surrey Total
Total Population	37,700	50,040	52,240	109,385	83,190	17,560	59,890	19,339	468,251
Total Population Over 65	3,425	5,150	4,842	10,330	8,165	1,074	7,022	5,690	56,570
Proportion of Population Over 65	9.1%	10.3%	9.3%	9.5%	9.8%	6.1%	11.7%	29.4%	12.1%
<i>Male Population Over 65</i>	<i>1,610</i>	<i>2,185</i>	<i>2,265</i>	<i>4,885</i>	<i>3,805</i>	<i>905</i>	<i>5,375</i>	<i>2,265</i>	<i>26,070</i>
<i>Female Population Over 65</i>	<i>1,815</i>	<i>2,965</i>	<i>2,577</i>	<i>5,445</i>	<i>4,360</i>	<i>1,169</i>	<i>6,485</i>	<i>3,430</i>	<i>30,495</i>
Seniors living alone	705 20%	770 15%	950 19%	1,520 14%	1,735 22%	780 40%	3,310 27%	2,412 42.4%	9,680 20.7%
Low income seniors	15.7%	16.2%	23.8%	18.4%	23.8%	38.6%	7.0%	12.7%	16.4%
Top 2 most common home languages (other than English or French)	Punjabi (1,255) Korean (350)	Punjabi (6,310) Korean (1,380)	Korean (3,100) Mandarin (2,070)	Punjabi (31,810) Hindi (2,600)	Punjabi (16,050) Hindi (2,520)	Punjabi (700) Korean (450)	Korean (805) Mandarin (770)	German (520) Korean (340)	Punjabi (57,835) Korean (6,410) Hindi (6,330)
Population with Aboriginal Identity	850 2.3%	905 1.8%	895 1.7%	1,815 1.7%	2,255 2.7%	730 4.2%	910 1.5%	290 1.6%	7,630 1.9%
Immigration by place of birth (2 most common)	Europe (2,625) Southern Asia (1,505)	Southern Asia (6,850) Europe (3,605)	Eastern Asia (7,345) Southeast Asia (5,420)	Southern Asia (30,620) Europe (5,070)	Southern Asia (15,585) Southeast Asia (5,945)	Southeast Asia (1,775) Europe (1,475)	Europe (7,635) Eastern Asia (2,530)	Europe (2,605) UK (1,300)	Southern Asia (557,600) Europe (27,675)
Vulnerability Score ⁷	42	44	45	54	60	55	40	n/a	n/a

⁷ Vulnerability Score means a neighbourhood that would benefit from targeted or place-based strategies, and includes measurements such as share of population living below LICO (low income), recent immigrants, renter households spending 30% or more of income on housing. The scores here are estimated averages. The higher the score, the more vulnerable a neighbourhood is. Please refer to Map 2 attached.

Map 1 (Surrey is in the Centre of the Region)



Map 2: Neighbourhood Vulnerability in Surrey (Source: City of Surrey www.surrey.ca)

Measuring Vulnerability

An expanding body of research shows that “place matters” at the neighbourhood level. Increasingly, there is a trend toward more concentrated pockets of poverty within cities across Canada. The Index* was developed to measure vulnerability in urban neighbourhoods.

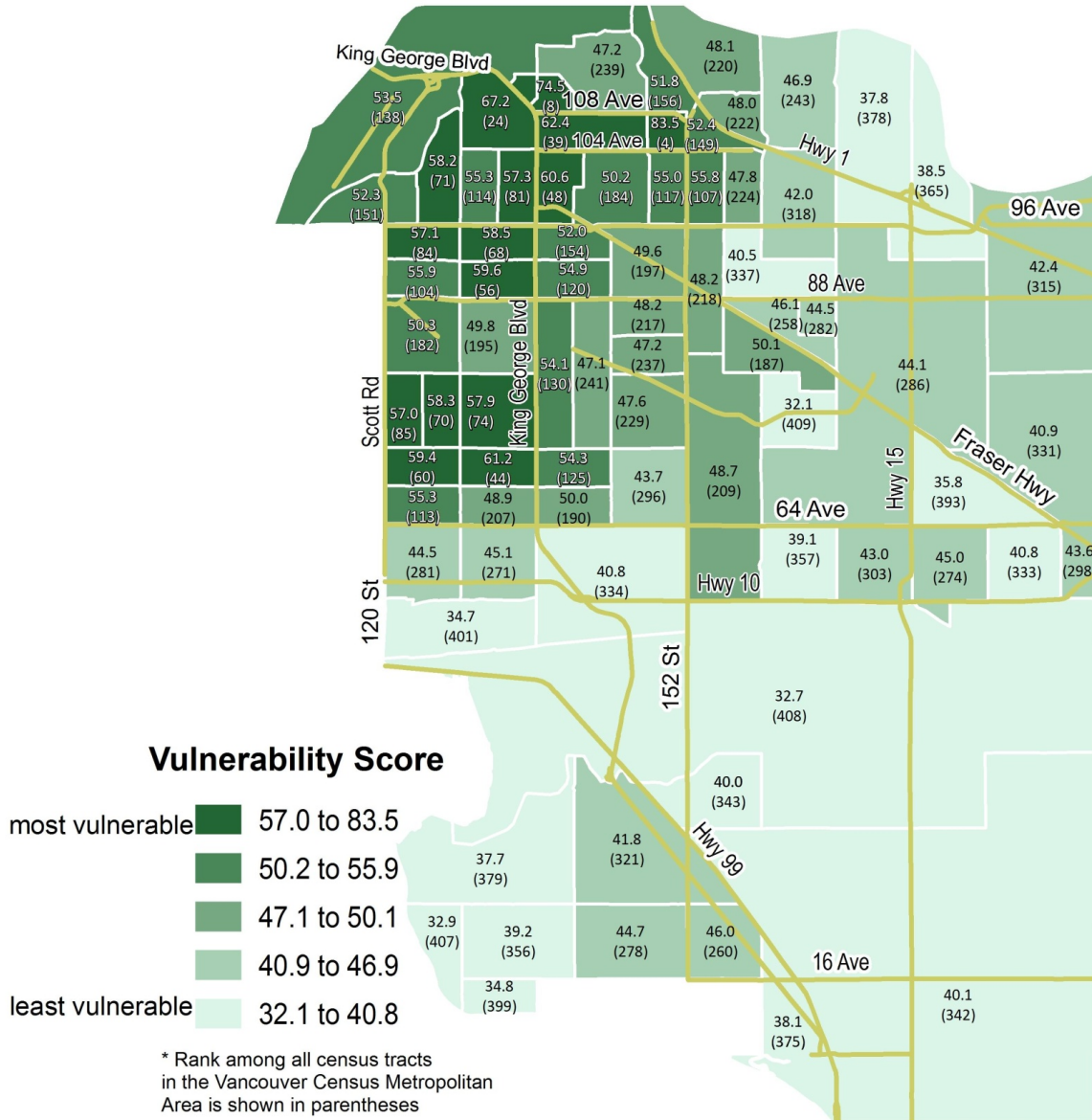
A “vulnerability score” was calculated for each of Metro Vancouver’s 410 census tracts. Based on this, census tracts were ranked from most vulnerable (highest score) to least vulnerable (lowest score). The vulnerability score was computed from seven Census variables that were tested and found to have a high degree of correlation.

The variables included in the calculation are:

- Share of the population living below the Low Income Cut-Off (LICO)
- Share of the population under six living below LICO
- Unemployment rate
- Share of the population fifteen and over with less than a high school education
- Share of families that are lone-parent families
- Share of the population that are recent immigrants
- Share of renter households spending more than 30% of their income on shelter.

The map indicates the vulnerability score for each of Surrey’s 78 census tracts along with its rank among all 410 census tracts in Metro Vancouver.

* This index was created by the Globalization and Health of Canadians Project, funded by the Canadian Institutes of Health Research.



Appendix B: COMMUNITY ASSETS

Surrey and White Rock Better at Home Program

Together, we can give seniors a hand.



**Better
at Home**

United Way helping seniors remain independent.

**Better
at Home**

United Way helping seniors remain independent.



United Way

What is a Community Asset? Community assets are community programs and organizations available for seniors that help them live longer in their own homes and allow them to remain engaged in their communities. Community assets include *stakeholders* such as people, groups and organizations with investments in senior's health and well-being, and *services* such as non-medical (and medical) support services and programs that enable seniors to remain living in their homes and neighbourhoods rather than relocating to assisted or supported living facilities.

What does this report contain? This report comprises a comprehensive list of stakeholders in Surrey and White Rock including: seniors organizations, volunteer organizations and centres, caregivers organizations, community and citizen organizations, First Nations communities and aboriginal organizations, ethno-cultural and faith-based groups, disability organizations such as those that serve the hard of hearing or people with age-related disabilities, and health authorities and local health units.

This report also contains a listing of other relevant non-profit sector, community service and private sector groups and organizations that currently provide assistance to seniors. The types of services/support provided includes transportation to appointments or activities, housekeeping, laundry, minor house repairs, yard maintenance, grocery shopping, friendly visits, etc.

What is the purpose of this report? The extensive list of community assets contained in this report serves several purposes: a) by listing all of the existing community assets for seniors in Surrey and White Rock, some of the gaps in service may be identified along with any opportunities for new programs/services; and, b) the listings can be used by all senior's in Surrey and White Rock and their families, along with senior's-related organizations to find and access programs/services/facilities available in their community. Contact information is provided along with addresses and websites where available.

This comprehensive listing of senior's services, programs, organizations, advocacy groups, non-profit/private care providers, etc. was compiled using: a) extensive on-line searches and resource website/directories, b) a questionnaire distributed throughout Surrey and White Rock, c) communications with major senior's organizations, and d) discussions with senior's held throughout the community development process. Last, but not least, Generation Strategies wishes to acknowledge and thank the Seniors Come Share Society Community Support Program, for preparing the Seniors' Resource Directory which served as a valuable resource in compiling this list of community assets.

Local Seniors Support - General

Seniors' Come Share Society is a non-profit organization offering two programs:

1) Day Programs for Older Adults - provides programs customized to the needs of the clients while providing ongoing support to caregivers. These programs are designed to assist individuals who require some support to remain independent in their communities. The programs

offer a wide range of therapeutic activities as well as hot lunches, transportation by handy-DART (within the area) and access to professional supports such as nursing, podiatry care and bathing programs. The Bathing Program at the White Rock site is available to anyone in the community who requires some assistance with a bath. The Therapeutic Lift Bathtub provides a safe alternative for bathing requirements. Referral is through Home Health Case managers or by calling the homemaking agency Comcare directly. The program is open to all individuals who qualify under the Home and Health regulations or on a private-pay basis.

The Day Program for Older Adults is currently offered at the following two locations:

Seniors Come Share Society - Surrey Day Program
13855-68 Avenue, Surrey, BC 604-599-0034
Hours: Monday through Friday 8:30am to 3:30pm

Seniors Come Share Society - White Rock Day Program
15008-26 Avenue, Surrey, BC 604-531-2502
Hours: Monday through Friday 8:30am to 3:30pm

2) Community Support Program - provides the following services for seniors:

- *Seniors Information and Referral Line* supported by Senior Connector volunteers who provide information and referrals about services, programs and education on the phone or in person.
- *5 Meal Programs* for isolated seniors in the community needing a good meal and socialization.
- *Caregiver Support Programs* providing social opportunities to share strategies, stories, laughter and support.
- *Friendly Visitors* partnering volunteers with individuals in the community for weekly visits.
- *Telephone Reassurance Calls* made by volunteers to individuals wanting a regular phone call to stay connected in their community.
- *Computer Classes* provided by volunteers who lead classes on how to use multiple programs online and offline on the computer.
- *Community Education*.
- *Senior Service Connectors* is an information, resource and referral service for seniors, caregivers and families. Volunteers connect people with recreation programs, counseling services, housing options, health services, meal programs, legal services, financial services, personal safety prevention, transportation options, etc. The service is provided by phone or at the following locations throughout the community:

Fleetwood Community Centre
15996-84 Avenue, Surrey. Every Thursday, 9:30am-12:00 noon.

Newton Seniors Centre

13775-70 Avenue, Surrey. Every Wednesday, 10:00am-12:00 noon.

Cloverdale Recreation Centre
6188 176 Street, Surrey.

Guildford Community Centre
15105 - 105 Avenue, Surrey. Monday, 10:30am-12:30pm.

Kent Street Activity Centre
1475 Kent Street, White Rock. 1st Wednesday of the month, 9:30am- 11:00am.

South Surrey Recreation Centre
14601 - 20 Avenue, Surrey. 1st and 3rd Monday of the month, 11:00am- 1:00pm

Seniors' Come Share Society Main Offices:
South Surrey/White Rock
15008-26 Avenue, Surrey V4B 3H5 604-531-9400

Newton
13855 68 Avenue, Surrey V3W 2G9 604-599-0034

Alzheimer Society of BC Resource Centre for Langley: Resource Centre for Langley and surrounding areas. Call for information on education sessions, caregiver series, support program, special events and general information. The society also runs Safely Home (Alzheimer Wanderer's Registry), a national registry in co- operation with local police and RCMP departments across Canada. One-time fee of \$35 for a bracelet. #200, 20644 - Eastleigh Crescent Langley, BC V3A 4C4 (604) 533-5277 Fax: (604) 533-1421 www.alzheimerbc.org rpuszka@alzheimer.bc.org

Alzheimer Society of BC Resource Centre for White Rock, Surrey, North Delta: Provides one-to-one support, education classes, support groups and information about Alzheimer's disease, MCI and other dementias. Education classes cover 'How to communicate more effectively' and 'How to cope with challenging behaviors resulting from dementia' and 'How to Access local resources'. Call for information or to make an appointment. The society also runs Safely Home (Alzheimer Wanderer's Registry), a national registry in co- operation with local police and RCMP departments across Canada. One-time fee of \$35 for a bracelet. (Next to Centennial Arena) #4-1475 Anderson Street White Rock, BC V4B 0A8 (604) 541-0606 Fax: (604) 541-0680 Email: atournier@alzheimerbc.org www.alzheimerbc.org

Czorny Alzheimer Society of BC Resource Centre for Cloverdale: The society also runs Safely Home (Alzheimer Wanderer's Registry), a national registry in co- operation with local police and RCMP departments across Canada. One-time fee of \$35 for a bracelet. 300 -16850 66 Avenue Surrey, BC V3S 5M1

The Arthritis Society BC/Yukon Learning Centre: Provides education and training for health professionals and for people with arthritis. Services include an information library, volunteers to answer questions, and a treatment centre. Hours: Monday - Friday 10:00 am to 4:00 pm. Multilingual. Vancouver Regional Centre 895 - W 10th Avenue Vancouver, BC V5Z 1L7 Fraser Arthritis Centre (Regional Office) (604) 875-5051 Toll free: 1(800) 321-1433 www.arthritis.ca

The Fraser Arthritis Centre: has an arthritis resource centre, library (books, magazines, DVDs, Videos & CDs), up to date information on events, and educational programs in the Fraser region. The Fraser Regional office is involved with the Arthritis Support/Wellness and Community groups from Delta, Burnaby out to Hope and Boston Bar. Volunteers are involved with health and wellness fairs, speaker's bureau arthritis presentations, leading Arthritis Self-Management classes and arthritis Advocacy. Other languages spoken - French. #101, 5501 - 204th Street Langley, BC V3A 5N8 (604) 514-9902 Fax: (604) 514-0401 Email: tsilvester-lee@bc.arthritis.ca www.arthritis.ca

White Rock/South Surrey Hospice Society: Provides emotional, practical, and spiritual support to individuals, their family, and friends in the White Rock/South Surrey area who are facing advanced illness or bereavement. Services include: assessment and referral, group and individual counseling by professional counselors and trained volunteers, children/teen support, relaxation program, bereavement walking groups, telephone support, vigil program, a resource library, community outreach, and an emergency response team to provide support in cases of sudden death. 15510 Russell Avenue White Rock, BC V4B 2R3 (604) 531-7484 Fax: (604) 531-8101 Email: contactus@whiterockhospice.org www.whiterockhospice.org

Cancer Society Volunteer Driving Program: Transportation provided for diagnosed patients to and from recognized cancer related treatment programs and services. Passengers must be able to enter/exit vehicles and share rides. Request 1- 2 days advance notice. (604) 535-4512 Hours: Monday - Friday 10:00am to 4:00pm. Fraser Valley Office - Suite #205, 369 Terminal Avenue Vancouver, BC V6A 4C4 (604) 215-5462

Ama Transition House, Senior Women's Outreach - provides over the phone support, advocacy and outreach to women over 55 years of age experiencing the impact of a past or present violent/abusive relationship. Hours: Monday - Friday 7:30am to midnight, Saturday - Sunday, volunteers available 10am to midnight. Outside of these hours, crisis calls can be directed to: Durrant Crisis at (604) 531-4430 - 24 hours a day, 7 days a week. Other languages include Spanish. #204, 15210 North Bluff Road White Rock, B V4B 3E6 (604) 542-5992 Fax: (604) 542-5993 Email: ama@atira.bc.ca swow@atira.bc.ca

BC CEAS (BC Centre for Elder Advocacy and Support) - Provides information about elder abuse and offers links to community resources. Specific legal questions or concerns are referred to the Legal Advocacy Program or the Elder Law Clinic. Hours: Monday - Friday 10:00am to 3:00pm (excluding statutory holidays). 1199 West Pender Vancouver, BC V6E 2R1 Seniors Help and Information Line (604) 688-1927 Fax: (604) 437-1929 Email: info@bcceas.ca

www.bcceas.ca

Legal Advocacy Program - Takes referrals from the Seniors Help and Information Line. The Legal Advocate/Paralegal provides information over the phone and represents clients at tribunals or other hearings. For Public Legal Education and Information Workshops and Financial Abuse Workshops contact BCCEAS business line at (604) 688-1927. Workshops also delivered in other languages such as Punjabi, Mandarin, and Cantonese.

PICS Senior Day Centre - is a free service designed for South Asian Seniors who are physically or emotionally disabled, living at home, and are provided for by their loved ones. Services offered include recreation and socialization opportunities, meals and refreshments, and health services and personal care. Hours: Monday - Friday 8:30 am to 4:30 pm. 12075 - 75A Avenue Surrey, BC V3W 1N3 (604) 596-0052 www.pics.bc.ca

English Manor Adult Day Care - provides full time or part time respite, convalescence, intermediate or long term care. 16963 - 22nd Avenue (604) 541-9694 Surrey, BC Email: sue@sueandcharlie.com V3S 9Z3

Alexandra Neighborhood House: As a member of the Association of Neighborhood Houses of Greater Vancouver, this community service runs a variety of programs for all ages. Programs for seniors include meal programs, recreational activities and outing trips, Christmas dinner, and drop in Lounge on Wednesdays from 9:30am to 11am during September to May. (604) 531-9400 Fax: (604)531-9498 www.comeshare.ca Hours: Monday - Friday 9:00am to 4:30pm. Hours may change slightly in summer months 2916 McBride Avenue Surrey, BC V4A 3G2

The Oak Avenue Neighborhood Hub Society: The Hub is a non-profit organization providing a range of services for youths, families and seniors in the community and also serving as a hub for other organizations and agencies to offer programs. Seniors programs include: Seniors Computer Class: Mondays 1:00 to 2:30pm. Drop-in computer class where seniors can learn computer skills in a relaxed environment. Seniors Luncheon: Every 2nd and 4th Monday each month, 11:30am to 2:00pm. Free drop-in lunch for seniors to socialize, enjoy soup and sandwiches. Call (604) 531-9400 for information. Seniors Drop-in Tea: Every 3rd Wednesday each month, 1:00 to 3:00pm. Seniors gather at the Hub while enjoying coffee, tea and snacks. Seniors Cooking Club: Meets twice a month and focuses on health and wellness. For more information please call program coordinator Joyce Fan at 604-582-7088 ext. 3 or Email: joycefana@oanh.ca. 12740 - 102 Avenue Surrey, BC V4V 3E5 (604) 582-7088 Fax: (778) 395-0323 Email: info@oanh.ca www.oanh.ca

Options Community Services: A non-profit Society and registered Charity dedicated to making a difference, and committed to empowering individuals, supporting families and promoting community health. Achieves these goals through a wide variety of programs and projects. Administration Office: 9815 - 140th Street Surrey, BC V3T 4M4 Newton Office: 13520 - 78th Avenue Surrey, BC V3W 8J6 (604) 584-5811 Fax: (604) 584-7628 (604) 596-4321 Fax: (604) 572-7413 www.options.bc.ca info@options.bc.ca

People Helping People - Chuck Bailey Recreation Centre: An Information and Referral service for seniors. Also provides the services of a senior counselor, who is a volunteer appointed by the provincial government. A counselor is available by appointment to help seniors with their questions or concerns and to explain and help seniors complete application forms for benefits for which they may qualify. Office Hours: Monday - Thursday 9:30am to 12 noon. 13458 - 107a Avenue (604) 502-6366 Surrey, BC V3T 0G4

PICS (Progressive Intercultural Community Services): Provides a variety of programs and services to assist new and recent immigrants with their transition to Canada including employment programs and counseling, immigration and settlement information, language training, drug and alcohol counseling and seniors housing. For further information please call or see website. #205, 12725 - 80th Avenue Surrey, BC V3W 3A6 (604) 596-7722 Fax (604) 596-7721 Email: pics@pics.bc.ca www.pics.bc.ca

SOURCES BC: Sources Community Resource Centre is a community-based non-profit agency dedicated to supporting the needs of children, youth and families, persons with disabilities, and seniors that reside throughout the communities of White Rock, Surrey, Langley, and Delta. 882 Maple Street White Rock, BC V4B 4M2

Sources Women's Place: (604) 531-6226 Fax: (604) 531-2316 Seniors Info and Referral (604) 542-4357 Email: info@sourcesbc.ca www.sourcesbc.ca A drop-in and resource centre for women of all ages. Clothing exchange, support groups for single mothers, lesbians, and women with disabilities, survivors of sexual abuse and of abusive relationships. Legal services and one-on-one counseling are also available. All services are free of charge. Hours: Monday 12:00 noon to 4:00pm, Tuesday - Friday 9:30am to 4:00pm. Free Lunches Monday through Friday 12:00 noon - 1:00pm.

South Fraser Women's Concierge Service: Email: conciierge@sourcesbc.ca 15318- 20th Avenue (604) 536-9611 Surrey, BC Fax: (604) 536-6362 V4A 2A2 Email: sfwss@sfwomensservices.com www.sfwomensservices.com

Welcome Wagon: Visits all newcomers to the community. Serves Langley, Surrey, Delta, White Rock, Cloverdale, as well as Maple Ridge, Pitt Meadows, Nanaimo, Chilliwack, Abbotsford, Mission, Golden. Provides information about community services. Represents businesses, and supplies complimentary gifts. Contacts: JoAnn E. Smith at 604-538-3740 www.welcomewagon.ca

S.U.C.C.E.S.S: 302-10090 152nd Street Surrey, BC V3R 8X8 Incorporated in 2011, aims to provide and operate non-profit residential accommodation and incidental services and facilities exclusively for adult persons and families primarily of low income, senior citizens primarily of low or modest income and disabled adult persons primarily of low or modest income. (604) 588-6869 Surrey.succes.chinese@gmail.com

B.C. Association of Community Response Networks: 15008 - 26th Ave 604-513-9758 ed@bccrns.ca Sherry Baker info@bccrns.ca. It is recognized that offering support to adults who may be abused or neglected, and having access to some new legal tools, is only part of what will make a difference in peoples' lives. As well there is a need for increased coordination at the community level, not only of responses to individuals who are abused or neglected, but also coordination in terms of working towards prevention over time. Community Response Networks are the vehicles for achieving increased coordination of community responses to abuse and neglect. Today, there are CRNs established or under development all over BC. CRNs provide a foundation for the community, as a whole, to work together as a team on an equal playing field, sharing power and responsibility, to:

- develop ways to coordinate and support their activities.
- facilitate and promote an interdisciplinary approach to services and support
- keep track of how response is working
- work on related activities such as community development, education, prevention and advocacy.
- develop community protocols
- support designated agencies in carrying out their responsibilities.

Division of Family Practice Surrey/North Delta: 204-15127 100 Ave Surrey, BC V3R 0N9. To improve the quality of life for patients, physicians and the community at large. Louise Hara
Executive Director 604-418-0946 surrey.delta.div@gmail.com

Division of Family Practice White Rock/South Surrey: To improve the quality of life for patients, physicians and the community at large. Kathie Edwards Division Coordinator
kedwards@wrssdivision.ca 604-531-1888

Strategic Life Planning, Advocacy, and Care Management: (Member of BC Association of Social Workers, licensed and insured) - A service for seniors wondering whether to move to a retirement community or stay in your home, or having problems navigating the health care system to get the help they need to remain independent; or, for those who love and support a parent or other senior whose care needs they are concerned about but don't have time or don't quite know how to help. Marilyn C. Fischer, formerly a long-distance caregiver for her parents, and a social worker experienced in hospital and residential/long term care, will partner caregivers and their loved ones to develop a plan to optimize independence, enhance well-being, and preserve dignity. (778) 878-5369 marilyn@seniorlifechoices.ca www.seniorlifechoices.ca

Peace Arch Hospital Dental Clinic & Mobile Dental Services: Specializing in dental care for seniors. Provides a full range of dental services including dental check-ups and cleaning, crowns and bridges, extractions, root canal treatments, cosmetic dental work including bonding, denture services. Services are provided at the Clinic located at Weatherby Pavilion or, for those living at home or in a facility, including acute care patients at Peace Arch Hospital, who are unable to travel to the clinic, mobile services are provided. Hours: Monday thru Friday 8:00am-4:00pm. Weatherby Pavillion Service Floor 15521 Russell Avenue White Rock, BC V4B 2R4

(604) 535-4595 Fax: (604) 535-4573

SOURCES BC Dental Clinic: SOURCES BC Dental Clinic offers dental services to low income individuals living in the White Rock/South Surrey area who do not have dental benefits available. The clinic offers basic dental services including Dental Examinations, Pain Relief due to dental problems, Basis Tooth Restoration (eg. Fillings) and Tooth Extractions. Dental Services are provided at Weatherby Pavilion, Peace Arch Hospital. Call to book an appointment or for additional information. (604) 542-4357

In Home Denture Service - Ed Edwards RD: Ed is a graduate of the Denturist Program in Toronto Ontario and has worked in a private practice for 32 years. He provides an In Home Denture Service to South Surrey. Ed services include the repairing, relining, or rebuilding of any complete or partial removable denture in the comfort of your own home or hospital. Ed was voted the best Denturist on the Peninsula in 2012 by the NOW newspaper. Ed was a part time instructor at VCC for the only denturists' school in BC and served as Provincial licensing examiner for the College of Denturists of BC. He strongly believes that as a trusted dental health care provider, he must continue to supply the public with the highest standards of service and care.

Fraser Health Lifeline:

Community Offices: Hours: Monday - Friday 8:00am to 4:00pm. Surrey

South Surrey/White Rock Cloverdale/Langley

Maple Ridge & Pitt Meadows

(604) 572-5353 (604) 535-4560 (604) 514-6041

(604) 466-7925 Toll free: 1(888) 666-8586

A personal emergency response program that ensures assistance to you 24 hours a day, 7 days a week. (604) 517-8617 After Hours: 1(800) 387-1215 www.fraserhealth.ca

Activation Fee: \$40.00, Monthly Monitoring: \$35.00. Upgraded Unit available which has special features including: Reminders to take medications, Help to remember medical appointments.

LifeCall: A personal 24-hour medical alarm system. In the event of an emergency in the home, client presses the button on the LIFECALL pendant worn around the neck or wrist and help will be dispatched to the home. Monitoring Rate: \$39.95 per month. Must rent for a minimum of three months. 1(800) 661-5433 www.lifecall.ca

Enquiry BC:

BC Seniors' Information Line

(604) 543-6700

(604) 541-2121

B.C. government's toll-free information line that enables seniors to speak with a real person to answer questions on health programs and services as well as a broad range of other government services for seniors. Staff on this "one-stop shopping" line also help people fill out forms and provide direct contact to other agencies.

Hours: Monday - Friday, 8:30am to 4:30pm (excluding holidays)

BC Health Link: Call 811 for information on various health topics as well as walk-in clinic locations. Provides access to help for your health concerns 24 hours a day, 7 days a week. Health Link is a toll-free health information line staffed by knowledgeable, specially trained registered nurses. The nurses will inform you when you can treat a problem safely at home and when you need to see a doctor or go to the emergency room. Nurses use their comprehensive health knowledge base and practical experience to answer questions about common health care concerns. Other languages available include: French, Mandarin, Punjabi, Farsi, Spanish, and Vietnamese. Dietitian available Monday - Friday 9:00am to 5:00pm. Pharmacist available Monday - Friday 9:00am to 5:00pm. Call 811 or (604) 215-4700 Toll free: 1(866) 215-4700 www.healthlinkbc.org

Specialized Seniors Clinics: The Specialized Seniors Clinics provide out-patient assessment and treatment services for seniors in the South Surrey/White Rock area. Services are for seniors who have had changes in their physical or mental health that have affected their ability to live independently or care for themselves. Anyone can make a referral to the program; however, the family doctor's consent is necessary. Office hours: Monday - Friday 9:00am to 4:30pm Berkeley Building 15476 Vine Avenue White Rock, BC V4B 2R4; Jim Pattison Outpatient Clinic and Surgical Centre 9750 - 140th St. Surrey, BC V3T 0G9

Heart and Stroke Cardiac Rehabilitation Program: (604) 736-7391 Fax: (604) 736-4381 TTY: (604) 736-2527 Email: info@widhh.com www.widhh.ca

The "Healthier Heart for Life" program is designed for people within the Fraser Health Authority area who have had a recent heart attack, bypass surgery, angioplasty, angina or heart failure and for those who are at risk for developing heart disease. Participants meet with a team of professionals and discuss issues essential for heart health. No fee or physician referral is required (for education purposes only). Surrey Memorial Hospital - The Annex 9750 140th Street Surrey, BC V3T 0G9

Heart and Stroke Foundation of BC & Yukon: (604) 588-3303 Chapter of BC Heart and Stroke Foundation. Education and Information regarding local programs and support groups. Hours: Monday - Friday 9:00am to 4:30pm. Surrey Office - Unit 101-13569 76th Avenue Surrey, BC V3W 2W3 (604) 591-1955 Main branch: (604) 736-4404 Fax: (604) 591-2624 www.heartandstroke.bc.ca d-desouza@hsf.bc.ca

Peace Arch Hospital Cardiac Rehabilitation: Designed for individuals with heart disease or who are at risk for heart disease, this program provides the knowledge and skills to make the necessary lifestyle changes on the road to rehabilitation. A physician's referral is required. Registration fee: \$25.00, Exercise and Education Fee: \$100.00 per month for four months. 15521 Russell Avenue (604) 531-5512 ext. 7576 White Rock, BC Fax: (604) 538-9809 V4B 2R4

Stroke Recovery Group: Program designed for individuals recovering from a stroke. Meetings are held every Thursday, speech therapy is at 9:00am and physiotherapy at 10:00am. General meeting continues until 1:00pm. Contact Fey Villacampa

St. Luke's Lutheran Church 10167 148th St. V3R 3X2 Phone: (604) 617-0723 Email: strokerecoverybc@gmail.com www.strokerecoverybc.ca

White Rock / South Surrey Stroke Recovery Club: Meets Mondays and Tuesdays 9:00am - 12:00noon. Offers speech and exercise therapy. Contact Gayl Hutchison, Coordinator. 1475 Anderson Street (604) 541-1290 White Rock, BC Email: wrstroke@shaw.ca V4B 0A8

Home Health - Fraser Health Authority Central Intake: Important: To request an assessment for clients in Delta, North Surrey, Newton or White Rock, South Surrey, please call the Central Intake number. Hours: Monday - Friday 8:30am to 4:30pm. 604 953-4965 Fax: 604 953-4966

Fraser Health Authority Home Health: Home Health provides a wide range of health care services to help individuals whose independence is affected by long-term health-related issues. Also provides assessment for Home Support Services, Long-Term Care placement or Home Nursing Care. Anyone can ask for an assessment for family members or themselves. Surrey/North Delta Office 1500, 13401 - 108 Avenue Surrey, BC V3T 5T3
Newton Office 7495 132 Street Surrey, BC V3W 1J8
White Rock Office Berkeley Pavilion 15476 Vine Ave White Rock, BC V4B 5M2
(604) 953-4950 Fax: (604) 953-4951 (604) 572-5340 Fax: (604) 572-5349 (604) 541-6800 Fax: (604) 541-6872

Caregivers Support & Resources

Care Providers Helping Each Other: Information and education services, support group, and peer counseling program. Accepting members from outside Burnaby as well. Multilingual services can be made available. #106, 2101 Holdom Avenue Burnaby BC V5B 0A4

DiverseCity: Provides information, referral and support services to South Asian caregivers in Punjabi, Hindi and Urdu languages. Services can be accessed in person or by telephone. Caregivers can meet the worker one to one in the office or at home (home visits) or in a group setting. Support groups offer support and information to caregivers of frail, elderly or ill family or friends. In addition, support groups offer caregivers a chance to connect with others in similar circumstances for relaxation and recreation. All the group activities are held at Surrey Delta Immigrant Services Society and all services are confidential and free of charge. (604) 291-2258 Email: bsoss@telus.net www.bsoss.org
Surrey Delta Immigrant Services Society
#1107, 7330 - 137th Street Surrey, BC V3W 1A3

Seniors Come Share Society - Caregiver Support Programs: Services include: Information and referral, support groups, library resources, social activities, education forums, website forum and one-on-one support. Parkinson Support Group - 1st Wednesday of the month. 1:00pm - 3:00pm Caregiver Support and Information Session - Every Tuesday at 9:30AM at: Seniors Come Share Society 15008 - 26th Ave, Surrey, BC. 1st Floor

Caregiver Support and Information Session - Every 2nd and 4th Wednesday at: Newton Seniors Centre 13775 - 70th Ave, Surrey, BC. Education Forum - Held two times per year. Call 604-531-9400 ext. 27 for more information about our caregiver support programs

Seniors Advocacy

CARP - is a national, non-partisan, non-profit organization committed to a new vision of aging for Canada, promoting social change that will bring financial security, equitable access to health care and freedom from discrimination. CARP's mandate is to promote and protect the interests, rights and quality of life for Canadians as they age. (604) 536-8717 Email: aprillewis.carp@gmail.com www.carp.ca

Ombudsperson - Seniors can contact the Ombudsperson's office for a variety of reasons. For example, if they feel they have been unfairly treated by Pharmacare, the Medical Services Plan, the Ministry of Health, a hospital or health region, ICBC or the Public Guardian and Trustee, this office may be able to help. If they have a problem with one of these or any of the other agencies under the Ombudsperson's jurisdiction, that they've been unable to resolve, they may want to make a complaint to this office. This office can also investigate complaints regarding the failure of health authorities to enforce standards of care in residential care facilities. Office Hours: Monday - Friday 8:30am to 4:30pm. Second Floor, 947 Fort Street Victoria, BC V8V3K3 1 (250) 387-5855 Toll Free: 1 (800) 567-3247 Fax: (250) 387-0198 www.bcombudperson.ca

Food Banks

SOURCES BC Food Bank: A program of SOURCES (formerly Peace Arch Community Services). The food bank helps those in need. Identification must be shown. Showers and laundry for homeless. Food Distribution Hours: Tuesdays 9:00am to 11:30am and 12:30 pm to 6:00 pm, Wednesdays, 10:00am to 2:00pm. Drop off food items during business hours. Unit 5, 15515 - 24 Avenue (604) 531-8168 Surrey, BC Fax: (604) 541-8188 V4A 2J4

Surrey Food Bank: The food bank helps needy individuals and families in the Surrey area only. Identification and proof of address must be shown. Hours: Monday, Tuesday, Thursday and Friday, 9:30am to 1:00pm 10732 City Park Way Surrey, BC

Shopping Services

IGA Marketplace: (604) 581-5443. Grocery shopping and delivery service. Phone in orders Monday to Friday, 9:00am to 3:00pm. Deliveries in afternoon. Accept cash and check only. Minimum order \$30, Service charge \$2. Orders \$60 and over, no service charge. #101, 15127 Hwy 10 Surrey, BC V3S 9A5

Phone N Shop - PriceSmart: (604) 575-1488 Fax: (604) 575-1468 www.marketplaceiga.com
Options, shop Tuesdays only 9:30 - 11:30 am. Minimum purchase \$25.00. Delivery charge is

\$10.00 for seniors. Groceries is delivered Wednesday. 1641 - 152 St. (604) 536-6232 Surrey, BC V4A 4N3

Safeway Home Delivery - Fleetwood: Customers shop themselves before 3:00 pm Monday - Saturday. Seniors Delivery Charge \$3.50. 8860 -152nd Street Surrey, BC V3R 4E4

Safeway Home Delivery - Ocean Park: Customers must shop themselves. Home Delivery Charge is \$3.50 for seniors. 12825-16th Avenue Surrey, BC V4A 1N5 (604) 589-4774 (604) 531-3422 1(888) 391-9759

Safeway Home Delivery - Peninsula Village: Customers must shop themselves before 4:00 pm Monday thru Saturday. Home Delivery Charge is \$3.50 for seniors. 15355 - 24th Avenue (604) 535-8960 Surrey, BC

Seniors Shopping Program: This program allows residents of the Surrey area to shop for groceries from the convenience of their own home. On Mondays volunteers contact clients for their orders. On Tuesdays the volunteers place our client's orders at Safeway, Safeway then delivers the groceries to our client's homes. Please call to register, refer a senior, or for more information about the program and volunteer opportunities. You can also apply online at surrey.ca/seniorsupport, or you can pick up an application form at Chuck Bailey Recreation Centre. (604) 598-5898

Shop-by-Phone - SOURCES BC: Volunteers take the grocery orders on Mondays between 8:00am and 12:00 noon and shop at Save-On Foods. Orders are delivered on Tuesdays between 12:00 pm and 4:00pm. Cost: \$7.00 per delivery. Office Hours: Monday - Friday 8:30am to 4:30pm. Suite #208, 1461 Johnston Road White Rock, BC V4B 3Z4

Supermarket to You: (604) 542-4357 Provides complete grocery shopping and delivery service Monday to Friday. Charge is \$9.00. Shopping is done at IGA Marketplace 14865 - 108th Avenue, Surrey. Serves Surrey, Langley, White Rock areas. Contact Dave Scott. (604) 584-2616

Thrifty Foods - Morgan Crossing: Sendial Volunteer Shopping Service for Seniors and Persons with a Disability who cannot get out to shop. Volunteers will phone and take grocery orders, then select items, pack them and deliver the next day. There is a \$5.00 delivery charge on each order, with no minimum order required. To register for this program, please call: 1 (800) 667-8280 Thrifty Foods, Customer Service Department #102, 15745 Croydon Drive Surrey, BC

Home Repair / Renovation / Gardening

Accessible Home & Property Services Ltd.: Provides home adaptations for seniors and those with mobility issues such as replacing a bathtub with a shower, installing a higher toilet, widening a doorway, or building a ramp. As Certified Aging-In-Place Specialists, they listen for

each client's unique needs and apply solutions to correct them. Also provides handyman services for typical small jobs needing to be done. Works closely with Occupational Therapists and welcome working with Veterans Affairs and BC Housing for grants. (604) 323-6876
Email: info@accessable.ca www.accessable.ca

CASI (Community Action for Seniors Independence): Providing seniors 65 and over, living in the Newton area with non-medical supports including transportation, household tasks, skills bank, referral to discounted senior friendly businesses, social events and workshops. (604) 507-2266 Email: casi@dcrs.ca

HAFI (Home Adaptations For Independence): The Home Adaptations for Independence (HAFI) program provides financial assistance to help eligible low-income seniors and people with disabilities in British Columbia to continue to live in the comfort of their home. Adapting a home improves accessibility and promotes safe and independent living. If someone is having difficulty performing day-to-day activities independently and safely - the HAFI program may be able to help. (604) 646-7055 Email: hafi@bchousing.org
www.bchousing.org/Options/Home_Renovations

Helping Hands Ministry: Helps those in need and can't afford a helping hand with minor household repairs, including Plumbing, Electrical, Painting, Yard Work, Carpentry, Odd Jobs and more, please call. (604) 531-4733 ext. 2999 Email: helpinghands@peaceportalalliance.com

CASI (Community Action for Seniors Independence): Providing seniors 65 and over, living in the Newton area with non-medical supports including transportation, household tasks, skills bank, referral to discounted senior friendly businesses, social events and workshops. (604) 507-2266

Revera Home Health Services: At Revera their number one goal is to help seniors achieve and maintain their best health and wellness - to live life to the fullest. Their dedicated and compassionate team of care providers will take the time to understand needs. will work to customize services that consider not only condition and how to help treat it, but also desires and preferences for care. Their philosophy focuses on treating the whole person, not just the ailment. From nursing to rehabilitation to personal and home support, provides the level of care needed when needed. #202, 10090 - 152nd Street (604) 580-6220 Surrey, BC www.reveraliving.com V3W 0Z8

Sources Concierge: Sources Concierge is a community enterprise designed to provide a variety of quality services including house cleaning and organizing, errand services and seniors support services such as companion visits, transportation to and from medical appointments and meal preparation. Sources Concierge is a division of Sources Women's Place. Contact for a free consultation. VAC Health Identification Cards Accepted. 15318 20th Ave Surrey, BC V4A 2A2 (604) 536-9611 Email: concierge@sourcesbc.ca www.southfraserconciierge.com

Cloverdale At Home Care: 19286 - 68A Avenue Surrey, BC V4N 0B6

Comfort Keepers: (604) 576-8894 Fax: (604) 576-8895 Email: info@cloverdaleathomecare.com www.cloverdaleathomecare.com Our nurses and care aides provide affordable, trusted and compassionate home health care for seniors. We do post-surgical care, wound care, personal care, companionship and home support. We also provide respite for families and caregivers. Call us for free in-home needs assessment whether you require care for a few hours a day, overnight, or the whole day. Providing full assistance with daily living activities. A custom care plan is prepared for each client to meet their personal needs including personal care, grooming, light housekeeping, meal preparation, medication assistance, socialization, companionship (in-home or out-bound), transportation, errands and many other services. Our fully bonded and insured Care Givers are trained to provide 'Interactive Care Giving' assisting seniors to continue to live with dignity at home. Call to book your free in-home assessment. Other languages available. Please make use of our I.C.E. form located in the back of this directory to have your "In Case of Emergency" data readily available and in one place. It's recommended to place the I.C.E. form on your fridge, with your "green sleeves" information provided to you by the hospital (if applicable). #14-1480 Foster Street, Suite 14 - south side exterior entrance (604) 541-8654 White Rock, BC Fax: (604) 538-8655 V4B 3X7 Email: care4001@comfortkeepers.ca <http://www.comfortkeepers.ca/office-4001>

Cornerstone Care Society: Non-profit society providing quality, consistent, individualized home care services. Care program developed using consultative approach to meet client's needs. Services include medication support, bathing and personal hygiene, companionship, domestic assistance, mobility assist, shopping and meal preparation and others. Insured staff; 24/7 availability; short or long-term service. Other languages: Punjabi. 6676 - 203 Street Langley, BC V2Y 2Z1 (604) 514-1476 Fax: (604) 532-1647 www.cornerstonecare.org

Dinah's Helping Hands: Serving the White Rock/South Surrey area for more than 15 years. I provide a friendly, caring service for seniors to enable them to keep their independence and remain in their own homes. I offer help with shopping, meal preparation, visits to medical appointments, local outings and walks, companionship and light housework. Give me a call at: (604) 531-0522 Email: dinahshelpinghands@gmail.com

Happiness at Home Health Care: Fully bonded, licensed and insured care giving service which allows elderly clients to maintain as much independence as possible by providing appropriate in-home assistance and companionship as required. Services include companionship, meal planning and preparation, incidental transportation, errand running, light housekeeping, medication reminders, monitoring bathing safety, assistance with bill paying, information and referral services. Suite 202, 15388 - 24th Avenue Surrey, BC V4A 2J2

Harmony Health Care: (604) 375-0034 Email: frank@happinessathome.ca www.happinessathome.ca In-home nursing specialists. Staff includes registered nurses, licensed practical nurses and home- support care aides. Provides palliative and home support, personal care, foot care, companionship and travel assistance as well as respite for family and caregivers. 104 - 1548 Johnston Road White Rock, BC V4B 3Z8

Home Instead Senior Care: (604) 536-2445 Fax: (604) 536-2464

Email: whiterock@harmonyhealthcare.ca www.harmonyhealthcare.ca Home Instead Senior Care is a non-medical service designed to help older individuals maintain an independent life in their own home for as long as possible. Services include companionship, meal preparation, bath assist, light housekeeping, errands, and dementia care services. Caregivers are all screened, trained, insured and carefully selected for each client. Service frequency is flexible and available hourly and overnight. This locally owned organization assists seniors in the communities of White Rock, Surrey, Langley, Ladner & Tsawwassen. 102A, 15240 Thrift Avenue White Rock, BC V4B 2L1 (604) 541-3386 Fax: (604) 541-6489 www.homeinstead.com/3002

We Care Home Health Services: Unexpected you find yourself in a new and unfamiliar role, that of a caregiver. You need help to look after a loved one at home. How do you know what type of help you need and how do you know if they are qualified? Choose We Care and you can count on safe and appropriate care from our experienced home care professionals. We Care is an accredited Home Care provider. Call for free assessment. Available 24 hours every day. Suite #1108, 7330-137th Street Surrey, BC V3W 1A3

Elder Companionship: (604) 596-0772 Fax: (604) 596-0759 www.wecare.ca

I provide friendly companionship for seniors! I can spend time playing cards, working on art, drinking coffee, going for walks, and much more. I also help with shopping, gardening, cleaning, laundry, and dentist and doctor's appointments. I believe in quality of life for all ages. It's the small comforts that make life easier. Give me a call, Meghan Carich at: (604) 531-9571

Housing

B.C. Housing: BC Housing is the provincial crown agency that develops, manages, and administers a wide range of subsidized housing options. We partner with private and non-profit partners, other levels of government, health authorities, and community groups to increase affordable housing options for British Columbians in need. BC Housing serves those most in need, including: Individuals who are homeless. Frail seniors and individuals with disabilities. Aboriginal individuals and families. Women and children at risk of violence. Low-income seniors and families. Suite #101, 4555 Kingsway Burnaby, BC V5H 4V8 (604) 433-2218 Toll free: 1(800) 257-7756 Fax: (604) 439-4729 www.bchousing.org

SAFER (Shelter Aid for Elderly Renters): A program of BC Housing that provides financial assistance to BC renters age sixty and older whose rent is more than 30 percent of their income. Call for more information. Hours: Monday - Friday 8:30am to 4:30pm. B.C. Housing Commission Suite #101 - 4555 Kingsway Burnaby, BC V5H 4V8

Seniors Housing Information: Formerly known as SHIP, housing counselors are available to help seniors. This is a free service that provides information on housing options as well as Information and Referral on community resources. Hours Monday - Friday, 8:30am- 4:30pm. 750 Carnarvon Street New Westminster, BC V3M 1E7 www.seniorshousing.bc.ca

Surrey Rent Bank: The Surrey Rent Bank (SRB) strives to prevent low income individuals and families living in Surrey and the surrounding area from becoming homeless and from the disconnection of utilities. We do this by providing emergency loans to low income earners in crisis. In addition, we provide tools to better manage their limited financial resources. The SRB is a pilot project and is an initiative of the Newton Advocacy Group Society (NAGS). Funding comes from donations and grants from the private sector credit unions, local governments, and charitable foundations. To add to our ability to prevent homelessness, we have successfully obtained more funding to expand delivery of loans to low income families and individuals residing in the Delta and White Rock area. While providing loans to persons in need, we work alongside those who receive our loans to improve their financial literacy. We do this through budget planning, workshops, and referrals to supporting agencies. A combination of these elements creates a foundation so that individuals can walk away from our service more confident and secure with their future. (604) 547-0123 Email: surreyrentbank@gmail.com

Amenida Seniors' Community: Amenida Surrey is a Seniors' community that provides Independent and Assisted Living Lifestyles, in a warm, safe, affordable and friendly environment. We keep our fees out in the open with no hidden charges. All of our packages include a spacious private suite with 2 piece en-suite. (Shower options are available) 3 home cooked meals daily, heat, hot water, electricity, light weekly housekeeping, laundering of flat linens, 24 hour on-site emergency call system, recreational and social programs and much more. Amenida is pet friendly and only minutes away from transit, The Newton Seniors Centre, The Library, Theatre, Shopping and much more. Tours are available by appointment, so don't be shy come say, "Hi"! 13855 - 68th Avenue Surrey, BC V3W 2G9

Concord Retirement Residences: (604) 597-9333 Ext. 124 Fax: (604) 597-8032 www.homecareliving.ca Jennifer.Ford@homecareliving.ca Seniors' residence has studio, one-bedroom and one-bedroom plus den apartments, and seaside cottages. Rent includes 3 meals per day, housekeeping and linen service. Recreational and laundry facilities provided. 24 hour emergency response system. Contact Holly Mackintosh. 15869 Pacific Avenue White Rock, BC V4B 1S8 Email: concordretirementresidence@shaw.ca www.concordretirementresidence.com

Evergreen Heights: (604) 531-6198 Fax: (604) 531-6192 84 units of Assisted Living for seniors who are cognitively able to direct their own care but who have needs that can be met on a scheduled basis. All units within the Evergreen Campus of Care are subsidized by Fraser Health and/or BC Housing. Access to assisted living is through assessment by Fraser Health. Contact Bidar Reva, Assisted Living Manager. 1501 Everall Street White Rock, BC. V4B 3T2 (604) 541-3817 www.evergreen-home.com info@evergreen-home.com

Elim Village: A Christian retirement community situated on 20 acres in the heart of Fleetwood. Our *Campus of Care* model includes independent living, assisted/supported living as well as full residential (24 hour) care. Currently there are 250 independent units - Duplexes & Condos. The Emerald Building (assisted/supported living) consists of 109 one and two bedroom apartments. Fraser Health subsidizes fifty three of the one bedroom suites. There are many extra

services available at the Emerald to enhance the quality of everyday life. The Harrison Building which consists of 112 single rooms and 6 double rooms offers full residential care. Fraser Health subsidizes a large number of these rooms as well. For more information or to book an appointment to see what Elim Village has to offer, please call the presentation Centre at (604) 582-5579 The office is open Monday - Friday 9am-5pm and Saturday 12pm-5pm The office is CLOSED on Sundays 9025 - 160th Street (604) 582-5579 Surrey, BC Fax: (604) 582-5503 V4N 2X7 Email: info@elimvillage.com www.elimvillage.com

Friendship Village: Apply to the BC Housing Registry. 6526 - 135th Street (604) 433-2218 Surrey, BC

The Gateway: Subsidized assisted-living residence for seniors with 48 one-bedroom suites and 12 bachelor suites. Meals, housekeeping, security, 24-hour emergency response provided. Enhancements to maintaining independent lifestyle include social areas on each floor, laundry on each floor, convenient location to community services. All referrals must be made through Fraser Health Authority. Call Central Intake at (604) 953-4965. 13787 - 100th Avenue Surrey, BC V3T 5X7

Guildford Glen: Apply to the BC Housing Registry. 19 one bedroom units. 14860 - 101A Avenue Surrey, BC (604) 585-2906 Fax: (604) 495-4560 Email: thegateway@shawlink.ca (604) 433-2218

Kinsmen Lodge: Kinsmen Lodge provides loving care in a safe, multicultural home that respects and supports individual choices. We are fully accredited with Accreditation Canada and provide 24 hours nursing services. We adhere to the Eden Philosophy of Care and strive to eliminate boredom, loneliness and helplessness. We are home to 157 elders, 130 staff, 100 volunteers, 6 birds, 4 cats, 3 rabbits and a beautiful garden tended and enjoyed by all. Kinsmen Lodge is a registered charity and can issue tax receipts for all donations greater than \$20. 9650 - 137A Street Surrey, BC V5T 4H9 www.kinsmenlodge.ca

Hoffman Manor: Provides 43 one bedroom subsidized rental units with 2 wheelchair modified suites. 17660 - 60th Avenue Surrey, BC V3S 1V2

Len Shepherd Manor: (604) 588-0445 Fax: (604) 588-7211 Email: info@kinsmenplace.org Subsidized Housing for seniors and individuals with disabilities. Apply through the BC Housing Registry. 15090 - 101st Avenue Surrey, BC V3R 6T4

Peace Arch Manor: 79 one bedroom units. Rent is based on 35% of income. Call for application forms. 15468 Roper Avenue White Rock, BC V4B 2G5

Peninsula Estates: Call to apply Mon-Friday 8:30am - 4:30pm. 15135 - 20th Avenue Surrey, BC V4A 7C5 (604) 433-2218

PICS Seniors Housing Complex - Independent Living: Our 54 unit Guru Nanak Niwas is for low income, independent seniors who are able to live on their own but desire the security and conveniences of community living. This facility offers organized social and recreational programs and can also provide laundry facilities, linen services, meals and access to meals, local transportation and planned social activities. All units are wheelchair accessible and subsidized by BC Housing.

Independent Living (604) 596 0052 100 - 7566 120A Street www.pics.bc.ca Surrey, BC

PICS Seniors Housing Complex - Assisted Living: Our 72 unit Assisted Living Complex is for low income seniors who require assistance with personal care. It is designed to meet the needs of those requiring help with activities of daily living but who do not need skilled medical care provided at residential care facilities. This facility offers organized social and recreational programs and can also provide laundry facilities, linen services, meals and access to meals, local transportation and planned social activities. All units are wheelchair accessible and subsidized by BC Housing.

Somerset Gardens: Apply to the BC Housing Registry total of 10 one bedroom units.

1821, 1831, 1851 Southmere Crescent East Surrey, BC (604) 539-0571 Email: atopping@chartwellreit.ca www.chartwellreit.ca

Southdale Manor I, II: 25 Bachelor units in buildings I, II. 5956 - 176A Street Surrey, BC V3S 4H8

Sunnyside Villas: (604) 576-0083 Subsidized housing complex for seniors in Surrey/White Rock. Rent is based on 30% of net income. Contact Sunnyside Villas for application forms. 2603 - 151st Street (604) 538-8308 Surrey, BC V4P 1N3

Ted Kuhn Towers I and II: Subsidized Housing for seniors and individuals who have disabilities. Apply through the BC Housing Registry. No wheelchair accessible suites in Tower I, Tower II at 13352 Old Yale Road does have wheelchair accessible suites. Call number listed for other available properties. 13350 Old Yale Road (604) 433-2218 Surrey, BC www.bchousing.org V3V 3E6

Westminster House: A non-profit, residential care facility with 117 suites (bed sitting rooms, studios, 1 or 2 bedroom suites) which are licensed by the Adult Care regulations under the Community Care and Assisted Living Act. Offers professional nursing services, assistance with activities of daily living (bathing, dressing etc), 3 meals per day, housekeeping, physiotherapy, recreation and leisure programs, pastoral care, allows couples with different needs to stay together. For more information, contact Jenepher McLennan (ext 102). 1653 - 140th Street Surrey, BC V4A 4H1 (604) 538-5291 Fax: (604) 535-2510 www.westminster-hours.org

Czorny Alzheimer Centre: Czorny is the first stand-alone residential care facility in Fraser Health designed specifically to meet the needs of people with Alzheimer's disease. It houses 36 residents in three home-like cottages, equipped with full facilities including sleeping

accommodations for families of individuals with Alzheimer's disease. Fraser Health operates the facility. The Centre also provides space for an Alzheimer Society of B.C. Resource Centre. Other languages available: Indo Canadian, Spanish, Polish, Tagalog. 16850 - 66th Avenue Surrey: (778) 571-2390 Surrey, BC Langley: (604) 533-5277 V3S 5M1

Immigrant Services

DiverseCity Community Resource Society: Provides services in the following: information and referral, interpretation and translation, English language programs, family counseling, career services, women's programs and community development (settlement and integration).

Hours: Tuesday - Thursday 8:30am to 9:00pm, Monday & Friday 8:30am to 4:30pm.

#1107, 7330-137th Street Surrey, BC V3W 1A3 www.dcrs.ca

Options: (604) 597-0205 Fax: (604) 597-4299 Career Services: (604) 597-3448

Options provides a variety of services including programs for families, immigrants and the disabled. Options is also an Information and Referral service. Hours: Monday - Friday 9:00am to 5:00pm. Newton Office: 13520 - 78th Avenue Surrey, BC V3W 8J6

(604) 596-4321 Fax: (604) 572-7413 www.options.bc.ca info@options.bc.ca

PICS (Progressive Intercultural Community Services): Non-profit society that helps new Canadians, including settlement of newcomers. Counseling available. Translators supplied if necessary. Assists the unemployed with job search; client resource centre available. Available to Surrey and South Surrey/White Rock residents. No appointment necessary. Hours: Monday - Friday 8:30am to 4:30pm. Head Office 205, 12725 - 80th Avenue Surrey, B.C. V3W 3A6 (604) 596-7722 Fax: (604) 596-7721 Email: pics@pics.bc.ca www.pics.bc.ca

Libraries

Surrey Public Library: If you are a Surrey resident confined to your home, hospital, or care facility because of illness, disability or age for a minimum of 3 months, you are eligible to receive Library Home Services. Seniors living in Surrey and without transportation also qualify. You will receive library items based on your expressed interests once every 4 weeks from a Home Delivery Volunteer. This is a free service. Materials available for delivery include fiction and non-fiction books in regular or large print, audio books, music on compact disc, magazines (in print or audio), and paperback books, descriptive videos for the visually impaired. Hours of operation: Monday - Friday: 8:30am to 4:00pm, Saturday: 9:00am to 5:00pm. Contact the nearest branch for assistance.

Meal Services

Gold Card Catering: Individually portioned home-style meals delivered frozen to your door. Ready in minutes, just heat and eat. Phone-in orders taken Monday and Tuesday. Products specially packaged for the microwave or oven. Deliveries made Wednesday for North Surrey, Tuesday morning for South Surrey/White Rock, Tuesday for Langley. Delivery charge \$2.10 on

all orders under \$50.00; minimum order is \$25.00. Telephone for a menu. (604) 594-5520 Toll free: 1(866) 594-5520 Fax: (604) 594-5575 Office Hours: Monday - Thursday 9:00am to 4:00pm and Friday 9:00am to 12:00 noon. Unit 120, 12651 - 80th Avenue Surrey, BC V3W 3A6 Email: Goldcard@shaw.ca www.goldcardcatering.com

Meals on Wheels: Meals On Wheels is a Volunteer Community Service that delivers hot, nutritious meals to recipients' homes between 11am and 1pm - Monday through Friday. This service is available to anyone who, by reason of age, physical or mental handicap or illness, cannot prepare adequate meals for themselves. For more information regarding the meals themselves please see the "Meals" section on their website www.sndmow.com. Office Hours: 9:00am - 4:00pm #233 13352 Old Yale Road Surrey, BC V3T 5A4 (604) 588-6325 Fax: (604) Alexandra Neighbourhood House: Seniors Hot Lunch Programs held Wednesdays 12-2pm, September-May. Cost \$6.00. Free Transportation available for those in the Ocean Park area. 2916 McBride Avenue (604) 535-0015 Crescent Beach Surrey, BC V4A 3G2

Chuck Bailey Recreation Centre Forever Young Luncheon: Program ran by Seniors Come Share Society in partnership with Chuck Bailey Rec Centre. Entertainment and Nutritious Meal for seniors 55+, every 2nd & 4th Wednesday of the month, 10:30am - 12:30pm. HandyDART can be arranged. Cost \$7.00. Call 604 531-9400 to register. **Chuck Bailey Rec Centre** Seniors Come Share Society: (604) 531-9400 13458 - 107A Avenue Chuck Bailey Rec Centre: (604) 598-5898 Surrey, BC

Cloverdale Recreation Centre Spice of Life Lunch: Program ran by Seniors Come Share Society in partnership with Cloverdale Seniors Centre. Lunch and Entertainment, every 2nd and 4th Thursday of the month, 12:00 noon - 2:00pm. Cost \$8.00. Call 604 531-9400 to register. Cloverdale Recreation Centre Seniors Come Share Society: (604) 531-9400 6188 - 176th Street Cloverdale Recreation Centre: (604) 598-7960 Surrey, BC

First United Community Hot Lunch: Seniors Hot Lunch program held Wednesdays (\$8.00) at First United Church beginning at 12:00 noon. First United Church 15385 Semiahmoo Avenue White Rock, BC V4B 1T6 (604) 531-4850 www.firstunitedwhiterock.com

Kent Street Activity Centre Fresh & Lively Luncheon: Program ran by Seniors Come Share Society in partnership with Kent Street Activity Centre. Lunch and Entertainment, first 3 Fridays of the month. Closed in August. HandyDART transportation can be arranged. Cost is \$7.00. Call (604) 531-9400 to register. 1475 Kent Street Seniors Come Share Society: (604) 531-9400 White Rock, BC Kent Street Activity Centre: (604) 541-2231 V4B 5A2

Newton Seniors Centre Spice of Life Luncheon: Program ran by Seniors Come Share Society in partnership with Newton Seniors Centre. Entertainment and Lunch, every 1st and 3rd Wednesday of the month, 11:00am - 1:00pm. Cost \$7.75. Call 604 531-9400 to register. Newton Seniors Centre Seniors Come Share Society: (604) 531-9400 13775 - 70th Avenue Newton Seniors Centre: (604) 501-5010 Surrey, BC V3W 0E1

The Oak Avenue Neighborhood Hub Society: The Hub is a non-profit organization, providing a range of services for youths, families and seniors in the community while also serving as a hub for other organizations and agencies to offer programs. Seniors Luncheon, every 2nd and 4th Monday of the month, 11:30am - 2:00pm. Free / By Donation drop-in lunch for seniors to socialize, enjoy soup and sandwiches. Call 604 531-9400 to register. 12740 - 102 Avenue Seniors Come Share Society: (604) 531-9400 Surrey, BC Hub

St. John's Presbyterian Church: Friday lunch program 11:00am to 1:00pm. Cost: By Donation 1480 George Street (604) 536-9322 White Rock, BC V4B 4A3

White Rock Baptist Church: Friday Friendship Seniors hot lunch, with entertainment, noon to 2:00 pm, September to June. Cost: \$7:00. Please call to confirm attendance by Thursday. Also drop-in craft sessions Fridays at 9:30am, drop-in Fitness classes Tuesdays and Thursdays at 9:00am, September through June. 1657 140th Street Surrey, BC V4A 4H1

Medical Equipment

Personal Mobility Products: (604) 531-2344 Products include walkers, wheelchairs, electric scooters, bath lifts, bathroom safety products, hospital beds, power lift chairs, home care products, incontinent supplies, hospital beds. Sales, service, rentals. We can help you obtain a scooter or power chair for free. We specialize in rehab. Other languages available: French, Punjabi, Arabic. Hours: Monday - Friday 9:30am to 5:00pm; Saturday 11:30am to 3:00pm. Email: info@personalmobility.ca Locations: Surrey Central Mall #131 - 10153 King George Blvd. Surrey, BC V3P 2W1; Langley 20437 Fraser Hwy Langley, BC V4B 4G2; White Rock 1620 152nd St White Rock, BC V4A 4N2 www.personalmobility.ca (604) 588-7761 Fax: (604) 588-5559 (604) 530-0220 (604) 560-5101

Red Cross Medical Equipment Loan Service Surrey: This volunteer-run service provides short-term loans of equipment to clients for home use. Equipment, including wheelchairs, walkers, crutches and bathroom aids available without charge but donations supporting the service are much appreciated. A medical referral is required for loan of mobility items. Hours: Tuesdays and Thursdays 9:00am to noon, Wednesdays 9:00am to noon and 6:00pm to 8:00pm, Fridays 9:00am to 3:00pm, Saturdays 9:00am to noon. Surrey #109, 14727 108 Avenue Surrey, BC V3R 1V9; White Rock #16, 1480 Foster Street White Rock, BC V4B 3X7 (604) 930-9049 Fax: (604) 930-9036 (604) 536-7911 Fax: (604) 536-7956 www.redcross.ca

Shoppers Home Health Care: Rental, sales and service. Stocks a wide range of equipment and accessories including crutches, scooters, walkers and wheelchairs. A certified fitter of mastectomy prostheses forms and apparel is available. 15182 North Bluff Road White Rock, BC V4B 3E5 (604) 538-3400 Fax: (604) 538-3481 www.shoppershomehealthcare.ca

Pets

Cats for Seniors: Are you 60+ and missing the love and companionship of a cat? The Senior

Cat Program run by Action for Animals in Distress Society can assist you in fostering a senior cat in your home. The Senior Cat Program will work with you to arrange cat food, cat litter and litter boxes, transportation of pets to appointments, veterinary costs and relocation of the cat if necessary. The program will reclaim the cat when and if the senior is no longer able to care for their pet. Newton, South Surrey and White Rock areas only.

Seniors' Recreation

Chuck Bailey Recreation Centre: A Surrey Parks, Recreation & Culture multi-generational facility offering services to Seniors such as bus trips, special events, recreational and educational programs, and much more to those 55 or better. Seniors Hours: Monday, Wednesday, Friday: 9:00am - 4:00pm; Tuesday & Thursday 9:00am - 9:00pm; Saturday 12:00noon - 4:00pm
Chuck Bailey Recreation Centre is open: Monday thru Friday 9:00am - 9:00pm and Saturdays & Sundays 9:00am - 5:00pm 13458 - 107A Avenue (604) 598-5898 Surrey, BC V3T 0G4

Cloverdale Recreation Centre: A Surrey Parks, Recreation & Culture multi-generational facility offering programs for adults 55+ include a variety of drop-in programs, services, bus trips, special events, recreational and educational programs. Some activities include: Pickleball, Cribbage, Billiards, Bridge, Bingo, Table Tennis, Quilting, Knitting & Crocheting, Woodcarving, and much more. Lunch is available Monday - Thursday 11:30am-12:45pm. Monthly Bridge and Cribbage tournaments. Reflexology service is available on Monday's by appointment. Podiatrist clinic is offered the 2nd Friday of each month by appointment. Annual membership required to participant in some activities. See monthly newsletter for information on programs and activities. www.surrey.ca/seniors Seniors' Lounge Hours: Monday - Friday 9:00am-4:00pm 6188 - 176th Street Surrey, BC V3S 4E8

Fleetwood Community Centre: (604) 598-7960 A Surrey Parks, Recreation & Culture multi-generational facility offering drop-in programs for seniors 55+ include bridge, dancing, knitting & crocheting, bowling, bingo, fitness, cribbage, table tennis, osteo-support, and monthly social events. Blood pressure clinic meet 3rd Wednesday of each month, 10:00am - 11:30am. Annual membership required to participate in some activities. 15996 - 84th Avenue Surrey, BC V4N 0W1 (604) 501-5030 Fax: (604) 501-5031

Guildford Recreation Centre: A Surrey Parks, Recreation & Culture multi-generational facility offering programs for Seniors 55+ include a variety of fitness classes, badminton, pickle ball, bingo, carpet bowling, cards, games, art, music, karaoke, knitting, special events, bus trips, recreational and educational programs. Annual membership required to participate in some activities. Hours: Monday-Friday 6:00am to 10:00pm, Saturday and Sunday 7:30am-8:00pm. Senior's Lounge: Monday-Friday 9:00am-3:00pm. 15105 - 105th Avenue Surrey, BC V3R 7G8

Indo-Canadian Seniors Society (Surrey-Delta): (604) 502-6362 Recreation services for seniors 55+. Guest speakers, counselors and interpreters available. Hours: 10:00 am to 4:00pm, seven days a week. Last Sunday of each month Entertainment Program is held from 1:00pm to 3:00pm. Punjabi and Hindi spoken as well. #200 - 7050 120 St. Surrey, BC V3W 3M8

Kennedy Seniors Recreation Centre: (604) 591-1795 Recreational Centre designed for retired and/or semi-retired seniors 55+. Hours: Monday - Friday 9:00am to 4:00pm, Saturday 9:00am to 12:00noon. Hours may vary during summer months. Monthly Bulletin. Annual Membership Fee: \$15.00 11760 - 88th Avenue (604) 594-2717 Delta, BC V4C 3C5

Kent Street Activity Centre: A White Rock Leisure Services facility. Mainly recreational, social and educational programs for seniors 55+ including special events. Also available are legal advisors, personal counselors and hearing tests. Coffee shop is open Monday - Friday. Special seniors' lunch program on the first three Fridays of each month. Call centre to reserve: tickets are \$7.00. Hours: Monday - Friday 8:30am to 4:30pm, Saturday 9:00am - 4:00pm. Hours and programs may vary in the summer. 1475 Kent Street White Rock, BC V4B 5A2 (604) 541-2231

Newton Seniors Centre: A Surrey Parks, Recreation and Culture facility offering services, bus trips, special events, recreational and educational programs for seniors 55+. Nutritional lunches are served Monday- Friday. Hours: Monday - Friday 9:00am to 4:00pm, Saturday 12:00noon to 4:00pm. 13775 - 70th Avenue (604) 501-5012 Surrey, BC V3W 0E1

South Surrey Recreation Centre: A Surrey Parks, Recreation & Culture multi-generational facility offering programs for seniors 55+ include a wide variety of fitness classes, badminton, pickle ball, table tennis, duplicate bridge, various coffee and connect times, dances, trips, special events and more. Hours: Monday - Friday 8:00am-3:00pm. 14601 - 20th Avenue (604) 592-6970 Surrey, BC Fax: (604) 592-6976 V4A 9P5

White Rock Community Centre: Facility includes lobby, presentation room, studio, gallery and arts room. See White Rock Leisure Guide for information about programs and activities offered at the Centre. Hours: Monday - Friday 8:30am - 6:00pm, Saturday 9:00am - 1:00pm. 15154 Russell Avenue White Rock, BC V4B 0A6 (604) 541-2199

Transportation

Bus Pass Program: (604) 531-6226 Fax: (604) 531-2316 Seniors Info and Referral (604) 542-4357 BC government program for low-income seniors and persons with disabilities who qualify. Seniors 65+, must be receiving Old Age Pension and G.I.S. (Annual Income Supplement) and have lived in Canada for more than 10 years in order to qualify. If you have lived in Canada less than 10 years call for information about how you might qualify. Covers all BC Transit in province (not valid on HandyDART). Dial 1 (866) 866-0800, Press option 4, then option 3. Monday - Friday 9:00am to 4:00pm. PO Box 9985, Stn. Prov. Govt. Toll Free 1 (866) 866-0800 Victoria, BC V8W 9R6

CASI (Community Action for Seniors Independence): Providing transportation services by screened volunteers for seniors 65 and over living in the Newton area. (604) 507-2266

HandyDART Services: A program of TransLink, HandyDART is a special door-to-door transit

service for persons with disabilities who are unable to use the regular transit system. Clients need to apply and be registered for this program before they can use the HandyDART service. Referrals are made by doctors and other health professionals. Call for application form. To apply contact: (778) 452-2860 To cancel booking: (604) 575-6600

SOURCES BC - Volunteer Wheels: The ability to get to essential medical and dental appointments is often challenging for many people. Our volunteer drivers provide assistance to residents of White Rock and South Surrey who are unable to use public transportation and have no other means of reaching essential medical and dental appointments in the Metro Vancouver area. Volunteer drivers pick up and return their clients to their residences.
Unit #208, 1461 Johnston Road White Rock, BC V4B 3Z4 www.sourcesbc.ca

SPARC: SPARC is a nonprofit organization that offers a parking permit program for people with disabilities. Form must be signed by client's physician. Decal processing fee is \$18.00 and is subject to change. Hours: Monday - Friday 9:00am - 4:30pm. 4445 Norfolk Street Burnaby BC V5G 0A7 Office: (604) 718-7733 Toll Free: 1(866) 542-9023 Fax: (604) 736-8697 Parking Permit: (604) 718-7744 Email: permits@sparc.bc.ca www.sparc.bc.ca

Non-emergency patient transfers between hospitals - Taxi-Saver/ Handy-Card: If you're a resident with special needs, you may be eligible for a HandyCard: you must have a permanent physical or cognitive disability that prevents you from using the public transit system without assistance. Also, you must reside within the TransLink service region. Taxi Saver is a service for people with permanent disabilities who have a HandyCard. You will need a HandyCard before you can buy and use the non-transferable Taxi Saver coupons to pay for taxi rides. Coupons are sold in books containing \$1, \$2 and \$5 by Access Transit office. Beginning February 2009, Taxi Saver coupon books will no longer be sold by HandyDART contractors and will only be available by mail. Two pieces of Photo ID are required. 1600, 4720 Kingsway
Application: (778) 452-2860 Burnaby, BC V5H 4N2

TransLink: Bus, Skytrain and Seabus schedule information. Open 7 days a week from 6:30am - 11:30pm. Seniors' Fare Discount: Available to passengers 65 and over; present Gold Care Card at purchase. (604) 953-3333 www.translink.bc.ca

Visually Impaired Services

Canadian Council of the Blind: Provides information and referral, individual and group peer support, advocacy, and a newsletter for individuals with blindness or severe vision impairment. Local chapters offer recreational activities, and community education and involvement.
#818, 602 Hastings Street Vancouver, BC V6B 1P2 (604) 669-2201 Toll Free: 1(800) 874-4666 Fax: (604) 669-2214 www.ccbnational.net

CNIB - Canadian National Institute for the Blind: CNIB provides educational and counseling services to blind, visually impaired and deaf-blind persons. Office hours: 8:30am to

4:30pm. Suite 100, 5055 Joyce Street Vancouver, BC V5R 6B2 (604) 431-2121 (604) 431-2020 Fax: (604) 431-2099 www.cnib.ca

ADDITIONAL COMMUNITY ASSETS BELOW

Aboriginal Organizations (see list that follows):

ABORIGINAL ORGANIZATIONS IN SURREY AND WHITE ROCK		
Facility	Services/Programs Offered	Contact Info.
Atira Aboriginal Women's Outreach 13733 92 Ave Surrey BC V3V 1H9	Outreach and support to Aboriginal women who have experienced violence and who are living in Surrey, Delta, White Rock and Langley areas. Some of the services provided include: accompaniments (Ministry of Child and Family Development, Ministry of Human Resources, court, doctors, HIV testing, etc.); advocacy, one-to-one support; resource information and referrals; support with children in conflict in school or with the law; support when children have been apprehended; and support through custody and access disputes.	604-584-7597 info@atira.bc.ca
Kka-How-Eya Aboriginal Centre 14589 108 Ave & 13638 Grosvenor Rd Surrey, BC V3R 1V6	Support services and initiatives promoting economic prosperity, improving the health and well-being of Aboriginal people since 1996.	604-584-4489 or 604-584-2008 reception@sacsbc.org
Nova Metis Heritage Association 10586 King George Blvd Surrey, BC V3T 2X3		604-634-0119 novemetis@shaw.ca
Cwenengitel Aboriginal Society Centre 13632 110 A Ave Surrey, BC V3R 2B1	A place of healing and finding your strengths; a place of empowerment with elder guidance.	604-588-5029 cwenabso@shaw.ca
Semiahmoo First Nation 16049 Beach Rd Surrey, BC V3S 9R6	The Nation is located in the White Rock area on the shore of Boundary Bay. The Nation provides roads, waters, sewage, education, community events, land use, housing and more.	604-536-3101 Chief Willard Cook

Pharmacies and Medical Clinic: (see lists that follow):

LIST OF PHARMACIES IN SURREY AND WHITE ROCK

Area	Name	Address	Contact	Phone	Fax
Newton	ALL CARE PHARMACY	101 - 12827 76 Ave Surrey, BC V3W 2V3 CANADA	Miss Pooja Singh	(604) 599-9252	(604) 599-9256
Newton	CANDRUG	#202 - 8322 130 St Surrey, BC V3W 8J9 CANADA	Mr. Mohammed Hassan	(604) 543-8711	(604) 507-8706
Newton	CARE N CURE PHARMACY	177 - 8138 128 St Surrey, BC V3W 1R1 CANADA	Ms. Shih-Wei Lin	(604) 598-3233	(604) 598-3234
Whalley	CARE POINT PHARMACY	13640 - 105A Ave Surrey, BC V3T 2B3 CANADA	Mrs. Amarjit Singh	(604) 581-8700	(604) 581-8442
Newton	COMMUNITY CARE PHARMACY AND OSTOMY SUPPLIES	#102 - 9648 - 128th St Surrey, BC V3T 2X9 CANADA	Miss Erika Luko	(604) 583-5312	(604) 583-5346
Newton	COSTCO PHARMACY # 55	7423 King George Blvd Surrey, BC V3W 5A8 CANADA	Mr. Muhammad Iqbal	(604) 596-0757	(604) 596-2216
Cloverdale	DRUGSTORE PHARMACY #8585	18765 Fraser Hwy RR 10 Surrey, BC V3S 8E7 CANADA	Ms. Ling Wong	(604) 576-3126	(604) 576-6844
Newton	FAMILY CARE PHARMACY	12815B 96 Ave Surrey, BC V3V 6V9 CANADA	Mr. Geoffrey Cridge	(604) 581-1900	(604) 581-1902
Guildford	FRASER HEIGHTS PHARMACY LTD.	#102 - 16033 - 108th Ave Surrey, BC V4N 1P2 CANADA	Mr. Howard Bahr-Hosseini	(604) 930-9544	(604) 930-9785
Whalley	IHS PHARMACY	Unit 4 - 12355 Pattullo Place Surrey, BC V3V 8C3 CANADA	Mr. Ian Sands	(604) 497-0696	(604) 497-0697
Newton	KING GEORGE MEDIC PHARMACY	103 - 9808 King George Blvd Surrey, BC V3T 2V6 CANADA	Mrs. Grace Kim	(604) 585-8866	(778) 395-6716

LIST OF PHARMACIES IN SURREY AND WHITE ROCK

Area	Name	Address	Contact	Phone	Fax
Whalley	KINGSTONS PHARMACY	10051 Whalley Blvd Surrey, BC V3T 4G1 CANADA	Mr. John Ho	(604) 585-0525	(604) 585-0522
Whalley	KROLL'S SURREY PHARMACY LTD.	North Surrey Medical Building #100 - 9656 King George Blvd Surrey, BC V3T 2V5 CANADA	Miss Lorna Kroll	(604) 581-3636	(604) 581-3637
Newton	KWANTLEN PHARMACY	3 - 12818 72 Ave Surrey, BC V3W 2M9 CANADA	Mr. Rauvan Sidhu	(604) 543-6677	(604) 543-4433
Newton	LOBLAW PHARMACY #1521	7550 King George Blvd Surrey, BC V3W 2T2 CANADA	Miss Coralee Chiu	(604) 599-3704	(604) 599-3705
Whalley	LOBLAW PHARMACY #1556	14650 - 104 Ave Surrey, BC V3R 1M3 CANADA	Mr. Zain Moosvi	(604) 587-8535	(604) 587-8532
Whalley	LONDON DRUGS # 8 - SURREY	10348 King George Blvd Surrey, BC V3T 2W5 CANADA	Miss Becky Young	(604) 584-7300	(604) 581-6771
Guildford	LONDON DRUGS # 9 - GUILDFORD	2340 Guildford Town Ctr. Surrey, BC V3R 1B9 CANADA	Mr. Shiraz Thobani	(604) 588-7881	(604) 588-7347
South Surrey	LONDON DRUGS #42 - PENINSULA VILLAGE	#100 - 15355 - 24 Ave Surrey, BC V4A 2H9 CANADA	Mr. Gurjit Johal	(604) 535-3281	(604) 535-5402
Cloverdale	LONDON DRUGS #75	821 - 17685 64 Ave Surrey, BC V3S 1Z2 CANADA	Mr. Jerry Dhaliwal	(604) 575-5880	(604) 575-4630
South Surrey	LONDON DRUGS #81	#130 - 15850 26 Ave Surrey, BC V3S 2N6 CANADA	Mr. Allen Wu	(778) 545-5380	(604) 531-7022
Whalley	MEDICAL CENTRE PRESCRIPTIONS	10225 King George Blvd Surrey, BC V3T 2W6 CANADA	Mr. Mohamed Dewji	(604) 581-2411	(604) 589-2020
White Rock	MEDICAL PHARMACY	#102 - 15451 Russell Ave White Rock, BC V4B 2R5 CANADA	Mr. John Colasurdo	(604) 536-8225	(604) 536-8405
White Rock	MEDICINE GURU #1	102 - 1440 George St White Rock, BC V4B 4A3 CANADA	Mr. Rashid Ali	(604) 542-4878	(604) 542-4895
Fleetwood	MEDICINE SHOPPE #156	Fleetwood Professional Centre #104 - 16088 - 84th Ave Surrey, BC V4N 0V9 CANADA	Miss Nimisha Virani	(604) 507-0190	(604) 507-0192
Fleetwood	MEDISAVE PHARMACY #01	#102 - 15129 100 Ave Surrey, BC V3R 9P4	Mr. Yasir	(604) 581-	(604) 581-

LIST OF PHARMACIES IN SURREY AND WHITE ROCK

Area	Name	Address	Contact	Phone	Fax
		CANADA	Mohamed	4000	4187
Newton	MEDISAVE PHARMACY #07	#104 - 8056 King George Blvd Surrey, BC V3W 5B5 CANADA	Mr. Shiv Sharma	(604) 599-5403	(604) 599-5404
Newton	MEDISAVE PHARMACY #2	13717 - 72 Ave Surrey, BC V3W 2P2 CANADA	Mr. Sanjeev Saraf	(604) 597-4495	(604) 597-4492
Newton	MEDISAVE PHARMACY #3	#2 - 8181 - 120A Street Surrey, BC V3W 3P2 CANADA	Mr. Navtej Bains	(604) 501-1114	(604) 501-1914
Newton	MEDISAVE PHARMACY #4	Unit 12 - 6828 128 St Surrey, BC V3W 4C9 CANADA	Mr. Anant Singh	(604) 501-7719	(604) 501-7759
South Surrey	MORGAN CREEK MEDICINE CENTRE	104 - 15252 32 Ave Surrey, BC V3S 0R7 CANADA	Ms. Helena Huen	(604) 538-6333	(604) 538-6387
Newton	NAZ'S PHARMACY #2	113 - 12578 72nd Ave Surrey, BC V3W 2M6 CANADA	Mrs. Manju Koruthu	(604) 596-3241	(604) 597-3267
South Surrey	NEWTON PHARMACY	110 - 2626 Croydon Dr Surrey, BC V3W 1J8 CANADA	Mr. Robert Lee	(604) 501-6925	(604) 543-1674
White Rock	PEOPLES DRUG MART #119	1463 Johnston Road White Rock, BC V4B 3Z4 CANADA	Mr. Chris Formosa	(604) 531-4636	(604) 531-9299
Guildford	PEOPLES PHARMACY #356	113 - 10212 152 St Surrey, BC V3R 6N7 CANADA	Mr. David Young	(604) 580-7457	(604) 580-4798
Cloverdale	PHARMACITY DRUGSTORE #3	#105 - 15240 56 Ave Surrey, BC V3S 5K7 CANADA	Mr. Rajdeep Pooni	(604) 574-3331	(604) 574-3342
Newton	PHARMASAVE # 71	110 - 6350 120 St Surrey, BC V3X 3K1 CANADA	Miss Natasha Patel	(604) 507-3999	(604) 507-3939
South Surrey	PHARMASAVE #158	Ocean Park Shopping Ctr. 12851 - 16th Ave. Surrey, BC V4A 1N5 CANADA	Mr. Craig Plain	(604) 536-7611	(604) 536-4261
Whalley	PHARMASAVE #179	Dell Shopping Centre 10654 King George Blvd Surrey, BC V3T 2X3 CANADA	Mr. Allen Wiens	(604) 581-4431	(604) 581-4130
Guildford	PHARMASAVE #206	#119 - 15280 - 101st Ave. Surrey, BC V3R 8X7 CANADA	Mr. James Chow	(604) 584-3331	(604) 584-3321

LIST OF PHARMACIES IN SURREY AND WHITE ROCK

Area	Name	Address	Contact	Phone	Fax
Fleetwood	PHARMASAVE #248	#409 - 15940 Fraser Highway Surrey, BC V4N 0X8 CANADA	Mr. Francis Chin	(604) 501-2711	(604) 501-2710
Cloverdale	PHARMASAVE #259	#1 - 18710 Fraser Hwy Surrey, BC V3S 7Y4 CANADA	Ms. Neelam Dhaliwal	(604) 576-6169	(604) 576-6170
South Surrey	PHARMASAVE HEALTH CENTRE #009	(Reid's Peace Arch Pharmacy) #110 - 15321 - 16th Ave. Surrey, BC V4A 1R6 CANADA	Mr. Philip Rantucci	(604) 536-4211	(604) 536-6864
Fleetwood	PHARMASAVE HEALTH CENTRE #050	15168 Fraser Hwy Surrey, BC V3R 3P1 CANADA	Mr. Omer Ismail	(604) 580-1456	(604) 580-1455
Fleetwood	PHARMASAVE NO. 008	#110 - 13798 - 94A Ave. Surrey, BC V3V 1N1 CANADA	Mr. Amin Nanji	(604) 585-8555	(604) 583-5402
Newton	PHARMASAVE SCOTT TOWN #167	9558 - 120th Street Surrey, BC V3V 4C1 CANADA	Miss Halina Zielinska	(604) 581-4671	(604) 581-4673
Whalley	PRICESMART FOODS PHARMACY #2207 - KING GEORGE	10312 King George Blvd Surrey, BC V3T 2W5 CANADA	Mr. Lloyd Khaodhiar	(604) 588-6292	(604) 930-4883
Guildford	PRICESMART FOODS PHARMACY #2218 - FLEETWOOD	9014 - 152nd Street Surrey, BC V3R 4E7 CANADA	Mr. Alistair Palad	(604) 930-1120	(604) 582-4852
Cloverdale	PRICESMART FOODS PHARMACY #2215 - CLOVERDALE	17745 64 Ave Cloverdale, BC V3X 1Z2 CANADA	Miss Jennifer Chan	(604) 575-7162	(604) 575-7165
South Surrey	PRICESMART FOODS PHARMACY #2235 - WHITE ROCK	1641 - 152nd Street White Rock, BC V4A 4N3 CANADA	Mr. Michael Gallimore	(604) 536-6530	(604) 536-9838
Cloverdale	PRICESMART FOODS PHARMACY #2263 - CLAYTON	18710 Fraser Hwy Surrey, BC V3S 7Y4 CANADA	Mr. Mark Sheppard	(604) 574-1231	(604) 574-1264
South Surrey	PURE PHARMACY HEALTH CENTRE	111 - 15388 24 Ave Surrey, BC V4A 2J2 CANADA	Mrs. Halyna Hritziv	(604) 542-7780	(604) 542-3263

LIST OF PHARMACIES IN SURREY AND WHITE ROCK

Area	Name	Address	Contact	Phone	Fax
Cloverdale	RESIDENT PLUS PHARMACY INC.	#100 - 5465 192 St RR 2 Surrey, BC V3S 8E5 CANADA	Miss Nicole Collier	(778) 574-5455	(778) 574-5450
Cloverdale	REXALL #7157	150 - 17475 56 Ave Surrey, BC V3S 2X6 CANADA	Ms. Sabiha Zafar	(604) 576-7823	(604) 576-7829
Guildford	REXALL DRUG STORE #7152	#107 - 15966 108 Ave Surrey, BC V4N 1J6 CANADA	Mr. Peyman Haghghat	(604) 588-8330	(604) 588-8342
Whalley	SAFEWAY FOOD & DRUG - PHARMACY # 1	10355 King George Blvd Surrey, BC V3T 2W6 CANADA	Mr. Peter Ko	(604) 584-7812	(604) 584-7197
South Surrey	SAFEWAY FOOD & DRUG - PHARMACY # 47	#700 - 15355 - 24th Ave Surrey, BC V4A 2H9 CANADA	Mr. Zahirudin Shivji	(604) 535-8879	(604) 535-2226
Fleetwood	SAFEWAY FOOD & DRUG - PHARMACY # 62	8870 - 152nd Street Surrey, BC V3R 4E4 CANADA	Miss Rajwinder Mahli	(604) 589-5226	(604) 589-3717
Newton	SAFEWAY FOOD & DRUG - PHARMACY # 92	7450 - 120th Street Surrey, BC V3W 3M9 CANADA	Mr. Harjit Dhillon	(604) 594-9866	(604) 594-1167
South Surrey	SAFEWAY FOOD & DRUG - PHARMACY # 109	12825 - 16th Avenue Surrey, BC V4A 1N5 CANADA	Mr. Don Monkman	(604) 531-9694	(604) 531-2602
Newton	SAFEWAY FOOD & DRUG - PHARMACY # 184	7165 - 138th Street Surrey, BC V3W 7T9 CANADA	Mr. Thomas Chan	(604) 594-4515	(604) 594-4802
Whalley	SANDELL I.D.A. PHARMACY	10216 - 128th Street Surrey, BC V3T 2Z3 CANADA	Mr. Rex Pai	(604) 589-4300	(604) 589-4303
Newton	SATNAM PHARMACY	Satnam Plaza #115 - 7130 120 St Surrey, BC V3W 3M8 CANADA	Mr. Manmohan Bharaj	(604) 597-5947	(604) 597-5945
South Surrey	SAVE-ON-FOODS PHARMACY #903 - SURREY	South Point Exchange 3033 - 152nd Street Surrey, BC V4P 3K1 CANADA	Miss Karen Chan	(604) 538-5467	(604) 538-6451
Newton	SAVE-ON-FOODS PHARMACY #939 - NORDEL CROSSING	12130 Nordel Way Surrey, BC V3W 1P6 CANADA	Mr. Sandeep Sekhon	(604) 501-9354	(604) 501-9364
Whalley	SHOPPERS DRUG MART # 267	Central City Shopping Centre #3100 - 10153 King George Blvd Surrey, BC V3T 2W1 CANADA	Ms. Shenaz Lakhani	(604) 588-6451	(604) 588-4926

LIST OF PHARMACIES IN SURREY AND WHITE ROCK

Area	Name	Address	Contact	Phone	Fax
South Surrey	SHOPPERS DRUG MART # 273	15105 16 Ave Surrey, BC V4A 4N3 CANADA	Mr. Billy Wong	(604) 536-8211	(604) 536-5047
Fleetwood	SHOPPERS DRUG MART #2141	Surrey Outpatient Clinic Unit 0151 - 9750 140 St Surrey, BC V3V 5Z5 CANADA	Mr. Allan Wong	(604) 495-0400	(604) 495-0406
Newton	SHOPPERS DRUG MART #2222	#100 - 7322 King George Blvd Surrey, BC V3W 5A5 CANADA	Mr. Steven Lum	(604) 590-2271	(604) 590-2241
Whalley	SHOPPERS DRUG MART #2224	14819 108 Ave Surrey, BC V3R 1W2 CANADA	Mr. Kanon Lo	(604) 584-8393	(604) 589-0118
Newton	SHOPPERS DRUG MART #2231	Unit 6 - 12830 96 Ave Surrey, BC V3V 6A8 CANADA	Mr. Hugh Bickerton	(604) 588-3488	(604) 588-2065
Newton	SHOPPERS DRUG MART #2235	7538 120 St Surrey, BC V3W 3N1 CANADA	Mr. Jora Lidder	(604) 495-8382	(604) 495-8386
Newton	SHOPPERS DRUG MART #2238	101-12080 Nordel Way Surrey, BC V3W 1P6 CANADA	Mr. Ken Dhami	(604) 543-8155	(604) 543-8165
Cloverdale	SHOPPERS DRUG MART #2239	18677 Fraser Hwy Surrey, BC V3S 8E7 CANADA	Mr. Mohamed Kayed	(604) 575-4994	(604) 575-4995
Newton	SOMERSET PHARMACY SERVICES	#7 - 13791 - 72nd Ave Surrey, BC V3W 9Y9 CANADA	Mr. Davinder Purewal	(604) 590-5509	(604) 590-5523
Newton	SUKH'S PHARMACY NO. 2	109 - 7500 120 St Surrey, BC V3W 3N1 CANADA	Mrs. Fariba Pourghadiri	(604) 543-0986	(604) 543-0957
Cloverdale	SULLIVAN PHARMACY	#104 - 6351 152 St Surrey, BC V3S 3K8 CANADA	Mr. Basit Khan	(778) 593-0052	(778) 593-0053
South Surrey	SUNNYSIDE EVERGREEN PHARMACY	2397 King George Blvd Surrey, BC V4A 5A4 CANADA	Mr. Gurmit Sidhu	(604) 536-4404	(604) 536-4572
Cloverdale	SURLANG MEDICINE CENTRE PHARMACY	105 - 19475 Fraser Hwy Surrey, BC V3S 6K7 CANADA	Mr. Bob Sangha	(604) 533-1041	(604) 533-1051
Newton	SURREY PHARMACY	7141 King George Blvd Surrey, BC V3W 5A4 CANADA	Mr. Pawan Grover	(604) 572-3060	(604) 572-3065

LIST OF PHARMACIES IN SURREY AND WHITE ROCK

Area	Name	Address	Contact	Phone	Fax
Newton	HE ANTIDOTE PHARMACY #3	104A - 8140 120 St Surrey, BC V3W 3N3 CANADA	Mr. Dinesh Chowhan	(778) 565- 3411	(778) 565- 3413
Guildford	THE ANTIDOTE PHARMACY & HEALTH CENTRE	101 - 15122 72 Ave Surrey, BC V3S 2G2 CANADA	Mr. Rahul Bhagirath	(604) 590- 0399	(604) 590- 0349
Guildford	THE CHEMIST #3	107 - 8927 152 St Surrey, BC V3R 4E5 CANADA	Mr. Scott Frombach	(604) 634- 1074	(604) 634- 1075
Guildford	THE CHEMIST 1	Unit 17 - 15300 105 Ave Surrey, BC V3R 6A7 CANADA	Mrs. Anna Sung	(604) 634- 0303	(604) 634- 0304
South Surrey	THE MEDICINE SHOPPE #163 - SURREY	#122 - 1959 - 152nd Street Surrey, BC V4A 9E3 CANADA	Mr. Christopher Lewis	(604) 531- 4400	(604) 531- 6560
Newton	UNIVERSAL PHARMACY	1115 - 7318 137 St Surrey, BC V3W 1A3 CANADA	Mr. Sukhvinder Sran	(604) 594- 9535	(604) 594- 9540
Newton	VIVA MED NEWTON INC.	#126 - 15299 68 Ave Surrey, BC V3S 2C1 CANADA	Mr. Jaspreet Maan	(778) 218- 4102	(778) 218- 4103
Guildford	WAL-MART PHARMACY #3098	1000 Guildford Town Ctr. Surrey, BC V3R 7C3 CANADA	Mr. August Ma	(604) 585- 7440	(604) 588- 3759
South Surrey	WAL-MART PHARMACY #5853	2355 160 St Surrey, BC V3S 9N6 CANADA	Mr. Steven Ma	(604) 541- 8567	(604) 541- 6074
Newton	WESCAN PHARMACY # 2	#7 - 8388 - 128th Street Surrey, BC V3W 4G2 CANADA	Ms. Eun Jung	(604) 572- 5009	(604) 572- 6009
Fleetwood	ESCAN PHARMACY # 7	8585 160 St Surrey, BC V4N 1G4 CANADA	Mr. Arash Pourzare	(778) 578- 5160	(778) 578- 5165
Newton	YORK PHARMACY	110 - 7938 128 St Surrey, BC V3W 4E8 CANADA	Mrs. Grace Kim	(604) 598- 4679	(604) 598- 4684

Medical Clinics in Surrey and White Rock

Central/North Surrey	South Surrey/White Rock
<p>Apple Medical Clinic 5626 177B Street Surrey, BC V3S 4J1 Tel: (604) 576-1166 Cloverdale</p>	<p>Hilltop Medical Clinic 140-15321 16 Avenue Surrey, BC V4A 1R6 Tel: (604) 531-5575</p>
<p>Boundary Park Medical Centre 115-6350 120 Street Surrey, BC V3X 3K1 Tel: (604) 591-6300</p>	<p>Morgan Creek Clinic 15252 32 Avenue Surrey, BC V3S 0R7 Tel: (604) 542-5990</p>
<p>Carestation Surrey Medical Clinic at Evergreen Mall 8960 152 Street Surrey, BC V3R 4E4 Tel: (604) 588-8181</p>	<p>Peace Arch Community 1790 152 Street Surrey, BC V4A 7Z7 Tel: (604) 535-8496</p>
<p>Cedar Hills Medical Clinic at 12860 96 Avenue Surrey, BC V3V 6A8 Tel: (604) 584-3531</p>	<p>Peninsula Medical Clinic 410-15355 24 Avenue Surrey, BC V4A 2H9 Tel: (604) 531-4131</p>
<p>Central City Medical Clinic 10153 King George Highway Surrey, BC V3T 2W1 Tel: (604) 951-0885</p>	<p>Semiahmoo Medical Clinic 3-1767 152 Street Surrey, BC V4A 4N3 Tel: (604) 535-3388</p>
<p>Clover Care Medical Clinic 17770 56 Avenue Surrey, BC V3S 1C7 Tel: (604) 574-7883 Cloverdale</p>	

Medical Clinics in Surrey and White Rock

Central/North Surrey	South Surrey/White Rock
Denning Health Group 12975 84 Avenue Surrey, BC V3W 1B3 Tel: (604) 572-4558	
Fraser Heights Medical Clinic 6033 108 Avenue Surrey, BC V4N 1P2 Tel: (604) 582-8820	
Guildford Town Centre Medical Clinic 1269 Guildford Town Centre Surrey, BC V3R 7B7 Tel: (604) 588-8764	
Hillcrest Clinic 18730 Fraser Highway Surrey, BC V3S 7Y4 Tel: (604) 575-0501 Cloverdale	
King's Cross Medical Clinic 7404 King George Highway Surrey, BC V3W 0L4 Tel: (604) 594-7711	
Kwantlen Medical Clinic 12818 72 Avenue Surrey, BC V3W 2M9 Tel: (604) 572-8161	
Nordel Crossing Medical Clinic 12080 Nordel Way Surrey, BC V3W 1P6	

Medical Clinics in Surrey and White Rock

Central/North Surrey	South Surrey/White Rock
Tel: (604) 543-0888	
Primary Care Clinic 13401 108 Avenue Surrey, BC V3T 5T3 Tel: (604) 953-4940	
Sema Medical Clinic 15160 Fraser Highway Surrey, BC V3R 3P1 Tel: (604) 580-5541	
Surlang Medical Clinic 106-19475 Fraser Highway Surrey, BC V3S 6K7 Tel: (604) 533-5051 Cloverdale	
Town Square Medical Clinic 306-15988 Fraser Highway Surrey, BC V4N 0X8 Tel: (604) 543-9719	

Appendix C: COMMUNITY ENGAGEMENT

Surrey and White Rock Better at Home Program

Together, we can give seniors a hand.



**Better
at Home**

United Way helping seniors remain independent.



United Way helping seniors remain independent.



United Way

Community Engagement and Consultation Surrey and White Rock Better at Home Program

What is the purpose of this report? The purpose of this report is to provide an overview of the community engagement and consultation activities undertaken in connection with the Surrey/White Rock Better at Home community development process.

What does this report contain? This report contains the following information pertaining to community engagement, consultation and media relations:

- 1) A description of the community meetings held throughout Surrey/White Rock, a summary of the discussions and input received, and where/how the meetings were advertised:
- 2) Highlights of the various meetings/coffee chats and focus groups undertaken in connection with the process;
- 3) Highlights of the results of the community survey (completed on-line and on paper);
- 4) A list of seniors-related agencies/groups/organizations contacted by e-mail, mail and telephone at the outset of the process; and,
- 5) A description of engagement and consultation with potential service providers (and other key stakeholders) undertaken.

1) Community Meetings

a) Overview

Generation Strategies hosted three (3) community meetings in White Rock/South Surrey, Central Surrey and North Surrey. A Punjabi interpreter was present at all of the meetings. Story Boards (see Attachment 1) containing information about the Better at Home program were available at each meeting as well as “Welcome” and directional signs. The details of these meetings are as follows:

Date & Time	Location	No. of Participants [*]
Meeting #1: South Surrey/White Rock Open House: Wednesday December 19, 2012 10am – 12pm Note: A large snowstorm likely hindered many from attending.	Semiahmoo Library 1815 - 152nd Street Surrey	25
Meeting #2: Central Surrey Open House: Wednesday January 9, 2013 10am – 12pm	Guildford Recreation Centre, Room 2 15105 - 105 Avenue Surrey	52

^{*} Most of the meeting participants “signed in”, however, some preferred not to.

Date & Time	Location	No. of Participants [*]
Meeting #3: City Centre/Whalley (North Surrey) Open House: Thursday January 10, 2013 12:30 – 2:30pm	City Centre Library Room 120 10350 University Dr. Surrey	+/- 14

b) Summary of Discussions and Input Received

Meeting #1: Following an overview of the Better at Home program, there was a brief question/answer session. An informal discussion ensued which revealed that the majority of those in attendance (approximately 25 people) felt that transportation to and from appointments and activities is the most important service needed. The other six services in the “basket of services” did not appear to be as important according to the senior’s at the meeting, although it was acknowledged that all of the services would be welcomed by the senior’s community.

There were representatives from 5 service providers (PICS, Sources, Come Share Society, Options, CNIB), each of whom provided a brief description of their organization and the services provided for seniors. All of these organizations were well-received by the participants.

The majority of participants were Indo-Canadian seniors who seemed well mobilized to support PICS (Progressive Intercultural Community Services) as a lead organization.

Almost all of the participants completed the community survey. The English-speaking seniors assisted those that had difficulty reading English (the survey’s were subsequently translated into Punjabi).

Meeting #2: This was the most well-attended of the three meetings with approximately 52 in attendance plus many who dropped in for varying periods of time (most received a copy of the Better at Home brochure). There were also 3 service providers (SUCCESS, PICS and Options) in attendance, each of which provided a brief overview of their services and programs.

Again, following a brief overview of the Better at Home program and several questions, the participants were asked which of the services of the “basket of services” were needed most. The majority of seniors at the meeting indicated that transportation was the most important service needed, followed by friendly visiting and home repairs. The meeting attendees were mostly from the Indo-Canadian community and indicated strong support for PICS as a preferred service provider. In fact, PICS was the only service provider most had ever utilized or heard of.

Meeting #3: This was the least attended meeting with about 14 people in attendance including 3 service providers (Come Share Society, PICS, SUCCESS) and the MLA for Surrey Newton (Harry Bains).

The participants were provided with an overview of the Better at Home program and then were directly asked (round table style) which of the services, in their opinion, would be most utilized by Surrey's seniors.

The results of this discussion were:

- Light house keeping, grocery shopping, transportation and friendly visiting were viewed as being equally the most important service to Surrey's seniors;
- Simple home repairs, snow shoveling and light yard work were considered secondary.

c) Meeting Invitations, Newspaper Ads, Poster Campaign and Leaflets

Invitations: Personalized invitations along with a Better at Home information package were sent to all elected officials including the Mayors, all City Councillors and all MLAs in Surrey and White Rock (see example letter and list in Attachment 2). A personal invitation was also mailed to the Chief of the Semiahmoo First Nation.

Newspaper Ads: The meetings were advertised in the following local newspapers (see example of newspaper ads (English and Punjabi) in Attachment 3):

- The Peach Arch News (advertised twice; covers all of South Surrey, White Rock, Cloverdale and Newton);
- The Surrey Leader (covers Newton, Fleetwood, Guildford, Whalley, City Centre and Cloverdale);
- The Surrey Now (covers Newton, Fleetwood, Guildford, Whalley and City Centre; and,
- The Akal Guardian (Punjabi printed paper covering all of Surrey; the ad was translated into Punjabi by staff at the Akal Guardian).

Poster Campaign/Leaflets: Posters were prepared to advertise the three community meetings (see Attachment 4). These posters, along with a community survey (and survey deposit box) were installed at every Senior's Centre and Library in Surrey and White Rock. "Book Mark" sized leaflets were also handed out (see Attachment 5) and Better at Home Brochures were made available at all of the Community Recreation/Senior's Centres.

2) Other Meetings, Coffee Chats and Focus Groups

a) Surrey and Semiahmoo Senior's Planning Tables

The community developer attended meetings of the Surrey Senior's Planning Table (January) and

the Semiahmoo Senior's Planning Table (February). There were approximately 20 people in attendance at each meeting representing many of the senior's advocacy and service organizations in Surrey and White Rock, along with a number of seniors. The Planning Tables' comments and recommendations respecting the delivery and priority of non-medical support services in Surrey are summarized as follows:

- There is unanimous support and enthusiasm with respect to the *Better at Home* program and its introduction in Surrey and White Rock.
- Most members of the groups indicated that the greatest needs among “the basket of services” are transportation and help with yard work;
- It was recommended that transportation include destinations such as social activities and visiting friends rather than just to and from doctor's appointments (transportation is provided by the Come Share Society but it is only for doctor's appointments; further HandyDart is unreliable with lengthy waits);
- It was also recommended that the *Better at Home* program budget should include mileage costs (i.e., \$0.50/km) and the extra required insurance (i.e., up to \$3M liability) for the volunteer drivers; and,
- Assistance with yard work is an important need for many seniors as it is difficult to find reliable and trustworthy people/companies to hire to do yard work.

b) Coffee Chats and Focus Groups with Seniors in Surrey and White Rock

The community developer visited with several senior's groups during the week of January 28, 2013. The visits were held in a “focus” group format followed by general discussion and conversations. Below is a summary of the local group meetings held to date.

Fleetwood Senior's Center: This group of 14 seniors (including a volunteer organizer from the Come Share Senior's Society), were asked questions about existing service providers and non-medical services needed. A summary of the discuss is as follows:

- The Better at Home program will be very beneficial during holidays and special seasonal times by relieving loneliness through friendly visits;
- The group was very supportive and enthusiastic about the program – a conversation among the group ensued regarding the difficult and depressing situation of single seniors with no family, and how this program will help;
- Collectively, the senior's had heard of 2 existing service providers: Come Share Society and DiverCity;
- The Come Share volunteer coordinator will provide a large senior's club (The Happy Hookers) with an overview of the Better at Home program (the following week);
- Most of the senior's thought help with simple home repairs is much needed in the Fleetwood community especially for those that live alone (many seniors live alone in the apartments surrounding the Senior's Centre). Several seniors indicated that changing light bulbs (involving a ladder) is the most common chore requiring

- assistance; and,
- Several people indicated that a very useful support service would be for someone to bring them milk, etc. when they are sick at home (i.e., with the flu).

Kent Street Activity Centre (main floor), White Rock: The highlights of the session with this group of 14 seniors (all women) are as follows:

- This group was very positive about the program;
- The main non-medical service discussed and ultimately considered the most important was transportation (Handy dart worked for some, but has to be booked too far in advance);
- The price for the non-medical services was considered an important factor as to whether or not they would use them;
- The program should ensure that families of seniors can have the option to occasionally call to use the services while they are away and unable to help their elderly parent(s);
- It was noted that because many of the seniors in White Rock retired there, they have not had the opportunity to have strong connections to the community – therefore, some would prefer to move into senior’s retirement homes where they are able to socialize and have some support services; and,
- Again, help with house repairs was important, especially help with such simple chores as changing light bulbs, fixing closet doors and window washing.

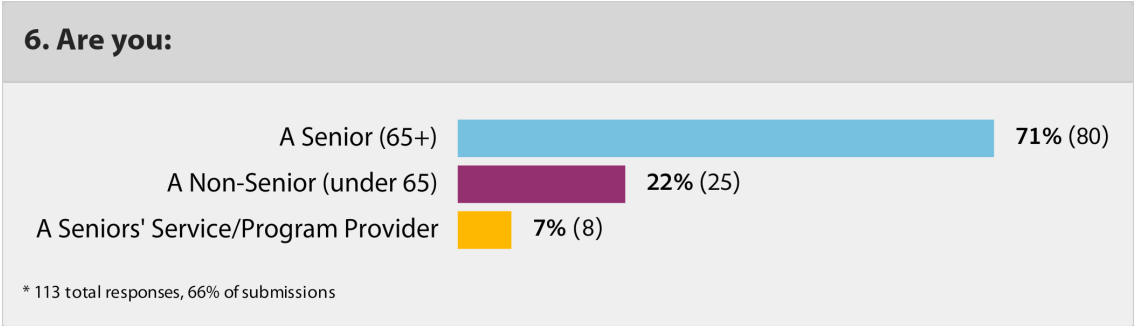


Kent Street Activity Centre (second floor), White Rock: The community developer had the opportunity to discuss the Better at Home program and services with about 6 seniors (including the coordinator for 20 years - Ellen Neal) and some family members during the Seniors Lunch Social. This group was pleased that the program was coming to White Rock. Concern was expressed regarding potential discomfort or resistance to having strangers doing “friendly visits”, driving them to appointments or helping out in their homes. The need for “respite” was identified for families that care for their elderly relatives but are not always able to attend to all of their needs (i.e., when they are on vacation, etc.).

3) Highlights of the Seniors’ Community Survey

A community survey (see Attachment 6) was distributed to senior’s centres and libraries in Surrey and White Rock. It was also available at the community meetings and on-line. A total of 170 surveys were received. Below is a summary of the results.

Profile of Respondents: As indicated in the Chart below, most (71%) of the respondents were seniors (65+).

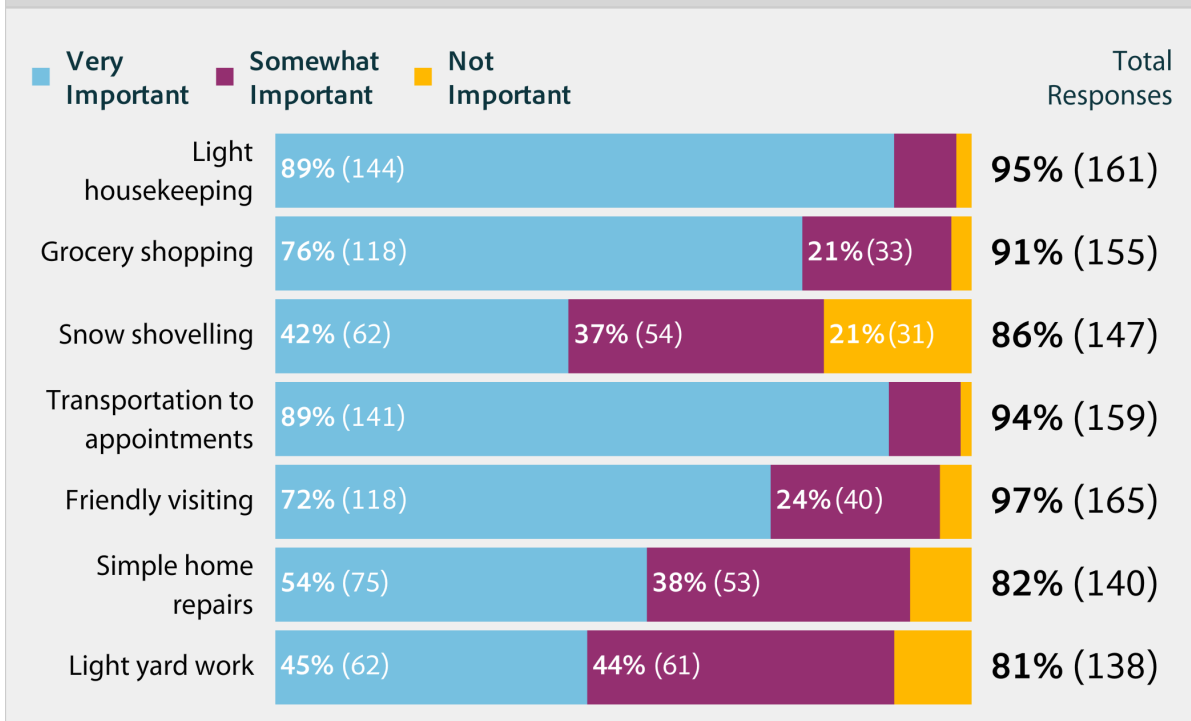


Strong Service Agency?: Most respondents indicated that PICS would be a strong service agency to deliver *Better at Home* services, followed by Come Share Society and SUCCESS.

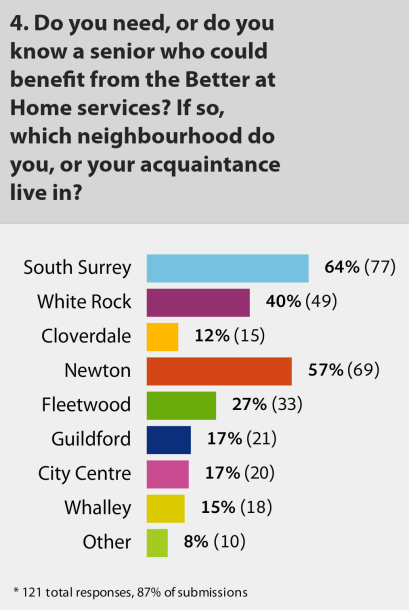
What Existing Services are Used and Are they Easy to Access?: The most common responses to this question were “Adult Day programs”, “Assisted Living” and “I don’t know”. These responses may reflect the predominance of respondents who use PICS senior’s programs/housing. Of note however, is the number of people that either did not respond or didn’t know about any services. Further, very few indicated that they currently used a service that will be offered by the *Better at Home* program. Of 117 people that responded to this question, 80% of respondents think that the services are easy to access (usually with reference to PICS).

Most Important Services Needed/Desired: The survey respondents identified the three most important non-medical services as: a) friendly visiting (97%), b) light housekeeping (95%), and c) transportation (94%). It is interesting to note that the importance of *all* services was identified as being at least 81%, meaning that there is a general indication among respondents that all of the supports from the basket of *Better at Home* services are needed and required in Surrey and White Rock. See the chart below for the detailed results.

3. The Better at Home program will be offering the basket of services below. Please check off how important you think these non-medical services are to allow seniors to live in their homes longer.



Where are the Services Needed?: As shown in the chart below, the survey respondents indicated that the *Better at Home* services tend to be needed most in South Surrey (60%), Newton (58%) and White Rock (39%).



4) Seniors-Related Agencies, Groups and Organizations Invited to Participate

Invitations to participate in the process (with the poster and information package) were e-mailed or mailed to the following 126 senior's-related organizations/businesses/service agencies/community groups/aboriginal organizations. In some cases, a telephone call was made to ensure that the posters and information were passed on to local seniors. It is noted that this is a list of the groups that were contacted – the complete list of community assets (senior's-related organizations and programs) is available in Appendix B to the Final Report.

Medical Clinics Town Centres:

Peach Arch Community Clinic, Left message
Peninsular Medical Clinic
Semiahmoo Medical Center
White Rock Well ness Center

Kekinow Housing Society
Kinsmen Bentley Lodge
Peninsula Estates
The Orchard
Peace Arch Manor

Royal Canadian Legions:

Whalley Branch
Cloverdale Branch
White Rock Branch
Crescent Branch

Senior assisted Living facilities and Adults with Disabilities Surrey/White Rock:

The Emerald Building, Fleetwood
Freedom Place, Whalley
Guru Nanak Niwas Assisted Living, Newton
Rosemary Heights, South Surrey, left message
Fleetwood Villa, Fleetwood
The Gateway, Whalley
The residence at Morgan Heights, South Surrey
Amenida Seniors, Newton, Left message

Housing Co-operatives:

Arboretum Coop
Common Ground Housing coop
Guildtown Housing coop
Hawthorne Housing coop
La Casa Housing coop
Mayflower Housing coop
Sandpiper Housing coop
Solstice Housing coop
Sunshine coop
Valley Village coop
Totem Housing coop
Spruce Housing coop

Faith Based Organizations Surrey/White Rock:

Canadian Reformed Churches
Ukrainian Orthodox Church St Mary
Crescent United Church
Pacific Community Church
BC Muslim Association, no answer on phone, no email
Johnston Heights Church, Left message
White Rock Baptist church
Cloverdale Baptist Church
St Michaels Anglican Church
Relate Church
Port Kells Congregational Christian Church. Left message
White Rock Seventh day Adventist Church
Gracepoint Community Church
Surrey Alliance Church
Guru Nanak Sikh Gurdwara

BC Housing:

Home adaptations for independent living
Shelter Aid for Elderly Renters
Rental Assistance Program
BC Housing has received numerous emails as they manage many of buildings (asked them to please share and make sure all buildings are advised - Len Shepherds Manor, Somerset Gardens and Ted Kuhn Towers)

Subsidized Housing for Seniors Surrey and White Rock:

Amos Ferguson Manor
Guilford Glen
Guru Nanak Niwas

Aboriginal Organizations Surrey and White Rock:

Atira Aboriginal Women's Outreach
Kka-How-Eya Aboriginal Centre
Nova Metis Heritage Association
Cwenengitel Aboriginal Society

Semiahmoo First Nation (personalized letter sent by mail)

Medical Equipment Surrey and White Rock:

Save on Scooters and Medical Equipment (mailed/no email)
Selfcare Home Health Products
Crossroads Mobility Solutions
A1 Accessibility Solutions
Lancaster Medical
Shoppers Home Health Care, Left message
Access Mobility
Personal Mobility (email keeps getting returned)
Shoppers Home Health Care, 1280 Nordell Way
Canadian Red Cross aids to Independent living
MEDiChair Surrey

Senior Centres Surrey White Rock:

Bear Creek Pavilion
Guilford Recreation Centre
Cloverdale Recreation Center
Fleetwood Community Centre
Chuck Bailey's Recreation Centre
Newton Senior Centre

Advocacy Groups and Senior's Service/Program Providers:

COSCO
Council of Senior Citizen's Organizations' of BC
DCRS - DIVERcity Community Resources Society
Oak Ave Neighborhood Hub Society
Semiahmoo Peninsula Planning Table
Semiahmoo House Society
Peninsula Community Foundation
Senior Services Connector, Fleetwood
Senior Services Guilford
Senior Services Newton
Senior Services Chuck Bailey
Sources
Community Resources Society
Carp
Canadian Association of Retired Persons
Surrey Urban Mission
Progressive Intercultural Community Services Society, PICS
Options Community Services Society
Salvation Army
Comfort Keepers
Canadian Red Cross
Seniors Come Share Society
S.U.C.C.E.S.S
Surrey Delta Indo-Canadian Seniors Society

Surrey Sikh Gurdwara, Ragis' Residence
Newton Resource Centre
BC Senior Support Services
Alexandra Neighborhood House, Crescent Beach
Surrey/North Delta Food Bank
South Surrey and White Rock Food Bank
Guru Nanak Sikh Temple
South Fraser Women's Society
Djaef Mahier Grocery
The Surrey Food Bank Society
South Fraser Community Services Society
White Rock Leisure Services (City of White Rock)
Meals on Wheels Surrey /North Delta
Semiahmoo Seniors Drop-in Centre
White Rock Meals on Wheels
Surrey Foundation
Newton Advocacy Group Society (NAGS)
South Fraser Women's Services Society
B.C. Association of Community Response Networks
Division of Family Practice Surrey/North Delta
Division of Family Practice White Rock/South Surrey
Peace Arch Community Services
Harmony Health Care Ltd.
Fraser Health Continuing Care Services
Fraser Health Lifeline Program, Newton Home Health Office
Fraser Health Addiction Services
Karp Home Care, Surrey and White Rock
Merry Maids Of Surrey and White Rock
Pacific Care
Canadian in-home care Assistance
Connect Hearing
Senior Citizen Repair Service
Twice as Nice
Connect Hearing
Canadian Deaf Blind Association - BC Chapter
CNIB
BC Guide Dog Services
Alzheimer's Society
Surrey public libraries
– City Centre
– Cloverdale
– Guilford
– Newton
– Fleetwood
– Ocean Park
– Strawberry Hill
– Semiahmoo
– Port Kells
Handy Dart

Attachments:

- Attachment 1: Story Boards from Community Meetings
- Attachment 2: Example of Personal Letters to Surrey/White Rock Elected Officials and List
- Attachment 3: Examples of Newspaper Ad for Community Meetings (in English and Punjabi)
- Attachment 4: Community Meeting Poster
- Attachment 5: Community Meeting Leaflet
- Attachment 6: Community Survey

Attachment 1: Story Boards

Together, we can give seniors a hand.



**Better
at Home**

United Way helping seniors remain independent.

PUBLIC INPUT OPEN HOUSE

We'd like input from seniors, family members and community agencies on how we can best support seniors who face challenges coping with chores, getting to appointments, or who would benefit from a friendly visit. This program is not designed to provide medical services — just helping hands. Come share your ideas.

WELCOME

PUBLIC INPUT OPEN HOUSE
BETTER AT HOME

Please share your ideas with us!

Fill-out the survey!

Ask us questions!

Thanks for attending

Some Characteristics of Surrey and White Rock's Senior Populations

... Did you know?

- ✓ In Surrey and White Rock overall and across all neighbourhoods, there are more senior (65+) females than males.
- ✓ In absolute numbers, Newton has the most seniors followed by Whalley, South Surrey and White Rock.
- ✓ In terms of percentages of neighbourhood population, White Rock by far has the highest percentage of seniors, followed by South Surrey.
- ✓ In absolute numbers, South Surrey has the highest number of seniors living alone, followed by White Rock and Whalley.
- ✓ White Rock has the highest percentage of its senior population living alone, followed by City Centre and South Surrey.
- ✓ City Centre and Whalley (which surrounds the City Centre) have the highest percentage of low-income seniors.
- ✓ Panjabi is the most common home language in all of Surrey/White Rock's neighbourhoods except for Guildford and South Surrey (Korean) and White Rock (German).
- ✓ City Centre and Whalley have the highest share of people with Aboriginal identity.
- ✓ The most common place of birth among immigrants in Surrey/White Rock is Southern Asia, except for South Surrey, White Rock and Cloverdale (Europe).
- ✓ The most vulnerable neighbourhoods in Surrey are City Centre, Whalley and Newton, which means there may be more of a likelihood of low-income and/or immigrant seniors living in these neighbourhoods.



These characteristics are selective and qualitative only. Sources include Statistics Canada 2006, 2011, City of Surrey & United Way Senior's Vulnerability Report.



Services Available

Community-based services

Volunteers and paid staff from local non-profit organizations provide Better at Home services. By helping seniors remain at home longer, they support a diverse, inclusive and vibrant neighbourhood for everyone.

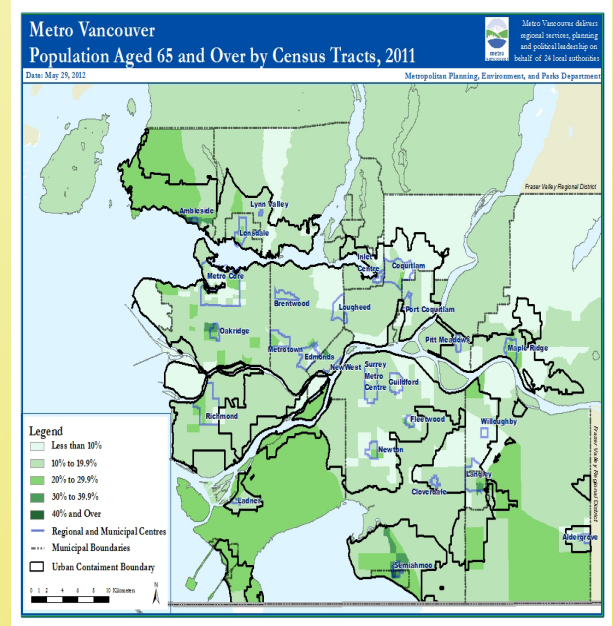
A range of non-medical home support services

Better at Home services vary from community to community. They are designed to complement existing services and are based on the unique needs of local seniors. Examples include:

- Friendly visiting
- Transportation
- Light yard work
- Minor home repairs
- Light housekeeping
- Grocery shopping
- Snow shoveling



Seniors in the Lower Mainland



Help is close to home

Seniors living in a community which offers Better at Home, can contact a local organization to find out more and to apply for services. A service provider will help determine which services are most appropriate for an individual's circumstances.

Find out more about

Better at Home

United Way helping seniors remain independent.

What is Better at Home?

Better at Home is a United Way program that helps seniors continue living independently in their own homes by providing simple non-medical services like help with housekeeping and transportation to appointments. United Way designed the Better at Home program and will support local non-profit agencies in delivering services.

What services does Better at Home provide?

The range of Better at Home services available varies from community to community, depending on the specific needs of local seniors. Examples of Better at Home services include:

- Housekeeping
- Grocery shopping
- Home repair
- Transportation to appointments
- Friendly visiting
- Snow shoveling
- Yard work

Who delivers the services?

In each community, local non-profit agencies deliver Better at Home services. Some of the staff are paid, others are volunteers.

Am I eligible?

If you are a senior living in a community that has a Better at Home program, you may be eligible. You can apply by contacting your local Better at Home provider. You can find a list of current providers on our website. A program representative will speak with you, assess your needs, and suggest services that may be of interest to you.

How do I apply?

Contact your local Better at Home provider. You can find a list of current Better at Home providers on our website.

Who pays for Better at Home?

The BC Ministry of Health has given United Way of the Lower Mainland funding to manage Better at Home across BC. Individual community agencies will accept donations, raise funds, and encourage volunteer participation in the program.

Seniors who receive Better at Home services will also pay a fee for some services, based on their income. Other services will be free.

Which communities does Better at Home serve?

Can my community be included?

Is Better at Home a permanent program?

How are Better at Home communities chosen?

I want to know more!

• [Learn more about the program](#)

• [Contact us](#)

• [Find a provider](#)

• [Apply](#)

United Way

betterathome.ca

Attachment 2: Example of Personal Letter to Surrey/White Rock Elected Officials and List of Elected Officials/City Staff

Generation Strategies
15 – 721 Millyard Road
Vancouver, BC V5Z 3Z9

December 14, 2012

Mayor Diane Watts
City of Surrey
14245 - 56th Avenue
Surrey, BC V3X 3A2

Dear Mayor Watts:

Re: United Way Better at Home Program for Seniors

On behalf of the United Way's *Better at Home* program, I would like to invite you to a series of Open Houses in Surrey and White Rock. We are seeking input from seniors, family members and community agencies on how this program can best support seniors who face challenges coping with chores, getting to appointments, or who would benefit from a friendly visit. Note that these are non-medical services only. For information, please visit www.betterathome.ca.

Attached is a poster, which we hope you can display and pass on to those who may be interested. The Open Houses are being held at three locations in December and January (see below).

We also invite you to complete our survey to help us design a Better at Home program that suits local seniors. Paper copies are in senior's centres and libraries, or it can be completed on-line at www.generationstrategies.ca.

Thank you for your interest and participation! If you have any questions, please contact Wendy or Helle at 604-500-1127 or by email at info@generationstrategies.ca.

Yours truly,

Wendy Whelen
Generation Strategies

Attachment.

South Surrey/White Rock
Semiahmoo Public Library
1815 - 152nd Street
Wednesday, December 19, 2012
10:00am – 12:00pm

Central Surrey
Guildford Recreation Centre
Room 2, 15105 - 105 Avenue
Wednesday January 9, 2013
10am – 12pm

City Centre/Whalley

- City Centre Library
- 10350 University Drive
- Thursday January 10, 2013
- 12:30pm – 2:30pm

Surrey/White Rock Elected Officials
Better at Home Community Development Process

Surrey Council	White Rock Council	Provincial MLA's
Mayor Dianne Watts Office: 604-591-4126	Mayor Wayne Baldwin wbaldwin@whiterockcity.ca Phone: (604) 541-2124	Kevin Falcon #108-17700 No. 10 Highway Surrey, BC V3S 1C7 Phone: 604-576- 3792 Fax: 604-576-3797 Email: kevin.falcon.mla@leg.bc.ca
Councillor Tom Gill Office Phone: (604) 591-4634 Residence Phone: (604) 583-4756 E-mail: TSGill@Surrey.ca	Councillor Alan Campbell Phone: (778) 823-3991 acampbell@whiterockcity.ca	Gordon Hogg Surrey-White Rock Office #130-1959 152 nd Street Surrey, BC V4A 9E3 Phone: (604) 542- 3930 Fax: (604) 542-3933 Email: Gordon.Hogg.MLA@leg.bc.ca
Councillor Bruce Hayne Office phone: (604) 591-4025 Residence phone: (604) 575-2996 Email: BruceHayne@Surrey.ca	Councillor Helen Fathers E-mail hfathers@whiterockcity.ca Phone: (604) 897-3276 Twitter: @HelenFathers Website: www.helenfathers.com	BAINS, Harry (New Democratic Party of BC) Surrey-Newton E-mail: harry.bains.mla@leg.bc.ca Constituency: 102 – 7380 King George Boulevard Surrey, BC V3W 5A5 Phone: 604 597-8248
Councillor Linda Hepner Office phone: (604) 591-4626 Residence phone: (604) 535-1089 Email: LMHepner@Surrey.ca	Councillor Louise Hutchinson E-mail: Lhutchinson@whiterockcity.ca Phone: (604) 356-3791	BRAR, Jagrup (New Democratic Party of BC) Surrey – Fleetwood <i>Constituency:</i> 101 – 8459 160 th Street Surrey, BC V4N 0V6 604-501-8227 E-mail: jagrup.brar.mla@leg.bc.ca
Councillor Marvin Hunt Contact Information Office Phone: (604) 591- 4635 Residence Phone: (604) 574- 2401 E-mail: JMHunt@Surrey.ca	Councillor Bill Lawrence E-mail: blawrence@whiterockcity.ca Phone: (604) 787-9076	CADIEUX, Hon. Stephanie (BC Liberal Party) Surrey – Panorama E-mail: Stephanie.cadieux.mla@leg.bc.ca Web site: www.stephaniecadieuxmla.bc.ca Constituency: 120 – 5455 152 nd Street Surrey, BC V3S 5A5 Phone: 604 574-5662
Councillor Mary Martin Office Phone: (604) 591-4622 Residence Phone: (604) 536-9068 E-mail: Mmartin@surrey.ca	Councillor Grant Meyer E-mail: gmeyer@whiterockcity.ca Phone: (604) 345-1641	HAMMELL, Sue (New Democratic Party of BC) Surrey – Green Timbers E-mail: sue.hammell.mla@leg.bc.ca Web site: www.suehammell.ca Office: Room 201 Parliament Buildings Victoria, BC V8V 1X4 Phone: 250 387-3655
Councillor Barinder Rasode Office Phone: (604) 591-4410 Residence Phone: (604) 576-6877	Councillor Larry Robinson E-mail: lrobinson@whiterockcity.ca	HAYER, Dave S. (BC Liberal Party) Surrey Tynehead E-mail: dave.hayer.mla@leg.bc.ca

Surrey Council	White Rock Council	Provincial MLA's
E-mail: BKRasode@Surrey.ca	Phone: (604) 379-0257	Web site: www.davehayermla.ca Constituency: 201 –15135 101 Avenue Surrey, BC V3R 7Z1 Phone: 604 586-3747
Councillor Barbara Steele Office Phone: (604) 591-4623 Home Phone: (604) 951-8145 E-Mail: HBSteele@Surrey.ca		RALSTON, Bruce (New Democratic Party of BC) Surrey – Whalley E-mail: bruce.ralston.mla@leg.bc.ca Web site: www.bruceralstonmla.ca Office: (please direct all mail to constituency office) 604 586-2740 10574 King George Boulevard Surrey, BC V3T 2X3
Councillor Judy Villeneuve Office Phone: (604) 591-4625 Home Phone: (604) 535-4629 E-Mail: JAVilleneuve@Surrey.ca		

City Staff Contacts

City of Surrey	City of White Rock
<p>City Manager's Office 14245 - 56th Avenue Surrey, BC V3X 3A2 City Manager: Murray Dinwoodie Phone: 604-591-4122 Fax: 604-591-4357</p> <p>Executive Assistant to the City Manager: Kelly McGrath Phone: 604-591-4122</p> <p>Manager, Crime Reduction Strategy: Colleen Kerr Phone: 604-598-5737</p> <p>J. Tyler, Seniors Services Rep, Community & Recreation Services Manager, Guildford</p> <p>S. Tosdevine-Tataryn, Community Services Coordinator, Fleetwood Community & Recreation Services</p> <p>Aileen Murphy, Senior Social Planner Phone: 604-591-4315 EMail: amurphy@surrey.ca</p> <p>City Clerk, Legislative Services: Jane Sullivan Phone: 604-591-4213</p>	<p>Chief Administrative Officer: Dan Bottrill Phone: (604) 541-2133 Email: DBottrill@whiterockcity.ca <u>White Rock City Hall</u> 15322 Buena Vista Ave White Rock, BC V4B 1Y6 Phone: (604) 541-2100 Fax: (604) 541-2118</p>

Attachment 3: Examples of Newspaper Ads for Community Meetings (English and Punjabi)

Therapist offers tips for families at Christmas

Holidays tough for addicts

By Dan Ferguson
Staff Reporter

Christmas is "probably the worst time of year" for people with an addict in their life, therapist and author Candace Plattor says. "Loved ones have a recollection of what the addict was like before the addiction took hold," she says. "What they want more than anything is to have them (the addict) be the way they used to be."

But hope alone is not enough, says Plattor, author of *Loving an Addict, Loving Yourself: The Top 10 Survival Tips for Loving Someone with an Addiction*.

Spouses, relatives and friends of addicts have to set boundaries if they want to avoid having their holiday disrupted, she says. Plattor advises telling the alcoholic or drug addict to arrive at the Christmas dinner, party or family get-together clean - and stay that way.

She suggests that hosts say: "During the few hours that you're

with us, you need to be straight and sober."

And if the addict refuses, tell him or her not to bother dropping by.

"Addiction is not an excuse for bad behaviour," Plattor says. The ultimatum doesn't have to be angry or confrontational, she says.

Simply state, in a matter-of-fact way, "this is what we require," Plattor suggests. And if the addict balks, say "we'll miss you, but don't come." And mean it.

This kind of discussion needs to happen well in advance of Christmas dinner or any other holiday-related event, Plattor stresses.

People who are in the grips of an addiction need to understand that they cannot expect to be treated they way they were before the drugs or drinking got out of hand, Plattor says.

"They need to earn their way back."

Plattor has given free workshops

in White Rock on dealing with addiction in other people for Sources counseling and addiction services and the City of Surrey.

During 16 years of treating people for substance abuse and compulsive behaviors in Vancouver's Downtown Eastside, Plattor says, she came to firmly believe that spouses, relatives and friends of addicts are in just as much need of help.

By the time they contact a therapist, she says loved ones have often invested a lot of energy, time and money in a frustrating battle to get the other person to change.

All too often, what they're doing isn't helping.

Plattor says breaking the addiction to the addict's problems requires recognizing that you can't help another person if he or she isn't ready to be helped and you are unable to look after your own needs, she says.

For more information about *Loving an Addict, Loving Yourself: The Top 10 Survival Tips for Loving Someone with an Addiction* visit www.candaceplattor.com



Candace Plattor author

Wrapping up a health-ier Christmas

Leadership students from Rosemary Heights Elementary are hoping to wrap up a storm of support for Peace Arch Hospital this weekend.

From noon to 5 p.m. on Dec. 15 and 16, members of the Managers - Grade 6 and 7 leadership students - will be at Toy Jungle in Morgan Crossing (110-15850 26 Ave.), offering present-wrapping services by donation.

The hospital is the Managers' charity of choice, and so far, fundraising efforts have generated at least

\$500 for the cause - an amount donated to PAH by Saunte Medical & Laser Spa on the group's behalf.

The students hope to at least double the total, a goal the public can help achieve by liking on Facebook a photo of a tree the students decorated for the 'The Shops at Morgan Crossing's Forest of Light' (<https://www.facebook.com/theshopsatmorgancrossing>).

Teacher Megan Short said Saunte has pledged to donate an additional \$1 per 'like' that the photo receives through Dec. 31.

Get Festive for the Holidays!

HALLMARK CARPETS

Christmas Area Rugs have arrived!

starting at **\$79⁰⁰**

JOSIE TIM ROB

15140 North Bluff Rd. 604-531-8244

Why Wait...

HOURS for your PRESCRIPTION when you can have it in a few minutes!

FREE Delivery - 7 Days a Week!

- Free Blister Packing
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- Sales and Rentals of Mobility Aids
- Ostomy and Wound Care Supplies, Compression Stockings, Bathroom Safety
- Wide selection of Vitamins, Supplements, Herbs, Homeopathic Products including Rare Products
- Compounding Services
- Home Health Care Products
- Expertise in Prescription Drug Coverage by PharmaCare (BC Gov) & Private Insurance
- Seasonal Flu shots and Travel Vaccines Administered

CLEAN OUT YOUR MEDICINE CABINET

AND GET **10% OFF** YOUR PURCHASE!

Bring your expired/discontinued medicines and vitamins to any Family Care Pharmacy location for free proper disposal to help with the environment and receive a coupon for 10% off your purchases! (prescriptions excluded, and some restrictions apply)

FAMILY CARE PHARMACY WHITE ROCK

WHITE ROCK: 1539 Johnston Rd. 604.536.1300	SURREY: 12815 - 96 Ave. 604.581.1900	DELTA: 8925 - 120 St. 604.599.0211	LANGLEY: 5581 - 204th St. 604.539.1611
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- Smile Design - Tooth Whitening & Veneers
- Root Canal Therapy • Extractions
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PRIME RIB EVERY SUNDAY NIGHT

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\$15⁹⁵

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604-542-6211 www.seahorsegrill.com

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Bullying damages our kids.

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Give. Volunteer. Act.

uwlm.ca/prevent

United Way
Lower Mainland
Change starts here.

4121-1212

Together, we can give seniors a hand.

You are invited to attend one of three Open Houses in Surrey

Better Home

PUBLIC INPUT OPEN HOUSE

We'd like the input from seniors, family members and community agencies on how we can best support seniors who face challenges coping with chronic, getting-to appointments, or other health-related issues from a nearby location. This program is not designed to provide medical services - just helping hands. Come share your ideas.

South Surrey/White Rock Sombria Public Library 1815 - 152nd Street Wednesday Dec 19, 2012 10am - 12pm	Central Surrey Qualitat Recreation Centre Room 2, 15105 - 105 Avenue Wednesday Jan 9, 2013 10am - 12pm	City Centre/Whalley City Centre Library 1035 University Drive Thursday Jan 10, 2013 12:30pm - 2:30pm
--------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------

For more info: (800) 500-1127 • info@peacearchnews.com • www.betterhome.ca

Buying OR Selling a Home?

I can help with all your legal documents.
Power of Attorney, Wills

Jennine Fitterer
NOTARY PUBLIC

PANORAMA SHOPPING CENTRE
103 - 15149, Surrey
(152nd & Hwy 10)
Tel: 604-579-0205
Fax: 604-579-0212
E-mail: jfitterer@shaw.ca

Handicap Access & Free Parking

ਬਠਿੰਡਾ 'ਚ ਪੇਸ਼ੀ 'ਤੇ ਆਈ ਪਤਨੀ ਦੀ ਗੋਲੀ ਮਾਰ ਕੇ ਹੱਤਿਆ

ਬਠਿੰਡਾ- ਜ਼ਿਲ੍ਹਾ ਕਚਹਿਰੀ ਕੰਪਲੈਕਸ ਦੇ ਬਾਹਰ ਅਤਿ ਭੀੜ-ਭਾੜ ਵਾਲੇ ਇਲਾਕੇ 'ਚ ਉਸ ਵੇਲੇ ਦਹਿਸ਼ਤ ਵੈਲ ਗਈ, ਜਦ ਇੱਕ ਵਿਅਕਤੀ ਨੇ ਪੇਸ਼ੀ 'ਤੇ ਆਈ ਆਪਣੀ ਪਤਨੀ 'ਤੇ ਤਾਬੜ ਤੌੜ ਗੋਲੀਆਂ ਦਾਗ ਦਿੱਤੀਆਂ, ਜਿਸ ਨਾਲ ਉਸ ਦੀ ਮੌਤ ਹੋ ਗਈ ਜਦਕਿ ਉਸ ਦਾ ਭਤੀਜਾ ਜ਼ਖਮੀ ਹੋ ਗਿਆ, ਜਿਸ ਨੂੰ ਸਮਾਜਸੇਵੀ ਸੰਸਥਾ ਸਹਾਰਾ ਜਨ ਸੇਵਾ ਦੇ ਵਲੰਟੀਅਰਾਂ ਨੇ ਸਿਵਲ ਹਸਪਤਾਲ ਪਹੁੰਚਾਇਆ।

ਔਰਤ ਦੀ ਸ਼ਨਾਖਤ ਮਲਕੀਤ ਕੌਰ ਵਜੋਂ ਹੋਈ ਹੈ ਜਦਕਿ ਉਸ ਦੇ ਭਤੀਜੇ ਦੀ ਸ਼ਨਾਖਤ ਗੁਰਵਿੰਦਰ ਸਿੰਘ ਪੁੱਤਰ ਪਰਮਜੀਤ ਸਿੰਘ ਵਜੋਂ ਹੋਈ ਹੈ ਜਿਸ ਨੂੰ ਪੇਟ ਵਿੱਚ ਗੋਲੀ ਲੱਗਣ ਕਾਰਨ ਮੌਕਸ ਹਸਪਤਾਲ ਵਿੱਚ ਰੈਫਰ ਕਰ ਦਿੱਤਾ ਗਿਆ। ਇਸ ਗੋਲੀਕਾਂਡ ਦੀ ਵਾਰਦਾਦ ਦੀ ਸੂਚਨਾ ਮਿਲਦੇ ਹੀ ਐਸ. ਐਸ. ਪੀ. ਸ: ਰਵਚਰਨ ਸਿੰਘ ਬਰਾੜ ਮੌਕੇ 'ਤੇ ਪੁੱਜੇ ਅਤੇ ਐਸ. ਪੀ.



ਕਤਲ ਕੀਤੀ ਮਲਕੀਤ ਕੌਰ ਦੀ ਮ੍ਰਿਤਕ ਦੇਹ

ਸਿਟੀ ਨੂੰ ਮਾਮਲੇ ਦੀ ਜਾਂਚ ਕਰਕੇ ਤੁਰੰਤ ਰਿਪੋਰਟ ਕਰਨ ਦੀ ਹਦਾਇਤ ਕੀਤੀ। ਸੂਤਰਾਂ ਤੋਂ ਪ੍ਰਾਪਤ ਜਾਣਕਾਰੀ ਅਨੁਸਾਰ ਉਕਤ ਔਰਤ ਮਲਕੀਤ ਕੌਰ ਦਾ ਆਪਣੇ ਪਤੀ

ਮੇਵਾ ਸਿੰਘ ਨਾਲ ਘਰੇਲੂ ਹਿੰਸਾ ਦਾ ਕੇਸ ਸੀ, ਜਿਸ ਦੀ ਲੋਕ ਅਦਾਲਤ ਵਿੱਚ ਹੀ ਪਹਿਲੀ ਪੇਸ਼ੀ ਸੀ ਅਤੇ ਇਹ ਦੋਵੇਂ ਹੋਰ ਗਿ੍ਰਫਤਾਰਾਂ ਜਿਨ੍ਹਾਂ ਵਿੱਚ ਮਲਕੀਤ ਕੌਰ ਦਾ ਭਤੀਜਾ ਵੀ ਸ਼ਾਮਲ ਸੀ, ਨਾਲ ਪੇਸ਼ੀ ਭੁਗਤ ਕੇ ਅਦਾਲਤੀ ਕੰਪਲੈਕਸ ਦੇ ਬਾਹਰ ਆ ਗਏ ਸਨ ਕਿ ਇਕਦਮ 3-4 ਗੋਲੀਆਂ ਚੱਲਣ ਦੀ ਆਵਾਜ਼ ਆਈ ਜਿਨ੍ਹਾਂ ਵਿੱਚੋਂ 2 ਗੋਲੀਆਂ ਉਕਤ ਔਰਤ ਮਲਕੀਤ ਕੌਰ ਦੇ ਵੱਜੀਆਂ ਜਦਕਿ ਇੱਕ ਗੋਲੀ ਉਸ ਦੇ ਭਤੀਜੇ ਦੇ

ਵਿੱਭ ਵਿੱਚ ਵੱਜੀ। ਮੌਕੇ 'ਤੇ ਪੁੱਜੇ ਐਸ. ਐਸ. ਪੀ. ਬਠਿੰਡਾ ਸ: ਰਵਚਰਨ ਸਿੰਘ ਬਰਾੜ ਨੇ ਦੱਸਿਆ ਕਿ ਪੁਲਿਸ ਵਲੋਂ ਇਸ ਮਾਮਲੇ ਵਿੱਚ ਗੋਲੀ ਚਲਾਉਣ ਵਾਲੇ ਵਿਅਕਤੀ ਨੂੰ 32 ਬੋਰ ਦੇ ਪਿਸਟਲ ਅਤੇ ਮੋਗਜ਼ੀਨ ਸਮੇਤ ਕਾਬੂ ਕਰ ਲਿਆ ਗਿਆ ਹੈ ਜਿਸ ਤੋਂ ਹੋਰ ਪੁੱਛਗਿੱਛ ਕੀਤੀ ਜਾ ਰਹੀ ਹੈ। ਪੁਲਿਸ ਦੀ ਟੀਮ ਨੇ ਕੁਝ ਹੀ ਸਮੇਂ ਬਾਅਦ ਮ੍ਰਿਤਕਾ ਦੇ ਮੁਨ ਦੇ ਸ਼ੈਲ ਅਤੇ ਸੈਂਟਰ ਕਾਰ ਨੰਬਰ ਡੀ. ਐਲ. 3ਸੀ. ਕਿਊ 8141 ਨੂੰ ਆਪਣੇ ਕਬਜ਼ੇ ਵਿੱਚ ਲੈ ਕੇ ਅਗਲੇਰੀ ਕਾਰਵਾਈ ਸ਼ੁਰੂ ਕਰ ਦਿੱਤੀ ਹੈ। ਇਸ ਮਾਮਲੇ ਵਿੱਚ ਪ੍ਰਤੱਖਦਰਸ਼ੀ ਪੀ. ਸੀ. ਆਰ ਮੁਲਾਜ਼ਮ ਹੋਡ ਕਾਂਸਟੇਬਲ ਹਰਜਿੰਦਰ ਸਿੰਘ ਨੇ ਦੱਸਿਆ ਕਿ ਉਹ ਡਿਊਟੀ 'ਤੇ ਤੋਨਾਤ ਸੀ ਤੇ ਉਸ ਨੇ ਗੋਲੀਆਂ ਚੱਲਣ ਦੀ ਆਵਾਜ਼ ਸੁਣੀ ਅਤੇ ਵੇਖਿਆ ਕਿ ਇਕ ਵਿਅਕਤੀ ਜਿਸ ਦੀ ਉਮਰ 45 ਕੁ ਸਾਲ ਜਾਪਦੀ ਸੀ, ਇੱਕ ਔਰਤ ਵੱਲ ਗੋਲੀਆਂ ਚਲਾ ਰਿਹਾ ਸੀ ਜਿਸ ਨੂੰ ਤੁਰੰਤ ਉਸ ਨੇ ਪਿਛੋਂ ਜੱਫਾ ਮਾਰ ਕੇ ਕਾਬੂ ਕਰ ਲਿਆ। ਹੋਡ ਕਾਂਸਟੇਬਲ ਹਰਜਿੰਦਰ ਨੇ ਦੱਸਿਆ ਕਿ ਉਕਤ ਹਥਿਆਰਬੰਦ ਵਿਅਕਤੀ ਨੇ ਇਸ ਦੌਰਾਨ ਖੁਦ ਅਤੇ ਉਸ ਨੂੰ ਵੀ ਗੋਲੀ ਮਾਰਨ ਦਾ ਯਤਨ ਕੀਤਾ ਪਰ ਉਹ ਸਫਲ ਨਹੀਂ ਹੋ ਸਕਿਆ।

ਅਕਾਲੀ ਕੌਂਸਲਰ ਦਾ ਲੜਕਾ ਹਵਾਈ ਫਾਇਰਿੰਗ ਕਰਨ ਦੇ ਦੋਸ਼ 'ਚ ਗ੍ਰਿਫਤਾਰ

ਬਠਿੰਡਾ- ਬਠਿੰਡਾ ਸ਼ਹਿਰ ਦੀ ਇਕ ਮਹਿਲਾ ਅਕਾਲੀ ਕੌਂਸਲਰ ਦੇ ਲੜਕੇ ਨੇ ਇਕ ਰੇਸਟੋਰੈਂਟ ਵਿੱਚ ਹਵਾਈ ਫਾਇਰਿੰਗ ਕਰ ਦਿੱਤੀ ਜਿਸ ਤੋਂ ਲੋਕਾਂ ਵਿੱਚ ਹੜਤਾਲ-ਦੜਤੀ ਮਚ ਗਈ। ਇਸ ਘਟਨਾ ਵਿੱਚ ਕੋਈ ਜਾਨੀ-ਮਾਲੀ ਨੁਕਸਾਨ ਹੋਣ ਤੋਂ ਬਚਾਅ ਹੋ ਗਿਆ। ਪਤਾ ਲੱਗਦੇ ਹੀ ਬਠਿੰਡਾ ਪੁਲੀਸ ਨੇ ਮਹਿਲਾ ਅਕਾਲੀ ਕੌਂਸਲਰ ਦੇ ਲੜਕੇ ਲਖਿੰਦਰ ਸਿੰਘ ਨੂੰ ਗ੍ਰਿਫਤਾਰ ਕਰ ਲਿਆ ਹੈ। ਪ੍ਰਾਪਤ ਜਾਣਕਾਰੀ ਅਨੁਸਾਰ ਬਠਿੰਡਾ ਬਰਮਲ ਦੀਆਂ ਝੋਲਾ 'ਤੇ ਪੈਂਦੇ ਹਾਂਡੀ ਰੇਸਟੋਰੈਂਟ ਵਿੱਚ ਸ਼ਾਮ ਸਮੇਂ ਇਹ ਘਟਨਾ ਵਾਪਰੀ। ਇਸ ਰੇਸਟੋਰੈਂਟ ਵਿੱਚ ਮਹਿਲਾ ਅਕਾਲੀ ਕੌਂਸਲਰ ਦੇ ਲੜਕੇ ਨੇ ਜਦੋਂ ਹਵਾਈ ਫਾਇਰ ਕਰ ਦਿੱਤੇ ਤਾਂ ਉਸ ਸਮੇਂ ਰੇਸਟੋਰੈਂਟ ਵਿੱਚ ਇੱਕ ਪੁਲੀਸ ਮੁਲਾਜ਼ਮ ਵੀ ਮੌਜੂਦ ਸੀ, ਜਿਸ ਨੇ ਫੌਰੀ ਸੂਚਨਾ ਪੁਲੀਸ ਨੂੰ ਦੇ ਦਿੱਤੀ। ਥਾਣਾ ਬਰਮਲ ਦੀ ਪੁਲੀਸ ਮੌਕੇ 'ਤੇ ਪਹੁੰਚ ਗਈ, ਜਿਸ ਨੇ ਅਕਾਲੀ ਕੌਂਸਲਰ ਦੇ ਲੜਕੇ ਨੂੰ ਗ੍ਰਿਫਤਾਰ ਕਰ ਲਿਆ। ਪੁਲੀਸ ਨੇ ਪਿਸਤੌਲ ਨੂੰ ਵੀ ਕਬਜ਼ੇ ਵਿੱਚ ਲੈ ਲਿਆ ਹੈ।

ਥਾਣਾ ਬਰਮਲ ਦੀ ਪੁਲੀਸ ਨੇ ਲਖਿੰਦਰ ਸਿੰਘ 'ਤੇ ਧਾਰਾ 336 ਤਹਿਤ ਪੁਲੀਸ ਕੇਸ ਦਰਜ ਕਰ ਲਿਆ ਹੈ। ਥਾਣਾ ਬਰਮਲ ਦੇ ਮੁੱਖ ਥਾਣਾ ਅਫਸਰ ਹਰਪ੍ਰੀਤ ਸਿੰਘ ਨੇ ਦੱਸਿਆ ਕਿ ਲਖਿੰਦਰ ਸਿੰਘ ਨੇ ਆਪਣੇ ਬਾਪ ਦੇ ਪਿਸਟਲ ਨਾਲ ਹਵਾਈ ਫਾਇਰਿੰਗ ਕੀਤੀ ਹੈ। ਉਨ੍ਹਾਂ ਦੱਸਿਆ ਕਿ ਪੁਲੀਸ ਨੂੰ ਇਤਲਾਹ ਮਿਲੀ ਤਾਂ ਮੌਕੇ 'ਤੇ ਹੀ ਲਖਿੰਦਰ ਸਿੰਘ ਨੂੰ ਗ੍ਰਿਫਤਾਰ ਕਰ ਲਿਆ। ਉਨ੍ਹਾਂ ਦੱਸਿਆ ਕਿ ਪਿਸਟਲ ਦੀ ਜਾਂਚ ਕੀਤੀ ਜਾ ਰਹੀ ਹੈ। ਉਨ੍ਹਾਂ ਪੁਸ਼ਟੀ ਕੀਤੀ ਕਿ ਦੋਸ਼ੀ ਗ੍ਰਿਫਤਾਰ ਸਿੰਘ ਸ਼ਹਿਰ ਦੇ ਵਾਰਡ ਨੰਬਰ 50 ਦੀ ਮਹਿਲਾ ਅਕਾਲੀ ਕੌਂਸਲਰ ਸੁਰਿੰਦਰ ਪਾਲ ਕੌਰ ਚੋਟੀਆਂ ਦਾ ਲੜਕਾ ਹੈ।

ਰੋਬਿਨਜੀਤ ਨੂੰ ਨਾਇਬ ਤਹਿਸੀਲਦਾਰ ਲਾਉਣ ਦੀ ਮਨਜ਼ੂਰੀ

ਚੰਡੀਗੜ੍ਹ- ਪੰਜਾਬ ਪੁਲੀਸ ਦੇ ਮ੍ਰਿਤਕ ਏ ਐਸ ਆਈ. ਰਵਿੰਦਰਪਾਲ ਸਿੰਘ ਦੀ ਪੁੱਤਰੀ ਰੋਬਿਨਜੀਤ ਕੌਰ ਨੂੰ ਨਾਇਬ ਤਹਿਸੀਲਦਾਰ ਦੀ ਨੌਕਰੀ ਦਿੱਤੀ ਜਾਵੇਗੀ। ਮੰਤਰੀ ਮੰਡਲ ਨੇ ਇਸ ਨਿਯੁਕਤੀ ਲਈ ਨਿਯਮਾਂ ਵਿੱਚ ਸੋਧ ਨੂੰ ਪ੍ਰਵਾਨਗੀ ਦੇ ਦਿੱਤੀ ਹੈ। ਵਧਾਤ ਵਾਲੇ ਮਾਲ ਤੇ ਪੁਨਰਵਾਸ ਵਿਭਾਗ ਦੇ ਏਜੰਡੇ ਨੂੰ ਪ੍ਰਵਾਨਗੀ ਦਿੱਤੇ ਜਾਣ ਤੋਂ ਬਾਅਦ ਹੁਣ ਵਿਭਾਗ ਰੋਬਿਨਜੀਤ ਕੌਰ ਦੀ ਨਿਯੁਕਤੀ ਦੇ ਹੁਕਮ ਜਾਰੀ ਕਰ ਦੇਵੇਗਾ। ਸਰਕਾਰ ਨੇ ਪਹਿਲਾਂ ਇਸ ਲੜਕੀ ਨੂੰ ਪੁਲੀਸ ਵਿੱਚ ਸਬ ਇੰਸਪੈਕਟਰ ਦੇ ਰੋਕ ਦੀ ਅਸਾਮੀ 'ਤੇ ਤਾਇਨਾਤ ਕਰਨ ਦਾ ਐਲਾਨ ਕੀਤਾ ਸੀ, ਪਰ ਮ੍ਰਿਤਕ ਦੇ ਐਸ ਆਈ. ਦਾ ਪਰਿਵਾਰ ਲੜਕੀ ਲਈ ਸਿਵਲ ਵਿਭਾਗ ਵਿੱਚ ਨੌਕਰੀ ਦਾ ਟਿੱਛਕ ਸੀ।

ਇਕੱਠੇ ਹੋ ਕੇ, ਅਸੀਂ ਬੁਢਰਾਗਾਂ ਨੂੰ ਸਹਾਰਾ ਦੇ ਸਕਦੇ ਹਾਂ।

Better at Home

PUBLIC INPUT OPEN HOUSE

We'd like input from seniors, family members and community agencies on how we can best support seniors who face challenges coping with chores, getting to appointments, or who would benefit from a friendly visit. This program is not designed to provide medical services - just helping hands. Come share your ideas.

South Surrey/White Rock
Semiahmoo Public Library
1815 - 152nd Street
Wednesday, December 19, 2012
10am - 12pm

Central Surrey
Guildford Recreation Centre
Room 2, 15105 - 105 Avenue
Wednesday January 9, 2013
10am - 12pm

City Centre/Whalley
City Centre Library
10350 University Drive
Thursday January 10, 2013
12:30pm - 2:30pm

For more information:
(604) 500-1127 info@generationstrategies.ca
www.beterathome.ca

Yankee Hair Salon

ਸਿਰਫ ਸਰਦਾਂ ਅਤੇ ਬੱਚਿਆਂ ਲਈ

ਅਸੀਂ ਹੇਅਰ ਕਟਿੰਗ, ਪਰਮ, ਕਲਰ, ਟੈਸਟੀਅਲ, ਸਟਰੀਕਸ ਆਦਿ ਦਾ ਕੰਮ ਤਸੱਲੀਬਖਸ਼ ਯਤੇ ਵਾਸ਼ਿਥ ਕੀਸਤਾਂ 'ਤੇ ਕਰਦੇ ਹਾਂ।

ਐਬਟਸਫੋਰਡ ਅਤੇ ਸਰੀ ਦੀ ਸਫਲਤਾ ਤੋਂ ਬਾਅਦ ਹੁਣ ਸਾਡੀ ਨਵੀਂ ਲੁਕੇਬਨ ਕਲੋਰਵੇਲ ਵਿਖੇ ਵੀ ਖੁੱਲ੍ਹ ਚੁੱਕੀ ਹੈ।

64 ਮੋਵੇਨਿਊ ਅਤੇ 177 ਸਟਰੀਟ ਦੇ ਨਜ਼ਦੀਕ ਮਿਜ਼ਾਜ ਬੈਂਡਰਿਟ ਹਾਲ ਦੇ ਖੱਲੇ

ABBOTSFORD Clearbrook RD, Abbotsford Ph: 604-852-8070	SURREY #151-8126-128th St. Payal Business Center Ph: 604-507-1220	CLOVERDALE 17767-54th Ave. In Mirage Banquet Hall Plaza Ph: 604-575-4800
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ਲੇਡੀਜ਼ ਟੇਲਰਿੰਗ

14174-64 A Ave. Surrey (Bsmt.)

ਪੰਜਾਬੀ ਲੇਡੀ ਸੂਟ, ਸਕੂਲਾਂ ਦੀਆਂ ਵਰਦੀਆਂ ਆਦਿ ਦੀ ਸਿਲਾਈ ਕਰਵਾਉਣ ਅਤੇ ਆਲਟ੍ਰੇਸ਼ਨ ਲਈ ਮਿਲੇ

* ਸਾਦਾ ਸੂਟ-25 ਡਾਲਰ * ਪਟਿਆਲਾ ਸੂਟ-30 ਡਾਲਰ
* ਫੁੱਲ ਲਾਈਨਿੰਗ ਸੂਟ-50 ਡਾਲਰ * ਬਲਾਊਜ਼-35 ਡਾਲਰ

Tel: 604-507-0005

NEWTON DENTURE CLINIC INC.

ਮੁਫਤ ਸਲਾਹ

ਜੇ ਤੁਸੀਂ ਦੇਂਦ ਲਗਵਾਉਣੇ ਹਨ ਜਾਂ ਫਿਰ ਲਗਵਾਏ ਹਨ ਦੇਂਦ ਪੁਰਾਣੇ ਹਨ ਹੁਣ ਨਵੇਂ ਲਗਵਾਉਣੇ ਹਨ ਬਲਰਾਜ ਨੂੰ ਫੋਨ ਕਰੋ

ਤੁਹਾਡੇ ਲਗਵਾਏ ਦੇਂਦ ਢਿੱਲੇ ਹਨ ਜਾਂ ਟੁੱਟ ਗਏ ਹਨ ਬਲਰਾਜ ਨਾਲ ਆਪਾਇੰਟਮੈਂਟ ਬਣਾਉਣ ਤੇ ਖਾਣਾ ਚੰਗੀ ਤਰ੍ਹਾਂ ਖਾਓ ਜੇ ਤੁਹਾਡੇ ਸਾਰੇ ਦੇਂਦ ਨਹੀਂ ਨਿਕਲੇ ਪਰ ਖਾਣਾ ਠੀਕ ਤਰ੍ਹਾਂ ਨਹੀਂ ਖਾ ਹੁੰਦਾ ਤਾਂ ਬਲਰਾਜ ਨੂੰ ਮਿਲੇ ਇਹ ਤੁਹਾਡੀ ਸੇਵਾ ਲਈ ਸਹੀ ਅਤੇ ਐਬਟਸਫੋਰਡ ਵਿੱਚ ਹਨ।

ਪੰਜਾਬੀ ਅਤੇ ਔਰੰਦੀ ਬੋਲਦੇ ਹਾਂ

ਬਲਰਾਜ ਸਿੰਘ ਗਿੱਲ
R.D. B.S.C.
Registered Denturist
www.newtondentures.ca

604.590.9747 #211-8334-128 St. SURREY
604.746.4644 #200A-32475 Simon Ave. ABBOTSFORD

Attachment 4: Community Meeting Poster



Together, we can give seniors a hand.

**Better
at Home**

United Way helping seniors remain independent.


PUBLIC INPUT OPEN HOUSE

We'd like input from seniors, family members and community agencies on how we can best support seniors who face challenges coping with chores, getting to appointments, or who would benefit from a friendly visit. This program is not designed to provide medical services — just helping hands. Come share your ideas.

South Surrey & White Rock WED DEC 19 '12 OPEN HOUSE 10AM - 12PM SEMAHMOO LIBRARY 1815 - 152 ST	Central Surrey WED JAN 9 '13 OPEN HOUSE 10AM - 12PM GUILDFORD RECREATION CENTRE 15105 - 105 ST	City Centre & North Surrey THUR JAN 10 '13 OPEN HOUSE 12:30 - 2:30PM CITY CENTRE LIBRARY 10350 UNIVERSITY DRIVE
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 **QUESTIONS?** www.betterathome.ca | info@generationstrategies.ca | (604) 500-1127

Attachment 5: Community Meeting Leaflet (2-sided hand-out)



Together, we can give seniors a hand.

Better at Home

United Way helping seniors remain independent.

PUBLIC INPUT OPEN HOUSE

We'd like input from seniors, family members and community agencies on how we can best support seniors who face challenges coping with chores, getting to appointments, or who would benefit from a friendly visit. This program is not designed to provide medical services — just helping hands. Come share your ideas.

OPEN HOUSES IN SURREY & WHITE ROCK

South Surrey & White Rock
WED DEC 19/12
OPEN HOUSE 10AM-12PM
SEMAHMOO LIBRARY
1815 - 152 ST

Central Surrey
WED JAN 9/13
OPEN HOUSE 10AM-12PM
GUILDFORD
RECREATION CENTRE
15105 - 105 ST



City Centre & North Surrey
THUR JAN 10/13
OPEN HOUSE 12.30PM-
2.30PM
CITY CENTRE LIBRARY
10350 UNIVERSITY DRIVE

We want to hear from you!

There are many ways to participate in the *Better at Home* Community Development process:

- Attend an Open House
- Fill out a paper survey (available at Senior's Centres, Libraries & the Open Houses)
- Fill out a survey on-line
- E-mail us
- Phone us
- Visit the *Better at Home* website

www.betterathome.ca
(604) 500-1127
info@generationstrategies.ca



United Way helping seniors remain independent.

United Way

Attachment 6: Community Survey

Surrey & White Rock Community Survey



We value your input. By completing this survey you will help us design a **Better at Home** program that best suits seniors in Surrey and White Rock.

1. What seniors' services and programs do you know of that are currently offered in Surrey and White Rock? Who provides them?

Seniors' Service or Program

Service Provider

2. Do you think that these services or programs are easy to access or use?

Yes No

Comments:

3. The Better at Home program will be offering the basket of services below. Please check how important you think these non-medical services are to allow seniors to live in their homes longer.

	Very Important	Somewhat Important	Not Important
Light housekeeping			
Grocery shopping			
Snow shovelling			
Transportation to appointments			
Friendly visiting			

Simple home repairs			
Light yard work			

----- PLEASE TURN PAGE OVER FOR THE LAST FEW QUESTIONS! -----

4. Do you need, or do you know a senior who could benefit from the Better at Home services? If so, which neighbourhood do you, or your acquaintance live in?

- South Surrey White Rock
 Newton Cloverdale
 Fleetwood Guildford (including Fraser Heights)
 City Centre Whalley

Other: _____

5. Who do you think would be a strong service agency in Surrey and White Rock to deliver these services and why?

Agency/Organization #1: _____

Why? _____

Agency/Organization #2: _____

Why? _____

6. **ARE YOU:** A Senior (65+) A Non-Senior (under 65) A Service/Program Provider

7. If you are interested in being a member of the Advisory Committee, please provide your name and contact information below.

8. If you are a service/program provider and are interested in delivering in the *Better at Home* program, please provide your contact information and current services provided below.

Better at Home Advisory Committee? Better at Home Service Provider?

Name and/or Agency name: _____

Address: _____

Phone: _____ Email: _____

Services currently provided to seniors (if applicable):

Other comments?

Thanks for your input!

Appendix D: OVERVIEW OF POTENTIAL BETTER AT HOME SERVICE PROVIDERS/LEAD AGENCIES AND MEETING AGENDAS

Surrey and White Rock Better at Home Program

DiverseCity Community Resources Society Potential Better at Home Service Provider Background Information

1. Address (Main Offices)

South Surrey/White Rock

15008-26 Avenue, Surrey V4B 3H5
604-531-9400

Newton

13855 68 Avenue, Surrey V3W 2G9
604-599-0034

Hours: Monday through Friday 9:00am to 4:00pm

2. Canadian Revenue Agency (Charities Directorate) Data 2012

Date Registered as a Charity: 1979
No. of Full-time employees: 33
No. of Part-time employees: 123

Revenues: Received donations \$5,359 (0%)
Non-receipted donations (0%)
Gifts from other charities (0%)
Government funding \$8,680,345 (92%)
All other revenue \$715,818 (8%)
Total revenue: \$9,401,522

Expenses: Charitable program (0%)
Management and administration (0%)
Fundraising (0%)
Political activities (0%)
Gifts to other registered charities and qualified donees (0%)
Other (0%)
Total expenses: \$0

3. Programs and Services

DIVERSEcity Community Resources Society (DIVERSEcity) is a registered non-profit agency offering a wide range of services and programs to the culturally diverse communities of the lower mainland. It was established in 1978 (under its founding name of SURREY DELTA IMMIGRANT SERVICES SOCIETY (SDISS)) and has over three decades of service to the community. DIVERSEcity prides itself on its well-founded expertise in assisting immigrants and new Canadians in their integration into their new community.

DIVERSEcity Community Resources Society offers counselling, employment, outreach and other services through six main departments:

- Family Services
- Community Development
- Language Programs
- Career Services
- Interpretation and Translation Services
- Fee-for-Service Programs

Many of their counselling programs are offered in different languages.

Family Services

The Family services department provides counselling services to immigrants and refugees in their appropriate language and within their appropriate cultural value system. Programs directly address the needs of immigrants and refugees in their adjustment to the changes, challenges and losses that accompany immigration to a new country. These programs provide short-term, solution-focused counselling and support services to immigrant and refugee clients in Punjabi, Hindi, Urdu, Spanish, Mandarin, Cantonese, Korean, Vietnamese, Arabic, Swahili, Lingala, Farsi, and French.

Some staff members are registered with the BC Association of Clinical Counsellors or the BC College of Social Workers and are experienced in cross-cultural counselling. In addition the clinical staff are multi-lingual. Staff members are provided with on-going professional development training to ensure that the standard of service delivery continues to meet or exceed internationally recognized standards of practice.

The project provides outreach, support and service linking to newcomer South Asian seniors in the Surrey and surrounding areas. The goal of the project is to enhance senior independence, increase active participation in the community, increase access to services and facilitate multicultural understanding and integration. The project will reach out to and connect isolated services to existing services, local seniors' centres, access City of Surrey recreational programs, and have access to information and education workshops on seniors' issues. The project will also connect seniors at existing services with newcomer seniors to provide an opportunity for peer based relationship

development. This project is delivered in partnership with the City of Surrey – Parks, Recreation and Culture and the Fraser Health Authority. The United Way of the Lower Mainland funds this program.

Community Development

The goal of the Community Development department is to assist immigrants and refugees who have settled in Canada, in becoming self-sufficient and active participants of the local community. This goal is achieved through: The provision of culturally appropriate and language specific information, education and referral services to facilitate newcomers' access to services, resources, and programs, such as healthcare, housing, income supports, English language upgrading, library and recreation services, and employment programs. The provision of cultural brokering services that facilitate the interaction and communication between the newcomer client and the service provider. The provision of orientations to assist newcomers in adjusting to Canadian culture, norms, values, legal system, laws, education and basic service systems of Canada. Consultation, leadership, and partnership with local, regional, and provincial initiatives and organizations to conduct ongoing identification of community needs and the development of innovative and community based programs to meet the service gaps.

Programs currently offered by the Community Development department include: Settlement & Integration Program, Host/Mentorship Program, Youth Integration Program, Young Adults Towards Success Program, Seniors Integration Program, Food Security Program (Community Kitchen and Community Garden), Step Ahead: Settlement Enhancement Project, Community Action for Seniors' Independence (CASI) Program, and the Surrey New Canadian Clinic (in partnership with the Fraser Health Authority).

Seniors Integration Program

The Seniors Integration Program provides support to immigrant and refugee seniors, who are 55 years and older, and require support with adjustment and integration to their new surroundings and communities. The program benefits seniors who are experiencing isolation and are not able to participate in community activities due to language barriers, transportation concerns or cultural issues.

The Seniors Integration program works in collaboration with City of Surrey's Senior and Community Centres to enhance support systems and opportunities for immigrant seniors within the community. Regularly scheduled activities include, but are not limited to: Intercultural Community Kitchens, Senior's Swimming and Water Exercise, Senior's Connecting in Community (social and educational workshops), Senior's Beginner and Intermediate Computer Classes and Intergenerational Dance.

CASI

The Community Action for Seniors Independence program (CASI) provides non-medical services to seniors, 65 years and older who want to live independently in their homes, in their communities and with a healthy active lifestyle. A small fee for services is charged based on seniors' ability to pay and a sliding scale ranges from \$2.00 to \$20.00, depending on the service required.

Many service options are available to support these seniors to continue to live independently,



including: Transportation Services – Screened volunteers drive clients to and from their home to various appointments or community events. Group transportation is provided with DIVERSEcity’s Community van. Household Help – Volunteers help clients with light housekeeping tasks including cooking, changing light bulbs, reading, mowing lawns, doing small repairs, etc. Accompaniment – Screened and trained CASI volunteers provide accompaniment to seniors. Skills Banking – Skills banking groups are comprised of seniors who want to share their skills and talents with one another and to support each other in daily life activities, including social events and other outings. Information and Referral - In order to meet the diverse needs of seniors which may not be provided by the CASI program, CASI staff provide information and referral to community services and supports, as needed and requested by seniors. Clients are also referred to senior-friendly businesses, where discounts are available for service.

CASI services are delivered through a pool of volunteers who meet the Society’s rigorous screening process, including a Criminal Records Check and Driver’s Abstract. Program volunteers are provided with program and Society orientation and role specific training and are supervised by CASI staff.

4. Other information (provided at Meeting January 17, 2013)

- Chanchal Sidhu (Manager of Community Development) attended
- Cuts to the Seniors Integration Program in 2014 will create a gap in their programming
- Provides for a “Skills Bank” based on seniors helping seniors, which prevents isolation
- Provides housekeeping services
- Notes that newcomers and “nearly” seniors are their largest volunteer group
- Operate in Newton, Whalley and Fleetwood

Progressive Intercultural Community Services (PICS)

Potential Better at Home Service Provider

Background Information

1. Address (Main Offices)

Surrey Office
#205 12725 80th Avenue
Surrey, BC V3W 3A6
(604) 596-7722

Vancouver Office
8153 Main Street
Vancouver, BC V5X 3L2
(604) 324-7733

2. Canadian Revenue Agency (Charities Directorate) Data 2012

Date Registered as a Charity: 1995
No. of Full-time employees: 87
No. of Part-time employees: 72

Revenues: Received donations \$99,376 (1%)
Non-receipted donations (0%)
Gifts from other charities (0%)
Government funding \$4,362,820 (53%)
All other revenue \$3,817,593 (46%)
Total revenue: \$8,279,789

Expenses: Charitable program \$7,218,627 (84%)
Management and administration \$1,337,824 (16%)
Fundraising (0%)
Political activities (0%)
Gifts to other registered charities and qualified donees (0%)
Other \$0 (0%)
Total expenses: \$8,556,451

3. Programs and Services

PICS is a not-for-profit community serving society providing a range of services including



employment services, settlement services, training and seniors housing. Services provided by PICS includes:

- Job finding clubs
- Help unemployed immigrants to find employment
- ESL classes
- Provide farm workers with information on physical and emotional issues
- Assist new immigrants to integrate in new surroundings
- Operates assisted living housing for seniors
- Operates other senior's housing.

4. Other information (provided at Meeting January 17, 2013)

- Inderjeet and Sonia attended the meeting
- PICS has 4 offices and has been in operation for 25 years
- Operates a senior's centre in Vancouver
- In 2012, PICs served 60,000 people
- Provides respite services
- Has transportation for clients
- PICs excels at recruiting volunteers

Seniors' Come Share Society

Potential Better at Home Service Provider

Background Information

1. Address (Main Offices)

South Surrey/White Rock

15008-26 Avenue, Surrey V4B 3H5
604-531-9400

Newton

13855 68 Avenue, Surrey V3W 2G9
604-599-0034

Hours: Monday through Friday 9:00am to 4:00pm

2. Canadian Revenue Agency (Charities Directorate) Data 2012

Date Registered as a Charity: 1977

No. of Full-time employees: 6

No. of Part-time employees: 39

Revenues: Received donations \$14,779 (1%)
Non-receipted donations \$7,252 (1%)
Gifts from other charities (0%)
Government funding \$1,175,527 (87%)
All other revenue \$150,812 (11%)
Total revenue: \$1,348,370

Expenses: Charitable program \$1,067,747 (79%)
Management and administration \$288,358 (21%)
Fundraising (0%)
Political activities (0%)
Gifts to other registered charities and qualified donees (0%)
Other \$0 (0%)
Total expenses: \$1,356,105

3. Programs and Services

Seniors' Come Share Society is a non-profit organization offering two programs as follows:



a) Day Programs for Older Adults

These provide programs customized to the needs of seniors while providing ongoing support to caregivers. These programs are designed to assist individuals who require some support to remain independent in their communities. The programs offer a wide range of therapeutic activities as well as hot lunches, transportation by handy-DART (within the area) and access to professional supports such as nursing, podiatry care and bathing programs. The Bathing Program at the White Rock site is available to anyone in the community who requires some assistance with a bath. The Therapeutic Lift Bathtub provides a safe alternative for bathing requirements. Referral is through Home Health Case Managers or by calling the homemaking agency Comcare directly. The program is open to all individuals who qualify under the Home and Health regulations or on a private-pay basis.

The Day Program for Older Adults is currently offered at the following two locations:

Seniors Come Share Society - Surrey Day Program
13855-68 Avenue, Surrey, BC 604-599-0034
Hours: Monday through Friday 8:30am to 3:30pm

Seniors Come Share Society - White Rock Day Program
15008-26 Avenue, Surrey, BC 604-531-2502
Hours: Monday through Friday 8:30am to 3:30pm

b) Community Support Program

This program provides the following services for seniors:

Seniors Information and Referral Line supported by Senior Connector volunteers who provide information and referrals about services, programs and education on the phone or in person (see Senior Service Connectors below).

Five (5) Meal Programs for isolated seniors in the community needing a good meal and socialization, as follows:

- Chuck Bailey Recreation Centre Forever Young Luncheon - Program run by Seniors Come Share Society in partnership with Chuck Bailey Rec Centre. Entertainment and Nutritious Meal for seniors 55+, every 2nd & 4th Wednesday of the month, 10:30am – 12:30pm. HandyDART can be arranged. Cost \$7.00. 13458 – 107A Avenue. (604) 531-9400.
- Cloverdale Recreation Centre Spice of Life Lunch - Program run by Seniors Come Share Society in partnership with Cloverdale Seniors Centre. Lunch and Entertainment, every 2nd and 4th Thursday of the month, 12:00 noon – 2:00pm. Cost \$8.00. 6188 – 176Street. (604) 531-9400.

- Kent Street Activity Centre Fresh & Lively Luncheon - Program run by Seniors Come Share Society in partnership with Kent Street Activity Centre. Lunch and Entertainment, first 3 Fridays of the month. Closed in August. HandyDART transportation can be arranged. Cost is \$7.00. 1475 Kent Street, White Rock. (604) 531-9400.
- Newton Seniors Centre Spice of Life Luncheon - Program run by Seniors Come Share Society in partnership with Newton Seniors Centre. Entertainment and Lunch, every 1st and 3rd Wednesday of the month, 11:00am – 1:00pm. Cost \$7.75. 13775 – 70th Avenue. (604) 531-9400.
- The Oak Avenue Neighborhood Hub Society - The Hub is a non-profit organization, providing a range of services for youths, families and seniors in the community while also serving as a hub for other organizations and agencies to offer programs. Seniors Luncheon, every 2nd and 4th Monday of the month, 11:30am – 2:00pm. Free/by donation drop-in lunch for seniors to socialize, enjoy soup and sandwiches. 12740 - 102 Avenue. (604) 531-9400.

Caregiver Support Programs providing social opportunities to share strategies, stories, laughter and support, in addition to:

- Parkinson Support Group 1st Wednesday of the month. 1:00pm – 3:00pm.
- Caregiver Support and Information Session Every Tuesday at 9:30am at Seniors Come Share Society, 15008 – 26th Avenue, Surrey.
- Caregiver Support and Information Session Every 2nd and 4th Wednesday at Newton Seniors Centre, 13775 – 70th Avenue, Surrey.

Friendly Visitors partnering volunteers with individuals in the community for weekly visits.

Telephone Reassurance Calls made by volunteers to individuals wanting a regular phone call to stay connected in their community.

Computer Classes provided by volunteers who lead classes on how to use multiple programs online and offline on the computer.

Community Education - Education Forums are held two times per year. Community Support Services attend several Health and Wellness Fairs help to promote their services and provide information about other community services. Free education sessions are held all year long focusing on senior's issues and interests.

Senior Service Connectors is an information, resource and referral service for seniors, caregivers and families. Volunteers connect people with recreation programs, counseling services, housing options, health services, meal programs, legal services, financial services, personal safety prevention, transportation options, etc. The service is provided by phone or at the following locations throughout the community:

Fleetwood Community Centre
15996-84 Avenue, Surrey. Every Thursday, 9:30am-12:00 noon.

Newton Seniors Centre
13775-70 Avenue, Surrey. Every Wednesday, 10:00am-12:00 noon.

Cloverdale Recreation Centre
6188 176 Street, Surrey.

Guildford Community Centre
15105 – 105 Avenue, Surrey. Monday, 10:30am-12:30pm.

Kent Street Activity Centre
1475 Kent Street, White Rock. 1st Wednesday of the month, 9:30am- 11:00am.

South Surrey Recreation Centre
14601 – 20 Avenue, Surrey. 1st and 3rd Monday of the month, 11:00am- 1:00pm.

4. Other information (provided at Meeting January 17, 2013)

- Sue McIntosh & Andrea Cox attended
- Society has 18 programs
- Provides respite and care giver support
- Provides Seniors' Community Resource Directory
- Community Connections – 6,000 visits
- The resource phone line for seniors is popular
- Friendly visitors are aged 8 years to 85 years
- The telephone tree is important to many seniors
- Meal programs are held in community centres
- Through the BCCEAS, the society provides a legal clinic for seniors
- The Society partners with the City on many programs, such as hosting the "Focus on Seniors" program in partnership with the City of Surrey

SOURCES

Potential Better at Home Service Provider Background Information

1. Address (Main Offices)

882 Maple Street White Rock, BC V4B 4M2
Phone: 604.531.6226
Fax: 604.531.2316
Email: ddarell@sourcesbc.ca

2. Canadian Revenue Agency (Charities Directorate) Data 2012

Date Registered as a Charity: 1980
No. of Full-time employees: 171
No. of Part-time employees: 98

Revenues: Received donations (0%)
Non-receipted donations \$126,599 (1%)
Gifts from other charities \$506,747 (4%)
Government funding \$11,800,702 (90%)
All other revenue \$670,272 (5%)
Total revenue: \$13,104,320

Expenses: Charitable program \$11,544,674 (89%)
Management and administration \$1,473,439 (11%)
Fundraising \$13,506 (0%)
Political activities (0%)
Gifts to other registered charities and qualified donees (0%)
Other \$0 (0%)
Total expenses: \$13,031,619

3. Programs and Services

Sources provides support to individuals and families coping with isolation, addiction, poverty, disability, and conflict.

Services Provided

YOUTH:

1. Youth Justice
2. Child & Youth Mental Health



3. Winter House

SENIORS:

1. Seniors Planning Roundtable
2. Shop-By-Phone
3. Volunteer Drivers
4. Income Tax Clinic
5. Community Visitors

WOMEN:

1. Direct Services
2. Psycho-educational groups
3. Peers Support, Health and Well Being
4. Professional Trauma Counselling Services
5. Group Counselling
6. South Fraser Legal Resource Centre
7. Pro Bono Family Law Clinics
8. South Asia Legal Education & Outreach
9. Project Comeback
10. Women's Empowerment Programme

COMMUNITY

1. Volunteer Recruitment
2. Information and Referral
3. Shop-By-Phone
4. Volunteer Drivers
5. Income Tax Clinic
6. Community Visitors
7. Dental Clinic
8. Surrey Rent Bank

HEALTH & WELLNESS:

1. Project Comeback
2. Mental Health Consumer Advocacy Programme
3. Child & Youth Mental Health Programme
4. Dental Clinic
5. Psycho-educational groups

ADVOCACY:

1. Homeless Prevention Programme
2. Disability Support Advocacy Programme
3. Mental Health Consumer Advocacy Programme

4. Poverty Law Programme
5. Pro Bono Legal Clinic

COUNSELLING & ADDICITON:

1. Drug Test Kits
2. Professional Counselling (Fee for Service)
3. Groups

COMMUNITY LIVING:

1. Events Unlimited
2. Ventures Day Programme
3. Crossroads Day Programme
4. Family Care Homes
5. Community Living Residential Programmes
6. Archway House
7. Stayte House

AUTISM:

1. Ventures Day Programme
2. Crossroads Day Programme
3. Family Care Homes
4. Chestnut House
5. Georgia House
6. Primrose Centre
7. Positive Behaviour Support Services

EMPLOYMENT SERVICES:

1. Sources WorkBC Employment Services - Cloverdale Centre
2. Sources WorkBC Employment Services - White Rock / South Surrey Centre
3. Sources Empowerment Services

S.U.C.C.E.S.S

Potential Better at Home Service Provider Background Information

1. Addresses

VANCOUVER

Head Office

S.U.C.C.E.S.S. Social Service Centre, Dr. Dorothy Lam Building

28 West Pender Street, Vancouver V6B 1R6

Tel: 604-684-1628 Fax: 604-408-7236

- S.U.C.C.E.S.S. Foundation
#302 – 28 West Pender Street
- S.U.C.C.E.S.S. Multi-Level Care Society
#313 – 28 West Pender Street
- S.U.C.C.E.S.S. Housing Society
#313 – 28 West Pender Street
- Call Centre
36 West Pender Street
- Community Services
38 West Pender Street

S.U.C.C.E.S.S. Simon K.Y. Lee Seniors Care Home
Chiang's Adult Day Centre

555 Carrall Street, Vancouver V6B 2J8

Tel: 604-608-8800 Fax: 604-408-6728

S.U.C.C.E.S.S. Harmony House

580 Shanghai Alley, Vancouver V6B 1N8

Tel: 604-648-0012 Fax: 604-648-0056

Orange Hall

341 Gore Street, Vancouver V6A 2Z3

Tel: 604-568-1110 Fax: 604-568-1691

Solheim Place

251 Union Street, Vancouver V6A 4C3

Tel: 604-682-7277 Fax: 604-681-2996

S.U.C.C.E.S.S. Fraser Service Centre – Language Services

#202 – 5838 Fraser Street V5W 2Z5

Tel: 604-324-8300 Fax: 604-324-2536

S.U.C.C.E.S.S. Granville Service Centre – Settlement & Integration Program and Language Services

#300 – 8268 Granville Street, Vancouver V6P 4Z4

Tel: 604-323-0901 Fax: 604-323-0902

BURNABY

S.U.C.C.E.S.S. Burnaby Settlement Service Centre

#200 – 5172 Kingsway, Burnaby, B.C. V5H 2E8

Tel: 604-430-1899 (Chinese)

604-430-1899 -102(Farsi)

604-430-1899-103 (Korean)

604-430-1899 -110(French)

Fax: 604-678-4439

9.

S.U.C.C.E.S.S. Burnaby Job Options Employment Service Centre

#207 - 4885 Kingsway, Burnaby V5H 4T2

Tel: 604-433-5538 Fax: 604-433-5537

S.U.C.C.E.S.S. Burnaby Youth Employment Service Centre

#604 – 5050 Kingsway, Burnaby V5H 4C2

Tel: 604-438-7222 Fax: 604-438-7221

Hillside Gardens

7434 Kingsway, Burnaby V3N 3B7

Tel: 604-638-9263 Fax: 604-515-1190

S.U.C.C.E.S.S. Burnaby-Coquitlam Service Centre
435B North Road, Coquitlam V3K 3V9
Tel: 604-936-5900 Fax: 604-936-7280

S.U.C.C.E.S.S. Tri-City Service Centre
#2058 Henderson Place,
1163 Pinetree Way, Coquitlam V3B 8A9
Tel: 604-468-6000 Fax: 604-464-6830

RICHMOND

S.U.C.C.E.S.S. Richmond Service Centre
#220 Caring Place,
7000 Minoru Boulevard, Richmond V6Y 3Z5
Tel: 604-279-7180 Fax: 604-279-7188

Canada Social Enterprises Inc.
#268 – 8131 Westminster Highway, Richmond
V6X 1A7
Tel: 604-270-1891 Fax: 604-270-1893

S.U.C.C.E.S.S. Foreign Credential Recognition
Loans Pilot Project Office
#238 – 8131 Westminster Highway, Richmond
V6X 1A7
Tel: 604-232-1100 Fax: 604-232-1130

S.U.C.C.E.S.S. Johnson Centre
300 - 8191 Westminster Highway, Richmond
V6X 1A7
Tel: 604-231-3344 Fax: 604-231-0345

S.U.C.C.E.S.S. Austin Harris Residence – On Tak
Cheung Building
5411 Moncton Street, Richmond V7E 0A8
Tel: 604-277-9819 Fax: 604-277-8834

S.U.C.C.E.S.S. Community Airport Newcomers
Network Office (CANN)
Vancouver International Airport
Mailing Address: P.O. Box 32373 – YVR
Domestic Terminal

R.P.O. (3880 Grant Mc Conachie Way),
Richmond V7B 1W2
Tel: 604-270-0077 Fax: 604-279-0091

SURREY

S.U.C.C.E.S.S. Surrey-Delta Service Centre
#302 – 10090 152nd Street, Surrey V3R 8X8
Tel: 604-588-6869 Fax: 604-588-6823

Language Services

#206 – 10090 152nd Street, Surrey V3R 8X8
Tel: 604-588-6869 Fax: 604-588-6823

PORT MOODY

S.U.C.C.E.S.S. Port Moody Youth Employment
Service Centre
A Chance to Choose Project
80 Kyle Street, Port Moody V3H 5K2
Tel: 604-931-5889 Fax: 604-939-8587

FORT ST. JOHN

Fort St. John Immigrant Service Centre
Suite 211, 10142 – 101 Avenue, Fort St. John
V1J 2B3
Tel.: 250-785-5323 Fax: 250-785-5687

SEOUL, KOREA

S.U.C.C.E.S.S. Active Engagement and
Integration Project - Seoul Service Centre
Unit 701 and 703, DooBee Building
11-3 JeongDong, JoongGu, Seoul, Korea
Tel: 82-2-775-8983 Fax: 82-2-776-8985

TAIPEI, TAIWAN

S.U.C.C.E.S.S. Active Engagement and
Integration Project - Taipei Service Centre
12th Floor, No.6, Zhong Xiao West Road, Sec.1
Taipei 100, Taiwan, R.O.C.
Tel.: 886-2-2389-9088 Fax: 886-2-2389-9078



In collaboration with other organizations, S.U.C.C.E.S.S. has a number of outreach services delivered at various locations in the Lower Mainland.

S.U.C.C.E.S.S. Group comprises the following five organizations; each has its distinctive mandate and is governed by a volunteer Board of Directors elected by membership.

- S.U.C.C.E.S.S.
- S.U.C.C.E.S.S. Multi-Level Care Society
- S.U.C.C.E.S.S. Foundation
- Canada Inc
- S.U.C.C.E.S.S. Housing Society

2. Canadian Revenue Agency (Charities Directorate) Data 2012

Date Registered as a Charity:	1975
No. of Full-time employees:	204
No. of Part-time employees:	553

Revenues: Received donations \$68,747 (0%)
Non-receipted donations \$159,941 (1%)
Gifts from other charities \$714,481 (3%)
Government funding \$16,133,298 (70%)
All other revenue \$5,850,247 (26%)
Total revenue: \$22,926,714

Expenses: Charitable program \$21,687,027 (97%)
Management and administration \$341,540 (2%)
Fundraising (0%)
Political activities (0%)
Gifts to other registered charities and qualified donees \$414,000 (2%)
Other \$0 (0%)
Total expenses: \$22,442,567

3. Programs and Services

With help of over 2,300 active volunteers and about 350 staff in more than 25 locations in B.C. S.U.C.C.E.S.S. provides information and referral programs, new immigrant orientation classes, language training programs, citizenship classes and interest classes; reception, orientation and assistance in the landing process, pre-settlement info and referrals to immigrant-helping services to all new immigrants arriving at the Vancouver International Airport serving over 43,000 newcomers. They run individual employment counseling, employment workshop, employment training program, info and referral services to EI clients, and have a pre-employment program for clients on Employment Assistance. Further, they organize educational and recreation activities to seniors, women, youth, children and

families in addition to clinical counselling, family life education program, early childhood development, help lines and support group for immigrant families. S.U.C.C.E.S.S. publishes a monthly newspaper for seniors; provide the pre-landing services in Seoul and Taipei to support the settlement, adaptation and integration of potential newcomers into Canadian Society. They operate and manage social housing for risk of homelessness, low income and persons of disability.

With respect to seniors (or related), S.U.C.C.E.S.S. delivers seniors' services at Vancouver, Richmond, and Tri-City locations. Services range from educational, social, recreational programs, health promotion, to cultural activities and senior mutual help groups. They also offer senior outreach programs in Killarney, South Vancouver, Marpole-Oakridge and New Horizon-Seniors Helping Seniors in Richmond. They encourage the formation of seniors mutual support groups and facilitate their development in self-programming groups.

Some senior's related services/programs offered by offered by S.U.C.C.E.S.S. are:

- Richmond Women's Club (Richmond Service Centre)
- S.U.C.C.E.S.S. Maple Mandarin Group (Richmond Service Centre)
- Chinese Women's Association (Granville Service Centre)
- Tri-City Women's Group (Tri-city Service Centre)
- Surrey-Delta Seniors Group (Surrey Service Centre)
- S.U.C.C.E.S.S. Senior Demonstration Project
- Seniors Quality of Life Outreach Project
- Meals on Wheels programs
- A number of health programs for seniors

4. Other information (provided at Meeting January 17, 2013)

- Queenie Chu delivered a presentation regarding the programs/services offered by S.U.C.C.E.S.S. (PowerPoint)
- S.U.C.C.E.S.S. has 24 offices including 2 overseas
- Provides training for it's volunteers
- Works in 20 languages
- Has 182,000 clients
- In Surrey, S.U.C.C.E.S.S. operates in Guildford, Fleetwood and City Centre
- Provides language support
- Has a volunteer development program
- Has a Home Care Assistant Training Program
- Has a Help Line and provides emotional support services
- Provides handyman services

Surrey Urban Mission

Potential Better at Home Service Provider

Background Information

1. Address

13388 104 Avenue
Surrey, BC V3T 1V6
Phone: 604-581-5172
Fax: 604-581-9622
Email: sums@telus.net

2. Canadian Revenue Agency (Charities Directorate) Data 2012

Date Registered as a Charity: 2002
No. of Full-time employees: 1
No. of Part-time employees: 0

Revenues: N/A

Expenses: N/A

3. Programs and Services

ESL Classes

Children: Summertime Adventures Day Camp provides neighborhood children with the opportunity to participate in fun-filled, safe summer activity.

Youth: Thursday Teen Drop-In.

Parents:

- 'Hands Up' The 'Hands Up' Program is offered to single parents with pre-school children.
- Nobody's Perfect Parenting Support for children from birth to age 5.
- Food Skills for Families.

Women: Off the Block This is a program for women who are living in poverty or are homeless and those who are involved in the sex trade.

General: Bridges to LIFE The LIFE (Living Independently For Ever!) program is designed for recently homeless people who have found accommodation and those who are still homeless and awaiting the opportunity to be housed as they strive to make a positive transition into their new

communities.

Moving On Programs: Narcotics Anonymous (NA); Cocaine Anonymous (CA).

Community Services:

- Community Meals
- North Surrey Health and Wellness Clinic
- Dental Program
- Access Justice Access Justice offers free legal advice to people with economic challenges.
- Extreme Weather Response - The Mission opens its doors from November 1 to the end of March to offer people who are homeless a place to stay in inclement weather.
- Other Programs: Information and referral services; Outreach to new immigrants and refugees; Assisting people to access affordable housing; Advocating for individual rights; Providing clothing and household items.

4. Other information (provided at Meeting January 17, 2013)

- Jonquil attended the meeting
- The organization is run by volunteers only
- Work with many refugees
- Serves 1,500 – 1,700 meals per week
- Operates a homeless shelter
- Many student volunteers
- Has many partnerships in the community

Agenda

Potential Service Providers and Other Key Stakeholders Surrey Better at Home

Date: Thursday January 17, 2013

Place: Room #306, Surrey City Centre Public Library – 1:30pm to 3:30pm
10350 University Drive

Purpose: The purpose of this meeting is to:

- Provide potential service providers and key stakeholders with background and details about Better at Home and how it may be delivered/managed (in general).
- Review, discuss and “scope” out the services provided, the client base, the areas serviced and other characteristics of potential service providers for Surrey’s Better at Home Program.

-
1. Welcome and Introductions.
 2. Overview of Better at Home.
 3. Overview of Grant Funding Criteria.
 4. Summary - needs assessment and senior's population in Surrey.
 5. Potential Service Providers information (areas served, number and profile of clients served, services provided, number of employees, volunteers & general capacity to deliver program):
 - Sources;
 - PICS
 - Come Share Society
 - SUCCESS
 - DIVERcity
 - Options
 - Surrey Urban Mission
 - Fraser Region Friendship Centre (TBD)
 - Red Cross (if applicable)
 6. Comments from other stakeholders.
 7. Discussion/Questions.
 8. Next Steps.
 9. Adjournment.

(See next 2 pages for those invited and those who were in attendance)

Community Name: INFO MEETING STAKEHOLDERS AND OTHERS



17-Jan 2013 City Centre Library

United Way helping seniors remain independent.

	Attended community meeting*	First Name	Last Name	Organization	Title	Are you a senior?		
						Yes	No	
1	<input checked="" type="checkbox"/>	Jenny	Lam	S.U.C.C.E.S	Program Manager		<input checked="" type="checkbox"/>	Jh
2	<input checked="" type="checkbox"/>	Queenie	Choo	S.U.C.C.E.S	CEO		<input checked="" type="checkbox"/>	QC
3	<input checked="" type="checkbox"/>	Sue	Mcintosh	Senior Come Share Society				
4	<input checked="" type="checkbox"/>	Andrea	Cox	Senior Come Share Society				
5	<input checked="" type="checkbox"/>	Inderjeet	Hundal	Pics				
6	<input checked="" type="checkbox"/>	Sonia	Chaudhary	Pics	Project Developer		<input checked="" type="checkbox"/>	afz
7	<input checked="" type="checkbox"/>	Jonquil	Hallgate	Surrey Urban Mission				
8		Loise	Hara	Division of Family Practice				
9		Denise	Darrell	Sources Community Response Ctr				
	<input checked="" type="checkbox"/>	Andrea	Droege	Comfort Keepers				

*If you attended the community meeting and have already left your info on the community meeting sign in sheet, feel free to just leave your **First and Last Name** and we w

Commun

Staholder and others i
info meeting



Date of Stakeholder Meeting:

17 Jan 2013 Surrey City Librabry

United Way helping seniors
remain independent.

	Attended community meeting*	First Name	Last Name	Organization	Title	Are you a senior?	
						Yes	No
1	<input checked="" type="checkbox"/>	Chanchal	Sidhu	DIVERcity	Manager, Community Development Dept		X
2	<input checked="" type="checkbox"/>	Saroj	Sood				
3		Tazul	Alic				
4	<input checked="" type="checkbox"/>	PARNEVAS	TSE	SUCCESS			
5	<input checked="" type="checkbox"/>	SURINDER	GOSAL	PICS	COORDINATOR		
6							
7							
8							
9							
10							

*If you attended the community meeting and have already left your info on the community meeting sign in sheet, feel free to just leave your **First and Last Name** and we w

Agenda

Potential Service Providers and Other Key Stakeholders Surrey Better at Home

Date: 10am - Monday February 18, 2013

Place: Semiahmoo Library
1815 - 152nd Street, Surrey [Click here for Map](#)

Purpose: The purpose of this meeting is to collaboratively discuss and jointly determine suitable service providers/lead agencies to deliver the Better at Home program for 3 sites in Surrey.

1. Welcome and Introductions
 2. Meeting objectives (WW/JO)
 3. Review of results of community engagement/input (WW)
 4. Lead agency selection, process and development of partnerships (all)
 5. Next steps (WW)
 6. Adjournment
-

Meeting participants:

Lynn Sanderson, Sources

Denise Darrell, Sources

Sue McIntosh, Seniors' Come Share Society

Andrea Cox, Seniors' Come Share Society

Chachal Sidhu, DiverseCity

Sonia, Inderjeet, Davinder from PICS

Queenie, Jennie, Parm from SUCCESS

Becky from Comfort Keepers

Invited but not in attendance: Jonquil from Surrey Urban Mission, Jim Tyler from the City of Surrey (Seniors Portfolio) and Rachael Suttill from Fraser Health

APPENDIX E: Documentation of Media and Public Awareness

A copy of the Press Release is below followed by the list 68 media outlets contacted:



Community Consultations Taking Place in Surrey

- **BETTER AT HOME PROGRAM**
- **JANUARY 8, 2013**

Community consultations for the Better at Home program are underway in Surrey this month.

Surrey is a potential host for the United Way's ground-breaking initiative to provide seniors with support services that will allow them to remain in their own homes longer.

Community Open Houses are being held throughout Surrey:

Central Surrey

Guildford Recreation Centre
15105 - 105 Avenue
Wednesday January 9, 2013
10am – 12pm

City Centre/Whalley

City Centre Library
10350 University Drive
Thursday January 10, 2013
12:30pm – 2:30pm

You are welcome to attend our Community Open Houses!

As a community-based program, Better at Home is encouraging widespread community input, particularly from local seniors. A local Community Developer is working with the community to assess Surrey's local readiness to implement Better at Home, identify non-medical home support services, and support the selection of a local lead organization.

Thank you for sharing this information to increase awareness and attendance; we appreciate your participation in the Better at Home community processes to help seniors live in their own homes longer.

Contact:

Wendy Whelen, Surrey Community Developer
Better at Home Program
Phone: 778-918-2502 wlwhelen@gmail.com



Background:

Over the next year, a total of about 60 Better at Home sites are expected to be announced across the province.

As part of Improving Care for B.C. Seniors: An Action Plan, the B.C. Government provided the United Way with \$15 million to establish Better at Home, a program that offers simple services such as housekeeping, grocery shopping, friendly visits, yard work, home repair, snow removal and transportation to appointments. The services are non-medical in nature, and are supplemental to those services provided by community health workers, such as personal hygiene assistance and help with medical needs or moving around.

Michael McKnight, President and CEO of UWLM, said Better at Home is based on a successful pilot project that United Way carried out in five B.C. communities in partnership with the Ministry of Health and local non-profit agencies. “We know that most seniors, if given the choice, would prefer to live independently as long as they can in their own homes, among friends and neighbors,” he said. “This program allows that opportunity for seniors who are healthy overall, but require modest help with a few tasks. We want to prevent isolation and loneliness, especially among those who are most vulnerable, while helping seniors maintain their quality of life.”

Minister of Health Dr. Margaret MacDiarmid said the initiative is a key part of its Seniors Action Plan to respond to the needs of seniors and an aging population in B.C. “Partnering with United Way of the Lower Mainland allows government to take advantage of their knowledge and expertise to help keep seniors in their own homes because that is where they want to be”, said Dr. MacDiarmid.

The eventual establishment of a Better at Home program in each community depends upon the community itself wanting to participate and a non-profit agency stepping forward to lead the development and delivery of services. The selection of potential communities was based on demographics, local conditions, and consultation with provincial health authorities, regional United Ways and local agencies serving seniors. McKnight said seniors are front and centre in the process, and help determine the services that best meet their needs in their community. The local agency creates the operational structure to register seniors and offer the services, which will be delivered primarily by a network of volunteers. Fees for services will be based on an ability to pay and local market conditions, and in some cases will be offered free of charge.

Ralph Sultan, Minister of State for Seniors, said the Better at Home program concept is something that seniors themselves warmly welcome. He added that it offers promise for helping to avoid the high financial and human cost of entering institutional care before it is required.

“Helping seniors stay in their home benefits seniors and their families as well as the health system,” said Sultan. “The key here is that the program focuses on non-medical home support - such as transportation, housekeeping, home repair, yard maintenance, friendly visiting, and information and referrals.”

Media Contacts
Surrey Better at Home Community Development Process

PRINT

Peace Arch News

Editor: Lance Peverley
 604-542-7402
 lpeverley@peacearchnews.com
 Display ads: Ann Robinson, 604-575-5301
 ann@surreyleader.com
 160 Street, Surrey, B.C. V3S 0C8
 Delivered two times a week - Tuesday and
 Thursday - to more than 37,000 homes in
 White Rock and South Surrey.

The Surrey Leader

Editor: Andrew Holota
 Telephone: (604) 575-2744 Fax: (604) 575-
 2079
 newsroom@surreyleader.com
 3 times a week, Wednesday, Friday, Sunday
 to 86,500
 Submission Deadline: Seven days prior,
 noon
 Suite 200 – 5450 152nd St Surrey, BC V3S
 5J9
 www.surreyleader.com
 Regional/local

The Surrey Now

Beau Simpson 604-572-0064
 bsimpson@thenownewspaper.com
 Display Ads; 604-762-0945, Angela
 awood@thenownewspaper.com
 Suite 201, 7889-132nd Street, Surrey, BC
 V3W 4N2
 Twice a week to 115,000
 http://www.thenownewspaper.com

Akal Guardian

Gurpreet Singh Sahota
 (604) 598-7771 cknewsgroup@yahoo.com
 Submission Deadline: Three days prior
 Weekly to 15,000
 Monday, 2:00 pm
 6-7743 128th Street Surrey, BC V3W 1L4
 Punjabi/Nation wide paper

Cloverdale Reporter News

Editor: Ursula Maxwell
 Telephone: (604) 575-2405 Fax: (604) 575-
 2406 publisher@cloverdalereporter.com
 Monthly
 Submission Deadline: 23rd of the month, 5:00
 pm
 22,000
 17586 – 56A Avenue Surrey, BC V3S 1G3
 www.cloverdalereporter.com
 Target audience includes seniors and families
 interested in business and travel.

The Province

Newsroom – City Desk
 (604) 605-2030 (604) 605-2759
 tabtips@png.canwest.com
 Sunday through Friday daily, 7:00 pm
 148,244
 1-200 Granville Street Vancouver, BC V6C
 3N3 www.vancouverprovince.com
 Commercial daily tabloid newspaper
 published by Pacific Newspaper Group, a
 division of Canwest MediaWorks. Serves
 Metro Vancouver and surrounding areas.

Vancouver Sun

Newsroom – City Desk
 (604) 605-2445 (604) 605-2323
 sunnewstips@png.canwest.com
 Monday through Saturday
 Daily, 7:00 pm
 372,5961-200 Granville Street Vancouver, BC
 V6C 3N3
 www.canada.com/vancouver_sun
 Serves Metro Vancouver and surrounding
 areas.

Asian Star / Punjabi Star

Umendra Singh
 (604) 591-5423 (604) 591-8615
 editor@theasianstar.com
 Weekly
 202-7028 120th Street Surrey, BC V3W 3M8
 www.theasianstar.com
 Punjabi / English

Media Contacts Surrey Better at Home Community Development Process	
<p>Asian Pacific Post Jagdeesh Mann (604) 821-1954 (604) 214-0285 jmann@postpeopleinc.com Weekly, Thursday Wednesday, 4:00 pm Box 2953, 349 West Georgia Vancouver, BC V6B 3X4 www.asianpacificpost.com English. Published by Asian Pacific Post Media Publishing</p>	<p>Hamdard Weekly Gurdeep S. Grewal (905) 791-9999 (905) 791-7158 hamdardweekly@on.aibn.com Weekly 2565 Steeles Avenue East Brampton, ON L6T 4L6 Punjabi newspaper published in Vancouver.</p>
<p>Indo-Canadian Awaaz Newspaper Rattan Mall (604) 502-6100 (604) 501-6100 news@voiceonline.com Weekly Wednesday, noon 10,000 200-12732 80th Avenue Surrey, BC V3W 3A3 www.voiceonline.com Punjabi, sister publication to Indo-Canadian Voice. Owned by The Voice Group.</p>	<p>Indo-Canadian Phulwari Newspaper Kuldip Malhi (604) 591-2200 (604) 591-3300 phulwaripaper@hotmail.com Monthly Wednesday, 6:00 pm 15,000 303-8356 120th Street Surrey, BC V3W 3N4 phulwaripaper@hotmail.com English / Punjabi</p>
<p>Indo-Canadian Times International Newspaper Rue Bains (604) 599-5408 (604) 599-5415 indo@direct.ca Weekly Monday, noon 35,000 103-12414 82nd Avenue Surrey, BC V3W 3E9 www.indo-canadiantimes.com Punjabi</p>	<p>The Indo-Canadian Voice Newspaper Rattan Mall (604) 502-6100 (604) 501-6111 editorvoice@hotmail.com Weekly Thursday, noon 15,000 200-12732 80th Avenue Surrey, BC V3W 3A7 www.voiceonline.com English; sister publication to Indo-Canadian Awaaz. Owned by The Voice Group.</p>
<p>International Punjabi Tribune Newspaper Joginder Sidhu (604) 584-5577 (604) 584-5599 panjabitribune@shaw.ca Weekly Wednesday, noon 12,000 203-9386 120th Street Surrey, BC V3V 4B9 Punjabi</p>	<p>The Link Newspaper Paul Dhillon (604) 591-5160 (604) 591-2113 editor@thelinkpaper.ca Weekly Tuesday, 4:00 pm 15,000 101-13463 78th Avenue Surrey, BC V3W 0A8 www.thelinkpapaer.ca English</p>
<p>Parvasi Paramjit Singh (604) 537-3644 (604) 540-7071 parvasiweekly@gmail.com Weekly Wednesday, 5:00 pm 100,000 www.parvasi.com Punjabi</p>	<p>Punjabi Guardian Weekly Harkirat Singh (604) 590-5200 (604) 591-6397 punjabguardian@shaw.ca Weekly Friday, 10:00 am 15,000 201-9164 Scott Road Surrey, BC V3V 4B5 Punjabi newspaper</p>
<p>Punjab Di Awaaz Editor (604) 599-5408 or (604) 599-5021 (604) 599- 5415 indo@telus.net</p>	<p>Punjabi Patrika Andy Sidhu or Jagir S. Gill (604) 852-2288 (604) 852-1878 Bi-monthly Thursday, noon</p>

Media Contacts Surrey Better at Home Community Development Process	
Weekly, Thursday Monday 20,000 7050 120th Street Surrey, BC V3W 3M8 Under development Punjabi newspaper	1481 Tracey Street Abbotsford, BC V2T 6G4 www.punjabipatrika.com Punjabi
Punjabi Star / Asian Star Umendra Singh (604) 591-5423 (604) 591-8615 editor@theasianstar.com Weekly 202-7028 120th Street Surrey, BC V3W 3M8 www.theasianstar.com Punjabi / English	Punjabi Tribune / International Punjabi Tribune Joginder S. Sidhu (604) 584-5577 (604) 584-5599 panjabitribune@shaw.ca Weekly Thursday, noon 203-9386 120 Street Surrey, BC V3V 4B9 Punjabi
Akai Guardian Punjabi Weekly Editor (604) 590-6397 (604) 591-6397 cknewsgroup@telus.net Weekly 15,000 6-7743-128 Street Surrey, BC V3W 4E6 www.cknewsgroup.com Punjabi/English newspaper owned by CK News Group.	Apna Roots Rue Hayer Bains (604) 599-5021 (604) 599-5415 staff@apnaroots.com Weekly Monday, 2:00 pm 103-12414 82nd Avenue Surrey, BC V3W 3E9 www.apnaroots.com English newspaper
Philippine Asian News Today Rey Fortaleza (604) 588-6397 (604) 588-6387 info@philippinenewstoday.ca Bi-weekly 9955 -149th Street Surrey, BC V3R 7N2 www.pntvancouver.com/pnt/ English/Tagalog	Phillippine Chronicle Roque Juatco (604) 951-9397 (604) 951-9397 rjuatc2250@home.com Bi-weekly 12,000 12534-65th Avenue Surrey, BC V3W 1W9 English / Tagalog print. Owned by Juatco Publishing Ltd.
Korea Central Daily News Jong Oh Kim (604) 420-6034 or (604) 420-7745 (604) 420-6022 pyotiger@daum.net or jongoh@canadianjoongang.com Daily Korean print	Korean Canadian News Boo Youn Lee (604) 522-7699 (604) 522-5849 Weekly, Friday Tuesday, 6:00 pm 6,000 7982 Edmunds Street Burnaby, BC V3N 1C2 Korean news
Korea Times Yon Jin Shin or Charles Nam (604) 420-3650 (604) 420-3653 vancouver@koreatimes.com Daily, noon 303-9940 Lougheed Highway Burnaby, BC V3J 1N3 www.koreatimes.com English / Korean print	The Canadian Immigrant Magazine Naeem Nick Noorani (604) 872-0102 (604) 709-0102 nick@thecanadianimmigrant.com Monthly Approximately two weeks before publication 30,000 250 - 4664 Lougheed Highway Burnaby, B.C. V5C 5T5 http://thecanadianimmigrant.com/ Owned by Star Media Group.

Media Contacts Surrey Better at Home Community Development Process	
<p>First Nations Drum Lloyd Dolha (604) 669-5582 (604) 669-5539 editor@firstnationsdrum.com Monthly Two weeks before publication 25,000 Suite 325 –1001 West Broadway Street Vancouver, BC V6H 4E4 www.firstnationsdrum.com First Nations print</p>	
ON LINE	
<p>MVOX Pat Johnson (604) 716-7561 (604) 632- 4227 pat@mvox.ca Weekly, Monday 76085 Coal Harbour Vancouver, BC V6T 4T2 www.mvox.ca Weekly email of multicultural media</p>	<p>The Tye Newsroom or David Beers (604) 689-7489 (866) 237-5780 editor@thetyee.ca Daily 150,000 per month Suite 100 - 100 West Pender Street Vancouver, BC V6B 1R8 www.thetyee.ca Independent daily on-line magazine</p>
<p>Vancouver Desi http://www.vancouverdesi.com info@vancouverdesi.com 200 Granville Street, Suite #1 Vancouver BC V6C 3N3 (604)-605-2649 Fax: (604)-605-2759 South Asian News Portal</p>	<p>The Vancouver Observer (604) 831-9969 128 West Hastings Street, Suite 210 Vancouver, BC V6B 1G8 info@vancouverobserver.com Alternative local news site</p>
RADIO	
<p>CBU – FM / CBC Radio One (604) 662-6900 (604) 662-6913 radionews@vancouver.cbc.ca 690 AM News, Talk, Variety PO Box 4600 Vancouver, BC V6B 4A2 http://www.cbc.ca/bc/ Owned by CBC – English Network Radio. Local and national news and programming.</p>	<p>CBU – FM / CBC Radio One – BC Almanac Theresa Duvall (604) 662-6900 Fax: (604) 662- 6978 almanac@vancouver.cbc.ca 690 AM News, Current Events, Talk PO Box 4600 Vancouver, BC V6B 4A2 http://www.cbc.ca/bcalmanac/ Canadian Broadcasting Corporation. Mark Forsythe on weekdays from noon to 2:00 pm.</p>
<p>CBU – FM / CBC Radio One – The Early Edition Newsroom or Laura Palmer (604) 662-6118 (604) 662-6106 earlyed@vancouver.cbc.ca</p>	<p>CBU – FM / CBC Radio One – Sounds Like Canada Rosemary Allenback (604) 662-6608 (604) 662-6025 soundslikecanada@cbc.ca</p>

Media Contacts Surrey Better at Home Community Development Process	
<p>690 AM News, Talk PO Box 4600 Vancouver, BC V6B 4A2 http://www.cbc.ca/earlyedition/ Canadian Broadcasting Corporation. Local, social, and political commentary with Rick Cluff weekdays from 5:30 am to 8:37 am.</p>	<p>690 AM News Talk PO Box 4600 Vancouver, BC V6B 4A2 www.cbc.ca/soundslikecanada/ Canadian Broadcasting Corporation. Weekdays at 10:00 am.</p>
<p>CFRO – FM / Co-op Radio Alan Jensen (604) 684-8494 cfro-psa@coopradio.org 102.7 FM Ethnic, Variety/No Dominant Form 110-360 Columbia Street Vancouver, BC V6A 4J1 www.cfro-psa@coopradio.org Co-op radio</p>	<p>CFUN – AM / CFUN John Hadley (604) 871-9000 (604) 871-2901 cfunmail@cfun.com 1410 AM Talk Suite 300-380 West 2nd Avenue Vancouver, BC V5Y 1C8 www.cfun.com Health and medicine afternoon weekend talk show, 7 CTV Inc.</p>
<p>CFUN AM / CFUN – Alive and Well Mannie Buzunis (604) 871-9000 (604) 871-2901 cfunmail@cfun.com 1410 AM Talk Suite 300-380 West 2nd Avenue Vancouver, BC V5Y 1C8 www.cfun.com Health and medicine afternoon weekend talk show, CTV Inc.</p>	<p>CFUN AM / CFUN – Coast to Coast John Hadley (604) 871-9000 (604) 871-2901 news@cfun.com 1410 AM Talk Suite 300-380 West 2nd Avenue Vancouver, BC V5Y 1C8 www.cfun.com Airs 8:00 pm to 6:00 am. Owned by CTV globemedia</p>
<p>CHKG – FM / Fairchild Radio Travena Lee (604) 295-1234 (604) 295-1201 news@fm961.com 96.1 FM 2090-4151 Hazelbridge Way Richmond, BC V6X 4J7 www.fm961.com Ethnic radio owned by Fairchild Media Group</p>	<p>CHMB – AM / AM 1320 Trix Chan (604) 263-1320 (604) 263-0320 info@am1320.com 1320 AM News, Current Affairs Airport Square, 100-1200 West 73rd Avenue Vancouver, BC V6P 6G5 www.am1320.com Programming and news in 14 different languages including Cree, English, Vietnamese, Cantonese, and Mandarin. Owned by Mainstream Broadcasting Corporation. Evening newscast programming.</p>
<p>CHMJ – AM / AM 730 – Best of the Bill Good Show J. J. Johnson (604) 681-7511 (604) 331-2722 nwnews@cknw.com 730 AM Talk Suite 200-700 West Georgia Street Vancouver, BC V7Y 1K9 www.cknw.com/am730/ Owned by Corus Entertainment Inc. Noon to 3:00 pm.</p>	<p>CHMJ – AM / AM 730 – Continuous Drive Time Traffic J. J. Johnson (604) 681-7511 (604) 331-2722 nwnews@cknw.com 730 AM Talk/Speech, News Suite 200-700 West Georgia Street Vancouver, BC V7Y 1K9 www.cknw.com/am730/ Owned by Corus Entertainment Inc. Noon to 3:00 pm.</p>

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<p>CITR – FM Lydia Masemola (604) 822-1242 (604) 822-9364 citrmgr@club.ams.ubc.ca 101.9 FM University of British Columbia 6138 SUB Boulevard, Room 233 Vancouver, BC V6T 1Z1 www.citr.ca Campus / community radio</p>	<p>CJSF – FM Magnus Thyvold (778) 782-3227 (778) 782-3695 cjsfpa@sfu.ca 90.1 FM Variety Simon Fraser University TC216 Burnaby, BC V5A 1S6 www.cjsf.ca Campus / community radio, includes Mandarin and Cantonese</p>
<p>CJVB – AM / Fairchild Radio Travena Lee (604) 295-1234 (604) 295-1201 news@am1470.com 1470 AM 2090-4151 Hazelbridge Way Richmond, BC V6X 4J7 www.am1460.com Ethnic radio owned by Fairchild Media Group</p>	<p>CKNW – AM / CKNW Newsroom or Ian Koenigstest (604) 331-2711 (604) 331-2787 nwnews@cknw.com 980 AM News, Sports, Talk/Speech Suite 2000-700 West Georgia Street Vancouver, BC V7Y 1K9 www.cknw.com Owned by Corus Entertainment Inc.</p>
<p>CKNW – AM / CKNW – Adler Online (604) 331-2711 nwnews@cknw.com 980 AM Suite 2000-700 West Georgia Street Vancouver, BC V7Y 1K9 www.cknw.com Owned by Corus Entertainment Inc.</p>	<p>CKNW – AM / CKNW – The Bill Good Show Susan Kleiderman (604) 331-2711 (604) 331-2722 good@cknw.com 980 AM Talk Suite 2000-700 West Georgia Street Vancouver, BC V7Y 1K9 www.cknw.com Owned by Corus Entertainment Inc. Morning talk show weekdays from 8:30 am to noon.</p>
<p>Radio Punjab International & Punjabi Television Ltd. Sukhdev S. Dhillon (604) 590-3510 (604) 648-8381 rpi@radiopunjab.com News, Talk, Music 103-12827 76th Avenue Surrey, BC V3W 2V3 www.radiopunjab.com 24 hour Punjabi radio with hourly reports. Multilingual radio station focusing on the growing South Asian population in Canada.</p>	<p>CKNW – AM / CKNW – House Calls with Dr. Art Hister (604) 331-2711 housecalls@cknw.com 980 AM Talk Suite 2000-700 West Georgia Street Vancouver, BC V7Y 1K9 www.cknw.com Saturdays 10:00 am to 11:00 am, health and medical with the healthcare agency Oroalliance. Owned by Corus Entertainment Inc.</p>
<p>Radio Sher-e Punjab AM Ajit S. Badh (604) 247-1550 (604) 279-1550 info@sherepunjablive.com 1550 AM News 1228-20800 Westminster Hwy Richmond, BC V6V 2W3 www.sherepunjablive.com Punjabi Radio</p>	<p>CKWX – AM / News 1130 Jacquie Donaldson (604) 873-6397 (604) 873-0877 news1130@news1130.rogers.com 1130 AM News 2440 Ash Street Vancouver, BC V5Z 4J6 www.news1130.com 24 hour local/national news</p>

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TELEVISION	
<p>CBC Television News desk or Tim Weeks (604) 662-6802 (604) 662-6878 cbcnewsvancouver@cbc.ca 700 Hamilton Street, PO Box 4600 Vancouver, BC V6B 4A2 http://www.cbc.ca/television/ Local and national news</p>	<p>City TV Vancouver Newsroom or Bud Pierce (604) 876-1344 (604) 876-3100 vannews@citytv.com 180 West 2nd Avenue Vancouver, BC V5Y 3T9 www.citytv.com/vancouver Local / national news and programming. Breakfast television 6:00 am to 9:00 am. Owned by Rogers Media.</p>
<p>CTV - BC Newsroom (604) 609-5800 (604) 609-5894 bcassign@ctv.ca Suite 300 - 750 Burrard Street Vancouver, BC V6Z 1X5 www.vancouver.ctv.ca Local / national news at 11:30, 5:00 pm, and 6:00 pm. Owned by CTV Inc.</p>	<p>CTV – First Story Allan Hopkins (604) 608-2868 (604) 609-5894 firststory@ctv.ca Suite 300 - 750 Burrard Street Vancouver, BC V6Z 1X5 www.bcctv.ca Magazine-style news on the aboriginal world</p>
<p>Global - BCTV Newsroom (604) 422-6494 (604) 422-6466 globalbc.newstips@globaltv.ca 7850 Enterprise Street Burnaby, BC V5A 1V7 www.canada.com/globaltv/bc/ Local / national news and programming. Owned by Global Television Network Inc.</p>	<p>KVOS Television Dale McCarthy (604) 681-1212 (604) 736-4510 news@kvos.com 320-1985 West Broadway Vancouver, BC V6J 4Y3 www.kvos.ca Owned by Newport Television</p>
<p>Omni 10 Television Terry Mahoney (604) 576-6880 (604) 576-6895 info@omnibc.ca Suite 201 5668 192 Street Surrey, BC V3S 2V7 www.omnibc.ca Owned by Rogers Media</p>	<p>Des Pardes TV Ajaib Singh Sidhu or Baljinder Atwal (604) 592-4500 (604) 592-4545 101-8334 128th Street Surrey, BC</p>
<p>Punjabi World Television Inc. Jay Johal (604) 543-3399 (604) 543-3398 info@pwtv.net 108 – 12736 80th Avenue Surrey, BC V3W 3A7 www.pwtv.net Television shows in English, Hindi, and Punjabi</p>	<p>Shaw TV Vancouver Community Channel 4 900-1067 West Cordova St. Vancouver, B.C. V6C 3T5 Tel. 604.629.4274 Fax 604.629.4231 Email: stv@sjrb.ca</p> <p>PUBLIC SERVICE ANNOUNCEMENTS Shaw TV & Shaw Multicultural Channel 604.629.4276 Fax 604.629.4231</p>
<p>Shaw TV – Multicultural Station Sandra Murphy (604) 629-4274 (604) 629-3119</p>	

Media Contacts
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sandra.murphy@sjrb.ca Burnaby, BC http://vancouver.shawtv.com/ Cable 109 owned and operated by Shaw Cablesystems G.P.	
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