



Affordable Housing Societies Resident Handbook



WHAT SHOULD YOU DO IN AN EMERGENCY?

If you have any **police/medical/fire emergencies**, please **call 911 immediately**.

AHS AFTER HOURS EMERGENCY LINE

After you call 911, call the AHS after-hours emergency line at 604-521-0818.

This after-hours emergency line is an answering service that will send a text to the Resident Manager, letting them know that there is an emergency. The Resident Manager will then contact you to make sure you are safe. If the Resident Manager does not contact you, the next person of contact is the Property Manager.

Please use the after-hours emergency line only in an emergency that cannot be handled during regular business hours (weekdays 9am-5pm).

When should you call the after-hours line?

- Flooding or leaking water pipes or hot water tanks;
- Overflowing toilet, toilet not working (if you don't have a second toilet);
- Complete loss of electricity in your unit:
 - > Call BC Hydro **1 (800) 224-9376** to confirm its not also impacting the rest of your neighbourhood
- Leaking roof, broken windows, and sparking electricity;
- Main door is not locking:
 - > If you lose your keys and need a locksmith, you will be responsible for the costs. You will also be asked for photo ID that includes your address to get new keys.
- No heat in the unit:
 - > Before you call, check your breaker and call BC Hydro **1 (800) 224-9376**.
- You're not able to leave the underground parking.

Anything else that is NOT on this list can wait and be taken care of during business hours (weekdays 9am- 5pm).

FIRE EXIT PLAN AND ANNUAL FIRE ALARM TEST

Familiarize yourself with the building's fire exit plan.

This fire exit plan is posted on each floor of the building, usually by the elevator or in common areas. Affordable Housing Societies (AHS) conducts an annual fire alarm test to make sure each alarm system works. You will be informed in advance of the date and time so you are aware. Calls for any other non-emergency purpose should be dealt with during regular business hours (9am-5pm).



Affordable Housing Societies Resident Handbook

TABLE OF CONTENTS

WHAT SHOULD YOU DO IN AN EMERGENCY?.... i

| | |
|--|---|
| After hours emergency line | i |
| When should you call the after-hours line? | i |
| Fire exit plan and annual fire alarm test | i |

WELCOME HOME.....2

| | |
|---------------------------------|---|
| Indigenous acknowledgment | 2 |
| About AHS | 2 |
| Vision | 2 |
| Mission | 2 |
| Our team | 3 |
| Properties of AHS | 3 |
| Family buildings | 3 |
| Singles & couples | 4 |
| Seniors buildings | 4 |

YOUR HOME5

| | |
|---|---|
| Being a good neighbour | 5 |
| Your building, safety, and security | 6 |
| Keys/locks/security | 6 |
| Insurance | 6 |
| Smoking/vaping | 6 |
| Your unit | 6 |
| Decoration/alteration | 6 |
| Pet policy | 6 |
| Internet/cable/telephone/utilities | 7 |
| Guests | 7 |
| Bathrooms | 7 |
| Appliances | 7 |

| | |
|---|----|
| Common areas | 7 |
| Parking | 7 |
| Storage | 8 |
| Garbage room | 8 |
| Laundry room | 8 |
| Maintenance and Repairs | 8 |
| Pests | 8 |
| Rent | 8 |
| Payment of rent | 8 |
| Tenant rent contribution | 9 |
| Extended absence from rental unit | 9 |
| Income disclosure | 9 |
| Annual review process | 9 |
| Rent Checklist | 10 |
| Rights and Responsibilities | 11 |
| Residential Tenancy Act | 11 |
| Tenancy agreement | 11 |
| Human rights & confidentiality | 11 |
| Moving Out | 11 |
| Ending your tenancy | 11 |
| Transfers | 11 |

RESOURCES.....12

| | |
|--------------------------------|----|
| Important Phone Numbers | 12 |
| Crisis lines | 13 |
| Food Resources | 14 |
| Resources for Seniors | 14 |
| Resources for Addictions | 14 |
| Legal Support | 15 |
| Counselling and Advocacy | 15 |



One Twenty West



Marina Park



Heritage Heights

WELCOME HOME

Thank you for choosing the AHS as your new home. This handbook is your guide for your stay here. While it does not provide specific details related to each AHS building, it will provide you with a good understanding of AHS, how we operate, and what is required of residents who live in our properties.

Indigenous acknowledgment

AHS is committed to the advancement of Indigenous reconciliation efforts, and we offer our solidarity to the survivors and victims of residential schools, as well as those who have been indirectly affected by residential school atrocities. We would like to acknowledge that our Surrey head office is located on the traditional and unceded traditional territories of the Semiahmoo, Katzie, Kwikwetlem, Kwantlen, Qayqayt and Tsawwassen First Nations. Our work wouldn't be possible without their land that we are guests upon.

About AHS

AHS was established in 1982 to develop, own and manage rental housing for low-and moderate-income families, seniors, and singles or couples. AHS operates under a Board of Directors made up of business, professional and community leaders. The Board sets policy and approves major transactions and ensures AHS's objectives are met. The head office is centrally located in Surrey and operates under the direction of a management team.

The society has a portfolio of 59 projects all located in the Lower Mainland of British Columbia. Most of the projects are funded under Federal and/or Provincial government programs so that some or all the residents pay rent based on their income. The society does not provide support services, though residents at select projects can access services on site from other agencies.

VISION

Leading in addressing the needs for affordable housing in the Lower Mainland.

MISSION

To provide quality affordable rental homes so that families and individuals can thrive.

Contact us

Affordable Housing Societies
#207 – 15691 104th Avenue
Surrey, B.C., V4N 2H4

General Inquiries: 604-521-0818

Our office is open Monday to Friday from
8:30 a.m. – 5:00 p.m.

Our team

RESIDENT MANAGER:

- The Resident Managers will be your main contact during your tenancy with AHS. They are responsible for maintenance of the building and all common areas, collecting rent, turning over suites, and the overall upkeep of the building.
- Resident Managers also are responsible for collecting Request for Repair forms, which can be dropped off at the Resident Manager's office (**for more information on maintenance, see page 8**). All offices will have a mailbox that you can access after hours.
- Normal working hours are Monday to Friday 9am to 5pm, and do not include evenings, weekends, or statutory holidays. Please be respectful of staff privacy and personal residence while they are away from work. During the Resident Manager's absence, some of our buildings will have additional support staff to fill in the Resident Manager's role while they are away.

PROPERTY MANAGER:

- Each building has a Property Manager who is responsible for taking care of day-to-day operations, maintenance, upkeep, marketing, and overseeing the properties.

PROPERTY ASSISTANT:

- The Property Assistant is responsible for supporting the Property Manager, onsite Resident Managers, and residents who reside in their building. The Property Assistant is responsible for creating and maintaining a tenancy file on each resident during the course of their stay with AHS.

COMMUNITY RESOURCES COORDINATOR:

- AHS has one Community Resources Coordinator, who is responsible for working with residents to connect them with resources to better support their needs and help them maintain their tenancy on a case-by-case basis.

SUBSIDY DEPARTMENT:

- Subsidy Department oversees rent calculations, annual income reviews, and the process for providing subsidies on new tenancy agreements.

Properties of AHS

FAMILY BUILDINGS

- | | |
|-------------------------|----------------------|
| • Mission Heights | • Sunset Court |
| • The Meadows | • Ridgelawn Gardens |
| • Vincent Place | • Hillside Place |
| • Rose Hill | • Heritage Heights |
| • River Woods | • Concordia Court |
| • Moody's Landing | • Burnaby Court |
| • Glen Meadows | • Three Links Plaza |
| • Decaire Heights | • Marin Vista |
| • Strawberry Hill | • Longwater Park |
| • Stoney Creek | • City Vista |
| • Rodeo Park Place | • Vanness Park |
| • Kwantlen Park | • The Streets Homes |
| • Johnston Court | • Station Park 1 |
| • Jennings Place | • Station Park 2 |
| • Innes Park | • Nanaimo Place |
| • Hyland Village Park 1 | • Nanaimo Lane |
| • Hyland Village Park 2 | • Princess Place |
| • Venturi Park | • Yaletown Mews |
| • Regent Place | • One Twenty West |
| • Gilbert Gardens | • C Side 1 |
| • Gilbert House | • Bridgeview Heights |
| | • Rock Springs |



Concordia Court

SINGLES & COUPLES

- Rock Springs
- Cedar Manor
- Seymour Place
- Europe Hotel
- Columbia House
- Ford Building
- C Side 2

Seymour Place



SENIORS BUILDINGS

- Ukrainian Village
- Strawberry Hill Manor
- Scott Road Lodge
- Maple Ridge Towers
- Marina Park
- Evergreen Plaza
- Twin Towers
- Ridgelawn Gardens
- Concordia Court
- Chaffey Lane
- Whiting Court
- West End Manor
- Granville House
- Alexander House

Strawberry Hill





Europe Hotel

YOUR HOME

Being a good neighbour

All residents have the right to a quiet and peaceful environment. Quiet hours are between 11pm to 9am, as outlined clearly in your tenancy agreement. Please check your local city bylaws for any additional quiet time bylaws. You are responsible for making sure that your household members and guests don't create too much noise and disturbance, especially during quiet hours. Not following these rules can lead to the end of your tenancy. This includes ensuring that children are not playing in the parking lot, hallway, or laundry room.

For complaints or conflict with your neighbours, try to talk to your neighbours in a polite and courteous manner to sort the problem out first. If that does not work, please provide a written complaint to your Resident Manager. You will be responsible for working with the Resident Manager and your neighbours in the building to address the issue and follow any actions agreed upon by all parties.

Part of being a good neighbour is accepting that everyone is different. Please make an effort to get along with your neighbours and ensure that your activities are not disturbing others. Do not allow your guests to act or behave in anyway that would cause harm to your neighbours. Make sure that your suite is clean, tidy and free of household clutter. It's important to respect the work that is done by staff, residents, or volunteers in the building.

Your building, safety, and security

KEYS/LOCKS/SECURITY

When you move into your home, you will meet the Resident Manager and receive a key to your new unit, front door, garage, and mailbox (if applicable to the building). The lock will be rekeyed on the door before you move in.

If you misplace your fob or garage remote, immediately let your Resident Manager know so it can be deleted off the system for the safety and security of you and your neighbours.

AHS keeps master keys to all units in case of an emergency. Do not change any locks or add security devices without permission from AHS.

If you want to change your locks, or if you lose your keys, you will be responsible for the cost to replace them. If it is necessary for locks to be changed, please speak to the Resident Manager.

SAFETY IS EVERYONE'S RESPONSIBILITY.

Tips:

- For buildings that have fobs and garage remotes: do not leave these items in your vehicle.
- Be mindful of your surroundings, do not let strangers into the building as you enter or exit.
- Stop and wait for the gates or doors to close completely before entering or exiting.

INSURANCE

You are responsible for having sufficient insurance to protect your property against loss, theft and damage. Tenant insurance can be purchased from most insurance agencies. AHS is responsible for restoring the building and its units, however, this coverage does not cover any damage to personal belongings.

In the event of an incident that requires you to move from the building temporarily, our Emergency Services Program covers you for three days after which you are responsible for finding a temporary place to live.

SMOKING/VAPING

As stated in your tenancy agreement, smoking or vaping of any substance is not allowed within:

- your unit;
- any common areas including patios, balconies, hallways, parking garages, electrical or mechanical rooms, stairs, or storage locker areas;
- six meters of a door, window, or air intake; and
- twenty-five meters from the playground areas and outdoor spaces.

Your unit

DECORATION/ALTERATION

You need the Property Manager's permission before you make any modifications to your unit. All modification requests must be written down and given to the Property Manager prior to any work being done.

Structural changes to your unit or exterior of the building are not allowed. No painting, plumbing, or electrical modifications are to be made to the unit by any resident. If you're not sure about what's allowed, please ask your Resident Manager. AHS has the right to remove any structure or additions that were not approved. Any costs involved to remove these items will be your responsibility.

PET POLICY

AHS does not allow pets. If you bring pets into your building or unit, you will be in violation of your legal tenancy agreement. You must not keep or allow any animal or pet, reptile, exotic animal, or domestic wild fur-bearing animal in the building or units, unless specifically permitted in writing in advance by the Resident Manager. You will be held responsible for any damage caused to the building or your unit if you are in violation of this policy as a result of keeping a pet or animal.

INTERNET/CABLE/TELEPHONE/UTILITIES

Internet, cable, and telephone services are not provided. You are responsible for arranging your own internet, cable and telephone services, including installation, maintenance, and any associated costs. For installation, you must make advance arrangements with the Resident Manager to get access to the utility room if needed. In some buildings electricity or gas is not included in the rent. If electricity or gas is not included in your rent, you are responsible for setting up and paying your utilities directly. To activate these services, please contact:

BC Hydro **1-800-224-9376**
FortisBC **1-888-224-2710**

APPLIANCES

Tips:

- Do not use harmful cleaning products that may damage your appliances.
- Make sure you clean and defrost the fridge in your unit regularly. Do not use knives or ice picks to scrape the ice off because it can damage the freezer and you will be responsible for all repair costs.
- Use the stove hood fan when cooking, boiling water or when using a rice cooker.
- Use pot lids to reduce humidity and save energy.
- Report any issues by completing a Request for Repair form as soon as possible.

GUESTS

Guests are allowed to stay a maximum 14 calendar nights per year. If you have a guest that resides in your unit for more than 14 calendar nights in a year, you will be in violation of your tenancy agreement. You are responsible for the actions and behaviour of your guests at all times.

BATHROOMS

When cleaning, please use a gentle non-abrasive cleaner on bathtubs, sinks, and toilets. Make sure that you clean all tiles regularly. Never flush paper towels, feminine hygiene products, condoms, dental floss/picks, or wipes (even if they claim to be flushable) down the toilet. If any tiles are broken, toilets are running, water dripping or other repairs are needed, please fill out a **Request for Repair form (see page 8)**.

Common areas

Some buildings may have common areas that can be used for recreation including meetings and programming. Alcohol is not permitted in these rooms. The Resident Manager can inform you about the availability of these areas in your building. It is your responsibility to make sure that common areas are being used by household members and guests in a safe manner. Do not leave your belongings or garbage in the hallways, laundry room, or amenity rooms, and make sure you clean up after yourself and your guests. Improper use of common areas including damage, noise, or failure to clean the room may result in the Resident Manager revoking your ability to use these common areas. Please treat the common areas as you would your own home, and be considerate of your neighbours as these areas are used by everyone.

PARKING

AHS is not responsible for providing parking to residents. Parking is available at some properties and designated parking areas are only for registered vehicles. Please make sure that your vehicle is in operating condition, registered, and has current insurance. Guests should only use the designated visitor parking areas. Maintenance on your vehicle should not be done on the property, and your vehicle must be registered to get a parking spot. Any liquids that leak from your vehicle must be cleaned immediately. Please check with the Resident Manager for additional parking provisions.

STORAGE

All personal property that is kept on the site is at risk for loss, theft, or damage from any and all causes. Please make sure you store your personal items in safe and designated storage areas. Attics, crawl spaces, parking stalls, balconies, or patios are not to be used for storage. Residents are required to check, understand, and follow municipal bylaws and fire department regulations for parking areas, storage areas, and yards. You should make sure at all times that your personal property and items are not blocking access to hot water tanks, electrical panels, and attic hatches. Flammable or dangerous materials must not be stored at, or near, the building at any time.

GARBAGE ROOM

Garbage, waste boxes, paper, or other recyclable materials must not be placed or left in hallways, parking areas, driveways or patios, balconies, or any other common areas, except those areas designated for disposal. All garbage must be drained, bagged, or wrapped and tied securely. Garbage and recycling must be placed in the proper receptacles, not beside the receptacle. Furniture (mattresses, couches, tires, etc.) or electronics must not be left by the dumpster or anywhere on the property. You are responsible for organizing the removal of any large items that need to be thrown out. If you dump furniture or large household items incorrectly on the property, you will be responsible for paying for the cost of removal as well as for paying a dumping fine.

LAUNDRY ROOM

The laundry room is to be used by adult residents only. Make sure you familiarize yourself with the laundry room rules and regulations. Give yourself sufficient time to complete your laundry load before the laundry room closes. Make sure that you clean around the drum and exterior of the washing machine after you've used it. Remove the lint screen in the dryer after each use to reduce drying times and to prevent fires. If any washer or dryer is not working, report it to the Resident Manager immediately by filling out a Request for Repair form. In the event the machine does not start or fails to complete the cycle, please contact the phone number on the machine, in addition to calling the Resident Manager. The phone number on the machine will allow you receive a refund in the event that the machine breaks down after you pay for a load.

Maintenance and Repairs

Request for Repair forms can usually be found in front of the Resident Manager's office, in the lobby, or next to common areas. If you are not sure where to find one, please ask the Resident Manager. When filling out a form, please write clearly and fill out the form completely. Once the form is completed, hand it to the Resident Manager or leave it in the designated after-hours mail slot.

If the issue is an emergency call: 604-521-0818.

AHS is responsible for making sure that your unit, the building, and the property is being maintained and is suitable for occupancy. AHS must follow health, safety, and housing standards required by law.

You are responsible for maintaining reasonable health, cleanliness, and hygiene standards throughout your unit and common areas of the property. AHS is responsible for arranging for damages to be repaired, however, you are responsible for reporting any damages, as well as paying for the cost of damages. Normal wear and tear are not your responsibility.

PESTS

If you see any pests, tell your Resident Manager immediately.

Rent

PAYMENT OF RENT

Rent is due on or before the first of every month by midnight. AHS' preference is for payment to be received by EFT (Electronic Funds Transfer). If you are unable to sign up for EFT, rent may also be paid by cheque, certified cheque, or money order. Cash payments are not accepted for the protection of both parties.

If rent is not paid by the second day of the month, you will receive a 10-day notice to end your tenancy by the Resident Manager. Paying your rent late three times will classify you as being regularly late with the payment of rent.

This is enough for your Resident Manager to end your tenancy. If you are unable to pay your rent on time or need more time to pay rent, you must contact your Property Manager and explain your situation in writing. If there is an unpaid balance of rent, you may be requested to enter a repayment plan.

For market units, residents may make an application for rental subsidy assistance. Your application will be reviewed to see if you meet the criteria for subsidy assistance if funding is available.

TENANT RENT CONTRIBUTION

For residents who pay Rent Geared to Income (RGI), your monthly rent is 30% of gross household income for anyone 19 and over living in the rental unit. If you are on income assistance, rent is calculated on a flat rate based on the number of residents in one household.

AHS looks at income, sources of income, assets, family size, and whether someone is a student or not when we consider the amount of your Tenant Rent Contribution. If there are changes to your household size or income, you must tell your Property Manager or Property Assistant in writing. They will advise you whether your rent contribution income will be adjusted.

For rent adjustments to take place, you must fill out a new application for the rent subsidy form and provide a reason for requesting a rent adjustment, proof of income, and a minimum of three months of bank statements.

EXTENDED ABSENCE FROM RENTAL UNIT

If you are eligible for a rent subsidy but are absent from the rental unit for a time period of one month or longer without first getting written consent from your Resident Manager, your tenancy could be ended even if the rent is paid.

INCOME DISCLOSURE

It is dishonest to not declare all forms of income. Failure to do so could be considered fraud. Your subsidy can be removed if you do not provide AHS with accurate information. BC Housing can audit any resident's file and recover any unpaid amount where proper disclosure of income did not occur.

ANNUAL REVIEW PROCESS

Residents whose rent is subsidized are required to undergo an annual income review process. Each year, you will need to complete a declaration of income and assets form, as well as an application for rent subsidy form. On these forms, please provide us with your current financial and household information, attaching copies of any documents that provide proof of your income and assets for the past three months.

All the documentation provided for proof of income must be recent and verifiable. This may include paycheques, letter of employment, tax records, bank statements, government benefits, and landlord references. Each person above the age of 19 must also provide proof of income.

Once a year, an audit will be conducted randomly for the declaration of income to ensure that we are following proper procedures and the information provided is accurate and sufficient.

Under the terms of your agreement, you are responsible for paying the rent for your unit which is based on the information provided in the declaration form. It is important that this form is filled out and signed by all members of the household over the age of 19. If you don't do this, it means that you could lose your subsidy and be issued a notice to end your tenancy. This will be the beginning of the eviction and tenancy termination process. Please see attached **Tenant Checklist on page 10**. The Tenant Checklist is used for several purposes, including informing old and new tenants about details regarding subsidy paperwork, rent adjustments, new applications, and annual income reviews.

TENANT CHECKLIST

☐ 1. Subsidy forms

Please ensure that each resident 19 years of age or older has **signed and dated the subsidy form, that all names and birth dates have been entered, and that each adult member has declared income** from all applicable income sources. This declaration is very important.

☐ 2. Bank statements

All residents 19 years of age or older must provide **3 current consecutive months' statements for all bank accounts** held.

☐ 3. Account summary printout from each bank showing all accounts held at that bank.

☐ 4. Source of Income

Tenants who are on **income assistance, employment insurance, child support, employed, self-employed, pensioners, or students**, are all required to provide the following documentation:

- ☐ Three consecutive current pay stubs
- ☐ Statement of Business Activities and Notice of Assessment (Income Tax)
- ☐ Previous year income tax return for each adult member or documentation stating taxes have not been filed for that year.
- ☐ Letter from Income Security Programs stating current amount of government pension
- ☐ Canada Pension Plan (CPP)/ Old Age Security Toll-Free **1-800-277-9914**
- ☐ Current benefits stub, copy of cheque, or documentation stating total benefits. Residents who are on Income Assistance should be able to go online to view and

print your confirmation of assistance. For more information go on the Website of: My Self Serve or call **1-866-866-0800**.

- ☐ Current EI stub or documentation stating gross weekly benefits
- ☐ Documentation from Family Maintenance Enforcement Programs stating amount of support being received or amount arrears if no support is being paid OR current copy of support cheque and/or bank statements reflecting payment deposit.
- ☐ Documentation from the school stating course description, start and finish and proof of payment, including Student Loan Statement.

☐ 5. Assets

- ☐ Statements listing current value of all assets including real estate, RRSP's, private and/or foreign pensions, Stocks & Bonds.

Note: Be sure to review the required documentation that pertains to your household composition. You are accountable for any errors or omissions identified in your submission.

Failure to complete and provide all the required documentation may result in your application being refused or returned as we cannot determine if you are eligible for subsidy.

- ☐ **6. Additional Information** not required but might be requested: Previous year income tax return for each adult member or documentation stating taxes have not been filed for that year.

Rights and Responsibilities

RESIDENTIAL TENANCY ACT

The Residential Tenancy Act explains the rights and responsibilities of both residents and landlords. The rules for rent increase only apply to those paying market rent. If you want more information on your rights and responsibilities as a resident, you can contact the

Residential Tenancy Branch at 604-660-1020 or 1-800-665-8779

TENANCY AGREEMENT

Before moving in, residents sign and receive a copy of the tenancy agreement. If this copy has been lost, contact the Resident Manager to request a new one. If you have any questions or require more clarification about the agreement, please contact your Resident Manager.

HUMAN RIGHTS & CONFIDENTIALITY

At AHS, we are committed to maintaining confidentiality and personal privacy.

BC freedom of information and protection of privacy act: This act is responsible for the protection of all personal information under its custody and control. Personal information is only used for tenancy purposes.

Human Rights Code: This states that a person cannot discriminate against someone due to their race, colour, ancestry, origin, political belief, sexuality, religion, marital or family status, age, sexual orientation, gender identification or source of lawful income. If you feel you are being discriminated against, please take your complaint directly to the **BC Human Rights Tribunal at 604-775-2000.**

Moving Out

ENDING YOUR TENANCY

When you have decided that you want to move out, you must give the Resident Manager a written notice stating that you want to vacate the unit no later than the last day of the month, one month before you plan to move. The Resident Manager will be able to give you this form.

When you give your Notice to Vacate, the Resident Manager will arrange a pre-move-out inspection. All residents will be given the chance to participate in the move out inspection. Your Resident Manager must check the condition of the unit before moveout is complete. After this is complete, your Resident Manager will determine:

- how much of your security deposit can be refunded back to you based on the state of your unit. You are given the opportunity to either agree or disagree with the move out inspection report.
- what cleaning needs to be done before moving out.

Any damages to the unit are your responsibility, and the cost of repairs may be charged to you. Unless the Resident Manager and resident otherwise agree, you must vacate the rental unit by 1pm on the day the tenancy agreement ends. You are responsible for giving the Resident Manager all keys, fobs, access cards that are in your possession.

TRANSFERS

AHS receives many transfer requests. Only those that are eligible for a transfer will be considered. You may be eligible for a transfer if:

- You have lived in the current unit for a minimum of one year;
- Your tenancy is in good standing;
- You have no outstanding debts, including chargebacks, rent or audit arrears;
- You are still eligible for AHS tenancy;
- You meet one of the following transfer reasons (medical need, unreasonable distance to school or work, social conflict, inappropriate unit size for household).

RESOURCES

| IMPORTANT PHONE NUMBERS | CONTACT |
|---|---|
| If you are in an emergency | 9-1-1 |
| Health Link BC - Free of charge provincial health information | 8-1-1 |
| For the deaf and hard of hearing | 7-1-1 |
| BC Hydro | 1-800-224-9376 |
| Fortis BC | 1-888-224-2710 |
| Kid's Help Phone –to speak to a professional counselor 24 hours a day. | 1-800-668-6868 |
| Alcohol and Drug Information and Referral Service to find resources and support | 1-800-663-1441 (toll free in BC) or 604-660-9382 |
| Mental Health and Substance Use Services Administration | 604-829-8657 |
| Tri-cities Mental Health Centre | 604-777-8400 |
| New Westminster Mental Health Centre | 604-777-6800 |
| Child and Youth Mental Health Offices | 604-927-2616 |
| BC Mental Health & Addiction | 604-953-4900 |
| Developmental Disabilities Mental Health Services | 604-918-7540 |
| Surrey Mental Health and Substance Use Urgent Care Response Centre | 604-953-6200 |
| Tipping Point Consult and Counselling Services | 778-251-6527 |
| Vancouver Community Mental Health Services | 604-675-3890 |
| STAR: Supporting Children and Youth through Mental Health Crisis | 604-585-5561 |
| Vancouver & Lower Mainland Multicultural Family Support Services Society | 604-436-1025 |

CRISIS LINES**CONTACT**

| | |
|--|--|
| All Emergency Services | 9-1-1 |
| Alcohol & Drug information and Referral Service Metro Vancouver | 604-660-9382 |
| Police/Victim Services | 1-877-869-0720 |
| Chimo Crisis Line | 604-279-7070 |
| Crisis Intervention and Suicide Prevention Center of BC | 604-872-3311 |
| The Senior's Distress Line | 604-872-1234 |
| Mental Health Support (no area code needed) | 310-6789 |
| Fraser Health Crisis Line | 1-877-820-7444 |
| Canadian Mental Health Association | 604-516-8080 |
| If you are considering suicide or are concerned about someone who may be | 1-800 SUICIDE (784-2433) or 1-833-456-4566 |
| Online Services for Adults | www.CrisisCentreChat.ca |
| Online services for Youth | www.YouthinBC.com |
| Delta Assist | 604-594-3455 |
| After Hours Emergency Children's Welfare | 604-660-4927 or 1-800-663-9122 (MCFD) |
| Bullying Hotline | 1-877-352-4497 |
| Canadian Red Cross | 1-800-863-6582 |
| Distress Services/ BC Crisis Center | 1-866-661-3311 |
| BC Kids Help Line | 310-1234 or text connect to 686868 |
| Sexual Assault Crisis Line | 1-877-392-7583 |
| Victim Link (Abuse/Violence) | 604-836-6381 |
| BWSS (Battered Women's Crisis Line) | 604-687-1867 |

FOOD RESOURCES**CONTACT**

| | |
|---------------------------------|---|
| Greater Vancouver Food Bank | 604-876-3601 |
| SHARE food bank | 604-931-2451 |
| Surrey Food bank | 604-581-5443 |
| Richmond Food Bank | 604-271-5609 |
| Friends in Need Food Bank | Maple Ridge: 604-466-3663 Pitt Meadows: 604-460-4619 |
| South Delta Food Bank | 604-946-1967 |
| Sources Langley | 604-532-5290 |
| Sources White Rock/South Surrey | 604-531-8168 |
| St. Josephs Food Bank | 778-536-3663 |
| Archway Food Bank | 604-859-5749 |

RESOURCES FOR SENIORS**CONTACT**

| | |
|---|----------------|
| Seniors Abuse hotline | 1-866-437-1940 |
| Seniors First BC | 604-688-1927 |
| Protection from Elder Abuse and Neglect www2.gov.bc.ca/gov/content/family-social-supports/seniors/health-safety/protection-from-elder-abuse-and-neglect | |

RESOURCES FOR ADDICTIONS**CONTACT**

| | |
|--|-----------------------------------|
| BC Alcohol and Drug Information and Referral Service | 1-800-663-1441 or 604-660-9382 |
| Gamblers Anonymous | 1-855-222-5542 |
| Wellness Together Canada | 1-866-585-0445 |

LEGAL SUPPORT**CONTACT**

| | |
|---|-----------------------------------|
| Dial-A-Law | 604-687-4680 |
| Legal Services Society | 604-498-2920 |
| Legal Aid BC | 1-866-577-2525 or 604-408-2172 |
| CBA British Columbia Lawyer Referral Services | 1-800-663-1919 or 604-687-3221 |
| Residential Tenancy Branch Province of BC | 1-800-665-8779 or 604-660-1020 |
| TRAC – Tenant Resource and Advisory Centre | 604-255-0546 or 1-800-665-1185 |
| Family Law Pro Bono Clinic | 604-687-1867 |
| Access Pro Bono Society of BC | 604-878-7400 |

COUNSELLING AND ADVOCACY**CONTACT**

| | |
|--|-----------------------------------|
| Vancouver & Lower Mainland Multicultural Family Support Services Society | 604-436-1025 or 1-888-436-1025 |
| Burnaby Family Life | 604-659-2217 |
| Greater Vancouver Family Services | 604-874-2938 |
| BC Human Rights Tribunal | 604-775-2000 |

