

Resource Guide for North Shore Adults with Disabilities

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DISCLAIMER

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ADVOCACY

BC Association for Community Living

**227 6th Street
New Westminster V3L 3A5**

**Tel: 604-777-9100
Fax: 604-777-9394
Email: info@bcacl.org
Website: www.bcacl.org**

Non-profit association which promotes the participation of people with developmental disabilities in all aspects of community life. Provides educational workshops, publications, resources, and advocacy.

*** Open referral ***

BC Coalition of People with Disabilities

**#204–456 West Broadway
Vancouver V5Y 1R3**

**Tel: 604-875-0188
TTY: 604-875-8835
Fax: 604-875-9227
Advocacy Access Program: 604-872-1278
Email: feedback@bccpd.bc.ca
Website: www.bccpd.bc.ca**

Self-help, province-wide umbrella group representing people with all disabilities. Provides group and individual advocacy (including assistance completing government benefit applications), information and referral, and sponsors self-help projects.

*** Open referral ***

Centre for Elder Advocacy Support

**#304 – 411 Dunsmuir Street
Vancouver V6B 1X4**

**Tel: 604-437-1940
Toll free: 1-866-437-1940
Email: info@bcceas.ca
Website: www.bcceas.ca**

BC CEAS is a province-wide organization of individuals and seniors who wish to work together to eliminate the abuse of seniors. Operates community programs, such as the Seniors' Help and Information Line: Seniors Reaching Out to Seniors, and offers advocacy and legal services as well as publications on law and elder abuse

The BC Human Rights Coalition

**#1202–510 West Hastings Street
Vancouver V6B 1L8**

**Tel: 604-689-8474
Fax: 604-689-7511
Toll free: 1-877-689-8474
Email: info@bchrcoalition.org
Website: www.bchrcoalition.org**

Provides a comprehensive advocacy program at no charge to individuals whose issue falls within either provincial or federal human rights legislation. Current advocacy services include:

- legal information and advice for people who experience discrimination
- technical assistance with framing formal complaints made under either the provincial or federal human rights legislation
- research of case law and the provision of opinion letters as to the merits of a claim
- initiation of formal disclosure procedures and assistance in preparing clients for evidence disclosure
- design and production of settlement offers and agreements
- representation through settlement discussions, early mediation processes, and some expedited hearing processes

BC Public Interest Advocacy Centre (BCPIAC)

**#208–1090 West Pender Street
Vancouver V6E 2N7**

**Tel: 604-687-3063
Fax: 604-682-7896
Email: bcpiac@bcpiac.com
Website: www.bcpiac.com**

BCPIAC is a non-profit society that provides legal services for disadvantaged groups including advocacy, analysis, public education, and information.

Canadian Mental Health Association (CMHA)

**British Columbia Division
#1200–1111 Melville Street
Vancouver V6E 3V6**

**Tel: 604-688-3234
Fax: 604-688-3236
Email: info@cmha.bc.ca
Website: <http://www.cmha.bc.ca/>**

A national volunteer that promotes the mental health of all and supports the resilience and recovery of people experiencing mental illness, and changing the way mental illness is viewed and treated in BC. Services include education, advocacy, and research.

*** Open referral ***

North Shore Disability Resource Centre (NSDRC)

**3158 Mountain Highway
North Vancouver V7K 2H5**

**Tel: 604-985-5371
Fax: 604-985-7594
Email: nsdrc@nsdrc.org
Website: www.nsdrc.org**

Provides information and referral services, and personal and systemic advocacy to individuals seeking to access services or develop support networks. An extensive resource library includes print, tape, and video materials, as well as two public access internet work stations.

*** Open referrals ***

Planned Lifetime Advocacy Network (PLAN)

**#260–3665 Kingsway
Vancouver V5R 5W2**

**Tel: 604-439-9566
Fax: 604-439-7001
Email: inquiries@plan.ca
Website: www.plan.ca**

A non-profit agency that specializes in helping families plan for the financial and social security of their loved ones with disabilities. Assists people in developing personal future plans. Provides advice on alternatives to government social services, individual services, advice on home ownership and guardianship, and also provides advocacy. Conducts workshops and seminars on will and estate planning.

*** Open referral * Fee for some services ***

Social Planning and Research Council of BC (SPARC)

**4445 Norfolk Street
Burnaby V5G 0A7**

**Tel: 604-718-7744
Fax: 604-736-8697
Email: info@sparc.bc.ca
Website: www.sparc.bc.ca**

SPARC BC engages in direct advocacy and also advocates through participation in coalitions. SPARC BC undertakes three types of direct advocacy: public education (to raise consciousness and understanding of issues); support to interest groups with shared concerns (providing information which groups themselves can use for advocacy); and taking formal positions as an organization on concerns within the mandate and knowledge of SPARC BC.

SPARC BC is most often engaged in systemic advocacy (or policy advocacy) by providing information and analysis of issues to affected groups.

DAY PROGRAMS

BC Centre for Ability

**2805 Kingsway
Vancouver V5R 5H9**

Tel: 604-451-5511

Fax: 604-451-5651

Email: home@centreforability.bc.ca

Website: www.centreforability.bc.ca

Provides various vocational and support programs for persons with disabilities.

Daily Endeavours (DE)

Following an individualized approach, support workers provide community based one-to-one support for individuals with complex health needs and disabilities. DE staff support individuals from their homes and go with them to access their neighbourhoods and communities in activities of their choice. Personal plans are developed with the individual, their family and others involved in their support network. Daily activities vary, but may include opportunities in education, recreation, work and other aspects of daily living.

*** Referrals through CLBC ***

The Cascadia Society for Social Working

**351 West 19th Street
North Vancouver V7M 1X7**

Tel: 604-987-3407

Fax: 604-987-3408

Email: cascadia@cascadiasociety.org

Website: www.cascadiasociety.org

Offers extensive day programs for adults 19 or over with special needs. Programs emphasize community building, social/emotional well-being, and skill building.

*** Referral through CLBC ***

Community Integration Services Society

**#1–1583 Pemberton Avenue
North Vancouver V7P 2S4**

**Tel: 604-986-1511
Fax: 604-986-4455**

**Email: shari.mahar@communityintegration.org
Website: www.communityintegration.org**

Offers Individualized day activities that take place solely in the community. Program offers a wide range of options such as academic skill development, community access, supported volunteer positions, and social, recreational, and leisure activities.

Individualized Day Services (IDS)

Staff work one to one with individuals who have developmental disabilities and who may have additional challenges. IDS assists individuals who wish to be active and involved in their community, but would be unable to do so without this service. Individualized programming in the areas of volunteering, employment, leisure and recreational opportunities are provided.

Seniors' Leisure Services

A non-centre based program which provides community based recreation, leisure and educational programs to senior citizens who have a developmental disability. Existing community programs are accessed. The clients participate in numerous and varying activities including: lawn bowling, Tai Chi, Elderobics, ceramics, photography, gardening, candy and chocolate making, theatre, music lessons, and poetry readings.

*** Referrals through MCFD * Flexible hourly fees available for those without MCFD referrals ***

Community Living Society (CLS)

**# 490 - 6400 Roberts St.,
Burnaby V5G 4C9**

**Tel: 604-451-8699
Fax: 604-451-5708
TTY: 604-451-5748 Ext 371
Website: www.cls-bc.org**

**The Waterfront Opportunity Centre
Vocational Service Centre
260 West Esplanade
North Vancouver V7M 3G7**

**Tel: 604-988-7682
Fax: 604-451-5708**

Community based day program for a wide variety of people with disabilities. Provides a broad range of recreational, leisure, and social activities. Also provides musical therapy, volunteer and work experiences.

*** Referral by CLBC * No fees ***

Gateway Society for Autism

**4807 Georgia Street
Delta V4K 2T1**

**Tel: 604-946-0401
Fax: 604-946-8429**

Operates two adult day programs with a focus on behavioural management.

*** Referral by CLBC ***

Howe Sound Rehabilitation Services Society

**#203–218 Blue Mountain Street
Coquitlam V3K 4H2**

**Tel: 604-936-9944
Fax: 604-936-9003
Email: info@howesound.net
Web: www.howesound.net**

Residential Home Support Program

Offers six homes-with-a-roommate environment for adults with intellectual disabilities. Three of the homes are for individuals who also have physical and/or medical needs. The homes provide individualized programs in the areas of communication, education, daily living skills, physiotherapy, and recreation.

Footprints Unlimited Day Program

Provides community-based training and development in various aspects of participants' lives, teaching independence and encouraging integration into the community. Includes volunteering, job training and support, social access, education, recreation, and therapeutic services.

PosAbilities (formerly known as Mainstream Association for Proactive Community Living (MAPCL))

**#240-4664 Lougheed Highway
Burnaby V5L 5T5**

**Tel: 604-299-4001
Fax: 604-299-0329
Email: info@posAbilities.org
Website: www.posabilities.ca**

Provides a range of programs to support adults with developmental disability, as well as people who are deaf or deafblind, individuals with autism spectrum disorders and those who are dually diagnosed. Offers life skills development, community access, crafts, gardening program, computer training, and woodworking. Also provides volunteer options and work experience.

North Shore ConneXions Society (formerly known as North Shore Association for the Mentally Handicapped (NSAMH))

**1070 Roosevelt Crescent
North Vancouver V7P 1M3**

**Tel: 604-984-9321
Fax: 604-984-9882
Website: www.nsamh.org**

North Shore Works

ARC Services is a woodworking shop that provides opportunities for adults with a mental disability to take part in production woodwork and gain the necessary industrial skills in order to work in the community.

*** Referrals by MCFD * No fees ***

Amity Options

Amity Cooida Packaging assists adults with a mental disability by providing a work setting in which to practice interpersonal skills, employee/employer relationships, work routine and attitudes, and life skills related to grooming and hygiene.

*** Referrals by MCFD (children/youth) or CLBC (adults)* No fees ***

Development Training Centre and Venture Program

Provides four community options that are individualized to the interests and needs of the participants in the group.

*** Referrals by MCFD * No fees ***

Vinge & Assoc. (HCS) Ltd.

**#418-4538 Kingsway
Burnaby V5H 4T9**

**Tel: 604-689-3855
Fax: 604-689-3864
Email: info@vinge.bc.ca
Website: www.vinge.bc.ca**

Provides a number of programs and services including residential programs, day programs, behaviour support programs, and professional nursing consulting services, community living services, and training services.

*** Referral by MCFD (children/youth) or CLBC (adults)* No fees ***

EDUCATION AND VOCATIONAL TRAINING

BC Centre for Ability

2805 Kingsway
Vancouver V5R 5H9

Tel: 604-451-5511
Fax: 604-451-5651

Website: <http://www.centreforability.bc.ca/?page=22>

Provides various vocational and support services for adults with disabilities.

Employment Program for Persons with Disabilities (EPPD)

Ministry of Human Resource-sponsored employment planning and placement services, including vocational counselling, assessment, training and placement.

*** No fees * Self-referral * Cross disability ***

Opportunities Fund for Persons with Disabilities

Funding for training and wage subsidy for individuals with disabilities who receive Human Resources Skills Development Canada (HRSDC)-funded case management services.

*** No fees * Cross disability ***

The Greater Vancouver Business Leadership Network

Employment opportunities with the business committed to hiring qualified candidates with disabilities.

*** No fees * Self-referral * Cross disability ***

Segwaye

Segwaye is a transition program for youth that provides pre-employment support to young adults with Neurological disabilities between the ages of 18 -25. The aim is to support young people achieve independence and successful engagement in the workplace.

*** No fees * Self-referral * Cross disability ***

PosAbilities (formerly known as Mainstream Association for Proactive Community Living (MAPCL))

**#240-4664 Lougheed Highway
Burnaby V5L 5T5**

**Tel: 604-299-4001
Fax: 604-299-0329
Email: info@posAbilities.org
Website: www.posabilities.ca**

Provides a range of programs to support adults with developmental disability, as well as people who are deaf or deafblind, individuals with autism spectrum disorders and those who are dually diagnosed. Offers lifeskills development, community access, crafts, gardening program, computer training, and woodworking. Also provides volunteer options and work experience.

LIFE SKILLS

North Shore ConneXions Society (formerly known as North Shore Association for the Mentally Handicapped (NSAMH))

**1070 Roosevelt Crescent
North Vancouver V7P 1M3**

**Tel: 604-984-9321
Fax: 604-984-9882
Website: www.nsamh.org**

Provides individualized life skills training for adults with disabilities living in the community.

*** Referral by CLBC ***

North Shore Disability Resource Centre (NSDRC)

**3158 Mountain Highway
North Vancouver V7K 2H5**

**Tel: 604-985-5371
Fax: 604-985-7594
Email: nsdrc@nsdrc.org
Website: www.nsdrc.org**

Provides a life skills training program for adults with disabilities that is offered either in individual's homes or in the community.

*** Referral by CLBC * Referrals from individuals and other agencies accepted ***

POST SECONDARY PROGRAMS AND SERVICES

Assistive Technology - British Columbia (AT-BC)

**#108–1750 West 75th Avenue
Vancouver V6P 6G2**

**Tel: (604) 264-8295
Fax/TTY: (604) 263-2267
Email: info@at-bc.ca
Website: www.at-bc.ca**

EPPD Technology Support Program

To provide assistive technology services to adults with permanent disabilities in order to reduce barriers caused by the disability in obtaining and maintaining employment. Also coordinates and manages an assistive technology loan bank. Funded by the Employment Strategy for Persons with Disabilities, Ministry of Human Resources.

Capilano College

**2055 Purcell Way
North Vancouver V7J 3H5**

**Tel: 604-986-1911
Fax: 604-984-4985
TTY: 604-990-7848
Website: www.capilanou.ca**

Provides instruction and support to people with disabilities. Funding may be available to students with disabilities. Complete calendar of services available from the college and on their website.

Douglas College-Adult Special Education and Disabled Student Services

**700 Royal Avenue
New Westminister V7J 3H5**

**Tel: 604-527-5120
Fax: 604-527-5095
TTY: 604-527-5450
Website: www.douglas.bc.ca**

Provides instruction and support to people with disabilities. Funding may be available to students with disabilities. Complete calendar of services available from the college and on their website.

Consumer and Job Preparation (CJP)

Designed for students with intellectual disabilities who want to learn the personal, social, and work skills needed to get and keep a job and to use community services.

Basic Occupational Education (BOE)

Provides vocational training to students who have special learning needs and/or other barriers to employment. The program objective is to prepare students for employment in three industry sectors: Food services, Electronic and General Assembly, and Retail and Business Services.

Career and Employment Preparation (CAEP)

This 14-week full-time program is designed to assist people with barriers to employment. Components include researching the job market and identifying the skills required for a new occupation. Students also learn practical stress and time-management techniques as well as effective communication and study and note-taking skills.

Transitions Program

Designed for students Grade 12 and over with special needs and learning difficulties wanting to make successful exits from secondary school into training or workplace situations. Students are introduced to post-secondary opportunities, examine future training possibilities, and address the steps/skills required to obtain more education and/or entry into the work force.

Kwantlen University College

**13479–77th Avenue
Surrey V3W 6Y1**

Tel: 604-599-2100

Fax: 604-599-2086

Email: switchboard@kwantlen.ca

Website: www.kwantlen.bc.ca

Provides instruction and support to people with disabilities. Funding may be available to students with disabilities. Complete calendar of services available from the college and on their website.

The National Educational Association of Disabled Students (NEADS)

**4th Level Unicentre
Carleton University
Ottawa ON K1S 5B6**

Tel & TTY: 613-380-8065

Fax: 613-520-3704

Email: info@neads.ca

Website: www.neads.ca

NEADS advocates for increased accessibility at all levels so that disabled students may gain equal access to college or university education. The Association provides information on services and programs for students with disabilities nationwide, publishes a regular newsletter, and conducts research on issues of importance to its members. Members include disabled students, educators, organizations and professional service providers.

* Membership fee \$10 for eligible students with disabilities *

Vancouver Community College

**250 West Pender Street
Vancouver V6B 1S9**

Tel: 604-443-8300

Fax: 604-443-8588

Website: www.vcc.bc.ca

Provides instruction and support to people with disabilities. Funding may be available to students with disabilities. Complete calendar of services available from the college and on their website.

EMPLOYMENT AND VOLUNTEERING

SENI Abilities to Business (A2B)

Tel: 604-732-3278

Website: <http://www.successbc.ca/eng/component/>

A self employment program for people with disabilities. Assists with business planning, business skills education, and additional services including access to financing and business launch.

The Greater Vancouver Business Leadership Network (GVBLN)

**2805 Kingsway
Vancouver V5R 5H9**

Tel: 604-630-3031

Fax: 604-630-3041

Website: www.gvbln.ca/

GVBLN is a program of The BC Centre for Ability and it educates and supports businesses to hire and retain qualified people with disabilities. This program provides employers with access to both a qualified pool of applicants with disabilities and the support they may require to ensure expectations are met.

BC Ministry of Human Resources

Employment Strategy for Persons with Disabilities

**1050 Churchill Crescent
North Vancouver V7P 3M7**

Tel: 604-981-0125

Fax: 604-987-5481

Website: www.mhr.gov.bc.ca/pwd/employ.htm

Strategy focuses on developing a broad range of new skills training services and employment-related programs to assist persons with disabilities into the labour market and to improve their employment outcomes. Components of this employment strategy include:

- Employment Program for Persons with Disabilities (EPPD)
- Minister's Council on Employment for Persons with Disabilities
- Disability Supports for Employment Fund (Vancouver Foundation)

BC Paraplegic Association

Employment Outreach

**780 South West Marine Drive
Vancouver V6E 4A4**

Tel: 604-324-3611

Toll free: 1-877-324-3611

Fax: 604-326-1229

Email: Vancouver@canparaplegic.org

Website: www.canparaplegic.org/bc/

Provides free employment services to people with physical barriers, living in the Greater Vancouver area. Provides specialized intensive job search techniques and also educates both clients and employers on wage subsidies and training incentives.

Gastown Vocational Services

Pre-Employment Services Program (PES)

**#250–220 Cambie Street
Vancouver V6B 2M9**

**Tel: 604-683-6047
Fax: 604-683-5099
Email: lynette.campbell@vch.ca
Website: www.gsvonline.ca**

This program is designed for eligible people with mental health disabilities who are interested in taking first steps to volunteer and/or to work.

*** Must have Persons with Disability (PWD) designation with Ministry of Human Resources (MHR) ***

IAM Cares Society

**#303–935 Marine Drive (3rd Floor, Capilano Mall)
North Vancouver V7P 1S3**

**Tel: 604-903-3355
Fax: 604-903-3345
Email: krista@iamcares.com
Website: www.iamcares.ca**

Funded by HRDC Canada, IAM Cares provides free employment services for people with all types of disabilities.

Neil Squire Foundation

**#220–2250 Boundary Road
Burnaby BC V5M 3Z3**

**Tel: 604-473-9363
Fax: 604-473-9364
Email: info@neilsquire.ca
Website: www.neilsquire.ca**

Provides education, technology, and career development for people with physical disabilities. Services include career counselling and research, testing and assessments, resume preparation, and information interviews.

Assistive Technology for Employment Centre (ATEC)

Tel: 604-473-9363

Provides assistive technology assessments, training, and equipment trials.

*** Fee for service applies to all interventions * Subsidy may be available * Contact by phone for further information ***

CAP Sites

Tel: 604-473-9363

Free, accessible, and supportive Internet sites for people with disabilities.

*** Contact by phone for details ***

Computer Comfort

Tel: 604-473-9363

This program provides a starting point for people with physical disabilities who want to gain basic computer skills. To eligible persons with disabilities, this program of one-on-one computer tutoring is offered free of charge.

*** Contact by phone for details of eligibility and further information ***

Employ-Ability (EA) Skills Development for Employment

Tel: 604-473-9363

This individualized program offers a unique learning opportunity for persons with physical disabilities who are motivated to create a positive change in their lives. Provides group and one-to-one supportive environments to gain knowledge in a variety of areas, enabling people with disabilities to achieve independence.

*** Free for all persons with disabilities except those funded by a third-party such as WCB, ICBC, or other insurance * Contact by phone for further information ***

Job Focus

Tel: 604-473-9363

An employment program for all persons with disabilities. Provides consultants and job specialists to work with clients to develop a career path and do job searches.

*** Contact by phone for further information ***

North Shore ConneXions Society (formerly known as North Shore Association for the Mentally Handicapped (NSAMH))

**1070 Roosevelt Crescent
North Vancouver V7P 1M3**

Tel: 604-984-9321

Fax: 604-984-9882

Website: www.nsamh.org

ConneXions Employment Program

Provides support and training for people with disabilities so that they can reach their career goals. Assists with work experience and job search/placement services enabling individuals to determine career paths, explore employment options and find competitive employment throughout the Lower Mainland.

North Shore Community Resource Society (NSCRS)

**#201–935 Marine Drive
Capilano Mall
North Vancouver V7P 1S3**

**Tel: 604-985-7138
Fax: 604-985-0645
Email: nscr@nscr.bc.ca
Website: www.nscr.bc.ca/NSCR.html**

Volunteer Access Program

Program provides adults with mental disabilities an opportunity to work as volunteers in their community. Individuals are able to improve their work skills and integrate more fully into their community. Program finds suitable volunteer work placements, offers training and support, and provides on-going support to agencies and volunteers.

*** Referral by MCFD (children/youth) or CLBC (adults) for people with developmental disabilities ***

*** Referral by Community Psychiatric Services for people with mental illness ***

Polaris Employment Services Society

**#205–5066 Kingsway
Burnaby BC V5H 2E7**

**Tel: 604-430-1557
Fax: 604-430-8693
Email: polaris-employment@telus.net
Website: <http://www.polaris-employment.bc.ca/homepage.html>**

Provides employment counselling and job placement for people with a developmental disability. As an employment resource centre, supports job seekers through information, resources, and access to computers, phones, and fax machine. Funded by HRSDC and MCFD.

Triumph Vocational Services

(See website for various locations in Fraser Valley)

**Toll free: 1-866-689-7150
Email: info@triumphvocational.com
Website: www.triumphvocational.com**

Triumph provides services for people with disabilities who are interested in finding employment opportunities (including part-time, full-time, or voluntary employment). Offers assistance with exploring skills, abilities, and goals and provides a supportive team that assists people with creating individualized employment plans.

*** Referrals by Ministry of Human Resources ***

VanCity Savings Credit Union (VanCity)

Advice and Business Loans for Entrepreneurs with Disabilities (ABLED)

Small Business Support Management

Tel: 604-877-7000

TTY: 604-871-5408

or contact a local branch of VanCity

Website:

<https://www.vancity.com/MyCommunity/OurChangeProductsAndServices/FinancialLiteracyAndBasicBanking/FinancialLiteracyEducation/>

Provides loans to eligible people with disabilities to encourage opportunities for self-employment among those illustrating the capacity to operate their own businesses. VanCity works with entrepreneurs to find business planning resources, identify training needs and resources, locate other business resources, and provides ongoing training resources and limited business counseling during the loan duration. VanCity also provides adaptive technology resources to facilitate the application process.

Loans can be used to:

- Start-up or expand an existing business
- Purchase and apply new technology
- Upgrade facilities and equipment
- Develop marketing and promotional material
- Establish working capital for anticipated sales increases

Detailed information about eligibility and criteria for ABLED loans is available on the VanCity website.

EMPLOYMENT RELATED WEBLINKS

Workink

Website: www.workink.com

Offer local and national employment resources for job seekers with disabilities.

EQUIPMENT

Canadian Red Cross Society

**Delbrook Community Centre (North Bldg)
600 West Queen's Road
North Vancouver V7N 2L3**

Tel: 604-988-7115

Fax: 604-988-7105

National Website: www.redcross.ca

Other: http://www.capservices.ca/?page_id=8

Provides a 90-day medical equipment loan service for people who need equipment to help them recuperate from operations, injuries, and illness in the comfort of their own home. Adapted bicycles for children are also available for loan.

*** Referral required from a regulated health care provider ***

Technology for Independent Living (TIL)

**A program of the BC Paraplegic Association
#103 - 366 East Kent Avenue South
Vancouver V5X 4N6**

Tel: 604-326-0175

Fax: 604-326-0176

Email: til@bcits.org

Website: <http://www.bcits.org>

The Technology for Independent Living Division (TIL) provides assistive devices for persons with severe disabilities as one way to help them live a more independent and fulfilling life.

*** Equipment on long-term loan basis * Referral required by Occupational Therapist***

Tetra Society of North America

**Suite 207 - 3077 Granville Street
Vancouver V6H 3J9**

Tel: 604-688-6464

Fax: 604-688-6463

Website: www.tetrasociety.org

Construct assistive devices to solve problems where the solution is not available through a commercially made product. Volunteers with technical skills work one-on-one with people with disabilities to customize assistive devices.

*** Open referral * Cost of raw material and mileage ***

HEALTH

BC Ministry of Health

**1515 Blanshard Street
Victoria V8W 3C8**

Toll free in BC: 1-800-465-4911

Website: <http://www.health.gov.bc.ca/msp/>

Medical Services Plan of BC (MSP)

Insurance for medically required services provided by physicians, supplementary health care practitioners, laboratory services, and diagnostic procedures. Under

the Medicare Protection Act, enrolment with MSP is mandatory for all eligible residents and their dependents.

*** There are costs for this coverage but some subsidies are available ***

PharmaCare

PharmaCare subsidizes eligible prescription drugs and medical supplies for BC residents and provides financial assistance under Fair PharmaCare and other specialty plans.

Canadian Mental Health Association (CMHA)

**British Columbia Division
#1200–1111 Melville Street
Vancouver V6E 3V6**

**Tel: 604-688-3234
Fax: 604-688-3236
Email: info@cmha.bc.ca
Website: <http://www.cmha.bc.ca/>**

A provincial voluntary association that exists to promote the mental health of all British Columbians. Services include information, education, and advocacy. Online resources include *A Guide to BC's Mental Health Resources* and CMHA's quarterly newsletter *Visions*.

Fraser Health Authority (FHA)

Fraser Valley/West Coast Mental Health Support Teams

**#207–2248 Elgin Avenue
Port Coquitlam BC V3C 2B2**

Tel: 604-777-8475

**#300-5238 Joyce Street
Vancouver BC V5R 6C9**

Tel: 604-451-5511

Website: www.fraserhealth.ca

Provide services for people with mental illness and mental disabilities. Services include assessment and diagnosis; psychiatric treatment; counselling; music or art therapy; therapies to deal with behavioural disorders; one-to-one support at home or in hospital for people in crisis; and case management. Teams also provide educational, training, and consultative services, and work in collaboration with existing community resources and support networks

*** Clients must meet CLBC criteria * Referrals can be made by the client, client's family, or care providers, by contacting the client's CLBC social worker ***

Provincial Health Authority

BC Health Guide

Website: www.bchealthguide.org/kbaltindex.asp

Provides information on more than 3,000 common health topics, tests, procedures, and other resources. This secure health database contains medically approved information from the Healthwise® Knowledgebase.

BC Health Files

Website: www.bchealthguide.org/healthfiles/httoc.stm

A series of over 150 one-page, easy-to-understand fact sheets about a wide range of public and environmental health and safety issues.

BC Nurses Line

Tel: 604-215-4700
Toll free: 1-866-215-4700
TTY: 1-866-889-4700

Health information and advice offered through a toll free information line. There are registered nurses available 24 hours per day, 7 days per week and a pharmacist is available 5 pm to 9 am, 7 days per week.

Dietician Services at HealthLinkBC (formerly known as Dial-a-Dietitian)

Tel: 604-732-9191
Toll free: 1-800-667-3438
Website: <http://www.healthlinkbc.ca/dietitian/>

Dietitians offer quality information and resources about food and nutrition for residents of BC.

BC Women's Hospital and Health Centre Foundation

Access Clinic

Room 1U64, 4500 Oak Street
Vancouver V6H 3N1

Tel: 604-875-2270
Fax: 604-875-2621
Toll free: 1-888-823-9992
Email: info@bcwomensfoundation.org
Website: www.bcwomensfoundation.org

The "Access Clinic" at Women's Hospital provides education, diagnostic screening, treatment, and advocacy for women with disabilities. Few doctors' offices contain the equipment necessary to provide these services. Testing is conducted in a safe and respectful manner.

Grief and Loss (formerly known as Griefworks BC)

Websites:

<http://www.bcchildrens.ca/YourVisit/Familyservices/GriefAndLoss/default.htm>

and

<http://www.bcwomens.ca/Services/ClinicalFamilyServices/GriefAndLoss/default.htm>

Provides families with access to loss and grief information and support when and where required.

G.F.Strong Rehabilitation Centre

**4255 Laurel Street
Vancouver V5Z 2G9**

Tel: 604-734-1313

Fax: 604-737-6359

Website: <http://gfstrong.vch.ca/>

Offers comprehensive, medically-oriented rehabilitation services to adults with physical disabilities including arthritis, acquired brain injury, neuromuscular skeletal problems, and spinal cord injuries. G.F.Strong Client & Family Handbook - brochure, available for download from website.

*** Referral by a physician ***

Sexual Health Rehabilitation Service

**4255 Laurel Street
Vancouver V5Z 2G9**

Tel: 604-737-6233

Website: <http://gfstrong.vch.ca/services/sexual/index.htm>

The mandate of this service is to provide information and education to the people they support (and their families) to help them understand and manage changes to sexuality that are a result of a physical disability. Services provided by a team of nurses, physicians, and research associates who are experts in the area of sexuality and physical disability. Also provides customized workshops and presentations to health care providers, students, and patients; and does advanced research on sexuality and disability.

*** Any individual with a physical disability who has sexual health concerns relating to their disability may be seen. A physician referral is required and may be sent care of GF Strong or faxed to 604-737-6359 ***

Vancouver Coastal Health, North Shore

Central Community Health Centre

**5th Floor–132 West Esplanade
North Vancouver V7M 1A2**

Tel: 604-983-6700

Fax: 604-983-6839

Email: feedback@vch.ca

Website: http://www.vch.ca/EN/find_locations/find_locations/?&site_id=34

This location was previously known as North Shore Health. The Central Community Health Centre is the base for the North and South Community Health

Teams, who work together with a wide range of community partners to support the comprehensive health needs of North Shore residents.

Community Care Facilities Licensing

Tel: 604-983-6700

Fax: 604-983-6883

Website: http://www.vch.ca/find_services/find_services/?&program_id=162

Provides services including the licensing and monitoring of child and adult facilities and a complete list of licensed daycare, family child care, and preschool settings on the North Shore. These facilities provide daycare, shared living residential care for youth and adults with disabilities, and homes for seniors.

Community Health Nursing

6th Floor–132 West Esplanade

North Vancouver V7M 1A2

General Enquiries

Tel: 604-983-6700

Website: www.vch.ca

On-Call Community Health Nurse

6th Floor–132 West Esplanade

North Vancouver V7M 1A2

Tel: 604-983-6700

Website: www.vch.ca

A community health nurse is available by phone Monday and Friday between the hours of 8:30 am – 5:00 pm; and Tuesday/Wednesday/Thursday between the hours of 1:00 pm – 5:00 pm. The nurse provides general health information and directs clients and families to appropriate services and resources.

Community Nutritionist

6th Floor–132 West Esplanade

North Vancouver V7M 1A2

Tel: 604-983-6700

Website: www.vch.ca

Provides consultation, education and referral services in prevention, home care, and community care licensed facilities.

Community Psychiatric Services

1350 St. Andrew's Street

North Vancouver V7M 1N7

Tel: 604-983-6700

Specialized services for adults who are developing or have a serious persistent mental illness.

Home Care Nursing

**6th Floor–132 West Esplanade
North Vancouver V7M 1A2**

**Tel: 604-983-6700
Website: www.vch.ca**

Registered nurses provide assessments, direct nursing care, support and service coordination to clients in their homes.

Home Support Services

**6th Floor–132 West Esplanade
North Vancouver V7M 1A2**

**Tel: 604-983-6700
Website: www.vch.ca**

This service supplements the efforts of individuals to care for themselves at home with assistance from family, friends, and community. Services include monitoring nutritional needs, assistance with daily living activities such as bathing, dressing, mobility and transfers, safe medication management, respite for caregivers, and socialization in the community.

*** A subsidized service available for eligible adults living at home ***

Mental Health Treatment and Assessment Community Mental Health Program

**#250–145 West 17th Street
North Vancouver V7M 3G4**

**Tel: 604-904-3540
Fax: 604-904-3542**

An interdisciplinary team providing professional mental health treatment services to adults with psychiatric and psychosocial problems.

Rehabilitation Services

**Richmond Hospital
7000 Westminster Highway
Richmond, B.C V6X 1A2**

**Tel: 604-244-5140
Website: www.vch.ca**

Physiotherapy and Occupational Therapy services promote and maintain a client's optimal functional independence in a safe home environment. These services are provided to home-bound clients only.

Lion's Gate Hospital

**231 East 15th Street
North Vancouver V7L 2L7**

**Tel: 604-988-3131
Fax: 604-984-5938**

Phone Lion's Gate Hospital for names of doctors taking new patients or search online at the College of Physicians & Surgeons of BC website:

Website: www.cpsbc.ca/

Western Institute for the Deaf and Hard of Hearing (WIDHH)

**2125 West 7th Avenue
Vancouver V6K 1X9**

**Tel: 604-736-7391
TTY: (TDD): 604-736-2527
Email: info@widhh.com**

**Email to Audiology Department: sbaker@widhh.com
Website: www.widhh.com/**

The WIDHH is staffed by Registered Audiologists and offers services to people who are deaf or hard of hearing. Services include hearing tests, hearing aid evaluations, supervised hearing aid trials, individual counselling, and community education, career counselling, vocational assessment, job search assistance, and worksite assessments.

The WIDHH also offers the “Lend-An-Ear” Loaner Hearing Aid program, providing reconditioned hearing aids at nominal cost to individuals.

*** Open referral * Cost for some services ***

NURSING CONSULTANTS

Vinge & Assoc. (HCS) Ltd.

**270–220 Cambie Street
Vancouver V6B 2M9**

**Tel: 604-689-3855
Fax: 604-689-3864
Email: info@vinge.bc.ca
Website: www.vinge.bc.ca**

Provides a number of programs and services including residential programs, day programs, behaviour support programs, and professional nursing consulting services, community living services, and training services.

*** Referral by MCFD * No fees ***

HEALTH RELATED WEBLINKS

Public Health Agency of Canada (formerly known as Canadian Health Network (CHN))

Website: <http://www.phac-aspc.gc.ca/index-eng.php>

Public Health Agency of Canada is a national, non-profit, bilingual web-based health information service whose goal is to help Canadians find the information they're looking for on how to stay healthy and prevent disease. It helps Canadians find this information via a network of health information providers including Health Canada and national and provincial/territorial non-profit organizations, as well as universities, hospitals, libraries and community organizations.

HOUSING AND RESIDENTIAL SERVICES

BC Housing

#601–4555 Kingsway
Burnaby V5H 4V8

Tel: 604-433-1711
Fax: 604-439-4722
Toll free: 1-800-257-7756
Website: www.bchousing.org/

Provides housing subsidies for more than 82,000 families, seniors, and individuals with disabilities. This provincial crown agency develops, manages, and administers a wide range of subsidized housing options across the province.

Committed to enhancing and forging new partnerships with non-profit housing providers, the private sector, other levels of government, health authorities, and community agencies to develop quality housing for those with the greatest need.

*** Referrals not necessary * No fees to access service ***

Canada Mortgage and Housing Corporation

Residential Rehabilitation Assistance Program for Persons with Disabilities (RRAP-Disabilities)

#200–1111 West Georgia Street
Vancouver V6E 4S4

Tel: 604-731-5733
Fax: 604-737-4139
TTY: 1-800-309-3388

Website: http://www.cmhc-schl.gc.ca/en/co/prfinas/prfinas_003.cfm

Offers financial assistance, in the form of forgivable loans, to eligible homeowners to repair or modify their dwellings for access by people with disabilities.

The forgivable assistance available varies with household income and the cost of accessibility modifications.

*** Open referral ***

Community Living Society (CLS)

490 - 6400 Roberts Street
Burnaby V5G 4C9

Tel: 604-451-8699
Fax: 604-451-5708
TTY: 604-451-5748 Ext 371
Website: www.cls-bc.org

Operates 13 shared-living homes for people with disabilities.

*** Referral by CLBC ***

Co-operative Housing Federation of BC

#200–5550 Fraser Street
Vancouver V5W 2Z4

Tel: 604-879-5111
Fax: 604-879-4611
Toll free (in BC): 1-866-879-5111
Email: info@chf.bc.ca
Website: www.chf.bc.ca

A directory at <http://www.chf.bc.ca/pages/directory.asp> lists BC housing co-operatives that are currently accepting applications. Enhanced listings feature extra information, photos and downloadable application forms.

Disability Trust

As part of joining a housing co-op, a prospective member must buy a number of shares. The Disability Trust helps people with disabilities that are unable to pay for their shares by providing a loan with no fee or interest. More information is available online: <http://www.chf.bc.ca/pages/chfbc3.asp>

Gateway Society for Autism

**4807 Georgia Street
Delta V4K 2T1**

**Tel: 604-946-0401
Fax: 604-946-8429**

Offers a range of residential and day treatment services to adults with autism. Services include vocational training, shared living homes, and consultation.

* Referral by CLBC *

Metro Vancouver Housing Corporation (MVHC)

**4330 Kingsway
Burnaby V5H 4G8**

Tel: 604-432-6300

24-hr emergency Tel: 604-436-6955

Email: Housing.Inquiries@metrovancover.org

Website: <http://www.metrovancover.org/services/housing/Pages/default.aspx>

As a wholly-owned subsidiary of the GVRD, the Metro Vancouver Housing Corporation (MVHC) functions as a non-profit organization, managing more than 3,600 rental units and providing affordable housing for a mix of income levels.

Rental properties

MVHC owns and operates housing sites around the Lower Mainland, providing housing for more than 10,000 people, at rental rates that are below average for the types of units provided.

Limited Subsidy Program

The MVHC is a non-profit organization established to provide affordable housing for low-, moderate-, and middle-income households by offering rental assistance programs to clients. However, there are a limited number of units in the subsidy program.

The Harvest Project

**201 Bewicke Avenue
North Vancouver V7M 3M7**

Tel: 604-983-9488

Fax: 604-987-5813

Email: administration@harvestproject.org

Website: www.harvestproject.org

A non-profit organization dedicated to helping those who are experiencing difficult life circumstances. Provides services including emergency shelter, food

hampers, clothing for those attending job interviews or starting new work, private counselling, and community resource information.

*** Open referral * No fees to access services ***

Lookout Emergency Aid Society

**429 Alexander Street (Main office)
Vancouver V6A 1C6**

Tel: 604-255-0340

Fax: 604-255-0790

Email: info@lookoutsociety.ca

Website: www.lookoutsociety.ca

North Shore Shelter

**705 West 2nd Street
North Vancouver V7A 1E6**

Tel: 604-982-9126

Fax: 604-982-9127

This society operates shelters which provide free accommodation and food and also provides services including support, crisis intervention, advocacy, liaison/referral, planning, needs assessment, free phone and internet access, laundry and liaison/referral services.

*** Open referral * Must be on income assistance to be eligible ***

Seniors Housing Information Program

**# 209–800 McBride Boulevard
New Westminister V3L 2B8**

Tel: 604-520-6621

Fax: 604-520-1798

Email: info@seniorshousing.bc.ca

Website: www.seniorshousing.bc.ca

Provides information on housing and services for seniors living in or wishing to live in British Columbia.

*** Open referral * No fees to access services ***

Community Home Support Services Association

**#111–1385 West 8th Avenue
Vancouver V6H 3V9**

Tel: 604-739-4300

<http://www.chssa.com/>

Provides in-home support and respite services for senior citizens and adults with disabilities.

*** Referral usually through Vancouver Coastal Health * Fees may be charged based on income assessment***

Greater Vancouver Community Services Society (GVCSS)

**#500–1212 West Broadway
Vancouver V6H 3V2**

Tel: 604-737-4900

Fax: 604-737-2922

Email: mbeaton@gvcss.bc.ca

Website: www.gvcss.bc.ca/community_living.cfm

The Community Living department of GVCSS operates a number of homes for adults with developmental disabilities. Homes are established to provide long-term support for each of the individuals.

Howe Sound Rehabilitation Services Society

**#203–218 Blue Mountain Street
Coquitlam V3K 4H2**

Tel: 604-936-9944

Fax: 604-936-9003

Email: info@howesound.net

Website: www.howesound.net

Offers a Residential Home Support program to six residential homes located throughout the lower mainland. This support program offers accommodations to individuals with physical and developmental disabilities.

*** Functional assessment required and performed by Howe Sound ***

North Shore ConneXions Society (formerly known as North Shore Association for the Mentally Handicapped (NSAMH))

**1070 Roosevelt Crescent
North Vancouver V7P 1M3**

Tel: 604-984-9321

Fax: 604-984-9882

Website: www.nsamh.org

ConneXions provides full time care for more than 50 individuals. Each residence has a trained staff team that supports the individuals living there. Support varies according to the needs of the individual and may include personal care, training in daily living activities and behavioural support. An average of 4 residents live in each home and the homes all reflect the needs of individual residents. The homes are also a real part of the community.

North Shore Disability Resource Centre (NSDRC)

**3158 Mountain Highway
North Vancouver V7K 2H5**

Tel: 604-985-5371

Fax: 604-985-7594

Email: nsdrc@nsdrc.org

Website: www.nsdrc.org

Offers a wide range of residential services for adults with disabilities including both supported living and independent living programs.

*** Referral by CLBC for Supported Living Program * Open referrals for Independent Living Program ***

Prima Enterprises Limited

**564 West 23rd Street
North Vancouver V7M 2P9**

Tel: 604-329-6510

Operates two shared-living homes on the North Shore.

*** Referral by CLBC ***

Vinge & Assoc. (HCS) Ltd.

**418-4538 Kingsway
Burnaby V5H 4T9**

**Tel: 604-689-3855
Fax: 604-689-3864
Email: info@vinge.bc.ca
Website: www.vinge.bc.ca**

Provides a number of programs and services including residential programs, day programs, behaviour support programs, and professional nursing consulting services, community living services, and training services.

*** Referral by CLBC * No fees ***

HOUSING RELATED WEBLINKS

Raising the Roof

Website: www.raisingtheroof.org/

Raising the Roof is Canada's only national charity dedicated to long-term solutions to homelessness. Their mandate includes:

- Building awareness about homelessness and what can be done.
- Raising funds for community groups working to alleviate homelessness.
- Giving corporations, organizations and individuals ways to develop and join in strategies to address and prevent homelessness nationally and in their own communities.

Canadian Housing and Renewal Association (CHRA)

Website: www.chra-achru.ca/english/view.asp?x=1

CHRA is the national voice for affordable housing for low- and modest-income households. They promote greater public understanding of housing needs and solutions by researching affordable housing issues and outcomes. CHRA encourages and enables sharing housing information with local communities, across the country and internationally, with the aim of building and supporting the capacity of our communities to meet their housing needs.

Tenants Rights Action Coalition (TRAC)

Website: <http://www.tenants.bc.ca/main/?home>

TRAC is a community-based coalition of groups and individuals working on behalf of B.C.'s one million tenants. They work to improve legal protection for tenants, and to promote community action for the purpose of protecting and increasing the supply of affordable rental housing in B.C.

PROPRIETARY CARE

PosAbilities (formerly known as Mainstream Association for Proactive Community Living (MAPCL))

**#240-4664 Lougheed Highway
Burnaby V5L 5T5**

Tel: 604-299-4001

Fax: 604-299-0329

Email: info@posAbilities.org

Website: www.posabilities.ca

Offers a variety of residential options to meet the unique needs of each child, youth or adult supported by our agency. Arrangements may be short-term, or long-term. They may also accommodate those individuals with developmental disabilities who have medical or behaviour support needs.

*** Referral by CLBC ***

Community Living BC (CLBC)

**Adult Services for Community Living
North Shore/Howe Sound office
#210-1200 Lynn Valley Road
North Vancouver V7J 2A3**

Tel: 604-981-0321

Propriety caregivers are individuals who provide placements in their person residences to adults with developmental delays. Caregivers work along with ministry social workers, other professionals, and family members to carry out objectives identified in the resident's personal service plan (and other care plans). Each home may have up to two residents.

The needs and abilities of individuals living in proprietary care vary considerably. Caregiver fees are related to the resident's required level of support.

SUBSIDIZED AND EQUITY HOUSING

Community Living BC (CLBC)

**Adult Services for Community Living
North Shore/Howe Sound office
#210-1200 Lynn Valley Road
North Vancouver V7J 2A3**

Tel: 604-981-0321

North Shore ConneXions Society (formerly known as North Shore Association for the Mentally Handicapped (NSAMH))

**1070 Roosevelt Crescent
North Vancouver V7P 1M3**

Tel: 604-984-9321

Fax: 604-984-9882

Website: www.nsamh.org

This joint project on the North Shore, currently in the developmental stages, is an alternative to existing residential options. This option may be of interest to families whose son or daughter with a developmental disability has always lived at home. This program would allow the son or daughter to remain living in the

family home, with the support of a full-time caregiver, when parents are unable to continue their role of primary caregivers due to illness, infirmity, or death.

The Ministry of Children and Family Development can recruit and contract the caregiver's services under the guidelines that currently apply to the Proprietary Care model.

RECREATION

BC Camping Association

Website: www.bccamping.org

On their website, publishes an online, searchable directory of accredited camps.

BC Mobility Opportunities Society

**207 - 3077 Granville Street
Vancouver V6H 3J9**

**Tel: 604-688-6464
Fax: 604-688-6463**

Website: <http://www.bcmos.org/main/index.php>

Operates the Wilderness Access program out of Pacific Spirit Regional Park from May to September. Offers day hikes, "topic" hikes, and camping trips using specially designed and adapted equipment to provide people with disabilities and their families, opportunities to enjoy the natural environment. Calendar of events available for download from website.

*** Membership fee * Fee for hikes, event hikes, TrailRider rentals ***

BC Special Olympics

**#210-3701 East Hastings Street
Burnaby V5C 2H6**

**Tel: 604-737-3078
Fax: 604-737-3080**

Email: info@specialolympics.bc.ca

Website: <http://www.specialolympics.bc.ca/>

Provides sport opportunities to individuals with intellectual disabilities.

*** Open referral * May be fee for some programs ***

BC Wheelchair Sports Association (BCWSA)

**#210-3820 Cessna Drive
Richmond V7B 0A2**

**Tel: 604- 333-3520
Fax: 604- 333-3450**

Toll Free: 1-877-737-3090

Email: info@bcwheelchairsports.com

Website: www.bcwheelchairsports.com

BCWSA provides opportunities for people with disabilities to participate in sports including athletics, basketball, floor hockey, rugby, target sports, tennis and curling. These opportunities range from casual beginner level to the elite athlete level.

The association provides a wheelchair loan program for qualifying individuals.

***Open Referral * Membership required \$25 * Fees for some programs * Financial assistance may be available ***

Bowen Lodge by the Sea

(Operated by CNIB)

#100–5055 Joyce Street

Vancouver V5R 6B2

Website: <http://www.bowenlodgebythesea.com>

Tel: 604-431-2121

Fax: 604-431-2199

Specialized recreation camp on Bowen Island for children and adults with visual impairments or language impairments.

*** Open referral ***

Disabled Sailing Association of BC

Suite 207 - 3077 Granville Street

Vancouver V6H 3J9

Tel: 604-688-6464

Fax: 604-688-6463

May – Aug Telephone: 604-222-3003

Email: dsa@reachdisability.org

Website: www.reachdisability.org/dsa

Provides opportunities for recreational and competitive sailing as well as instruction for first-time sailors and special events. DSA's sailing operations are based at Jericho Sailing Centre and season runs from June through August.

*** Membership fee * Fee for sailing sessions, lessons, programs ***

North Vancouver Recreation Commission

Delbrook Rec Centre (Administration Office)

600 West Queens Road

North Vancouver V7N 2L3

Tel: 604-987-7529

Fax: 604-984-4294

Website: www.northvanrec.com

Provides a variety of integrated recreational and social opportunities including a coffee house, square dancing, adapted dance, and an art exploration program. A Recreation Access Coordinator is available to assist with finding volunteers to support people in recreation programs. This service is available to individuals who require a minimum level of support and assistance to access recreation programs. Program details are published in the Leisure Guide available at North Vancouver recreation centres.

*** Open referral * Fee for program (financial assistance may be available) ***

Pacific Riding for Developing Abilities

1088–208th Street

Langley V2Z 1T4

Tel: 604-530-8717

Fax: 604-530-8617

Email: prda@uniserve.com

Website: www.prda.ca

Encourages independence and confidence in people with disabilities by providing instruction in horseback riding and care of horses.

*** Open referral * Medical form to be completed by physician * Fee for program ***

Richmond Therapeutic Equestrian Society

**13671 No.3 Road
Richmond V7A 1X7**

**Tel: 604-241-7837
Fax: 604-241-7858**

Website: <http://www.rtesrichmond.com/>

Each rider is treated as an individual with special attention given to helping riders overcome particular difficulties through the use of horseback riding as therapy. All lessons taught by Certified Therapeutic Riding Instructors (CTRI).

*** Weight limits apply, call for information and application forms * Physician referral * \$15 per ride * semi-private lessons ½ hour long ***

Sportability—CP Sports Association

**6235A–136th Street
Surrey V3X 1H3**

**Tel: 604-599-5240
Fax: 604-599-5241**

Email: sportinfo@sportabilitybc.ca

Website: www.cpsports.com

A non-profit association that provides opportunities in sport for people with disabilities. Recreational/skill development programs, competitive clubs, regional and national competitions including annual BC Disability Games.

*** Open referral * Membership fee ***

Theatre Terrific

**4397 West Second Avenue
Vancouver V6R 1K4**

Tel: 604-222-4020

Email: info@theatreterrific.ca

Website: www.theatreterrific.ca

Offers creative drama and acting classes, and puts on amateur and professional theatre productions for people with disabilities. The summer program is eight-weeks long and ends with a public performance during the last class. The summer “FRINGE” camp is an eleven-week program of twice-weekly instruction and collaboration for anyone interested in acting or performance. The ensemble work created is performed for seven shows at the Vancouver Fringe Festival.

*** Program Fees * Open referral ***

Valley Therapeutic Equestrian Association

**3330 256th Street
Langley V4W 1Y4**

**Tel: 604-857-1267
Fax: 604-857-8953**

Website: <http://www.vtea.ca/index.htm>

A non-profit organization providing a therapeutic horseback riding program for children and adults with disabilities.

*** Must be under 160 pounds * Physician referral * Fee for program ***

Vancouver Adaptive Snow Sports (VASS)

**Suite 322, 125A-1030 Denman Street
Vancouver V6G 2M6**

**Tel: 604-646-8277
Fax: 604-646-8277**

Email: info@vass.ca
Website: www.vass.ca

Provides ski and snowboard lessons and ski improvement programs for students with a variety of disabilities including amputee, cerebral palsy, brain-injuries, intellectual and visual impairments. Adapted equipment and certified instructors included in cost.

*** Open referral * Nominal fee for programs plus membership ***

West Vancouver Parks and Community Services

#780–22nd Street

Tel: 604-925-7200

West Vancouver V7V 4B9

Website: <http://westvancouver.ca/Level3.aspx?id=292>

Provides a variety of integrated recreational opportunities including camping, social recreational programs, adapted weight lifting and fitness classes. A Recreation Access Coordinator is available to provide individuals with support and assistance to access recreation programs. *Access Services* brochure is available at recreation centres or can be downloaded from website.

*** Fee for program (financial assistance may be available) ***

Zajac Ranch

**C/O The Zajac Foundation
#300–2006 West 10th Avenue
Vancouver V6J 2B3**

**Tel: 604- 462-8305
Fax: 604- 462-8304
Email: info@zajacranch.com
Website: www.zajacranch.com**

Provides opportunities for children and other campers to immerse themselves in a camp experience, regardless of physical or medical challenges. Includes accessible water recreation centre, therapeutic horseback riding, ropes course, climbing wall, art & garden programs, amphitheatre, and evening campfire activities. Activities are designed to be accessible for children of all abilities.

*** Ages 7 to 21 years * Referral by physician or health organization * Fee for program but some financial assistance may be available ***

RESPIRE SERVICES

North Shore ConneXions Society (formerly known as North Shore Association for the Mentally Handicapped (NSAMH))

**1070 Roosevelt Crescent
North Vancouver V7P 1M3**

**Tel: 604-984-9321
Fax: 604-984-9882
Website: www.nsamh.org**

Provides respite care for families who have at home either young children or adult children with developmental disabilities. Caregivers are matched with families, and support is provided in the family home, caregiver's home, or the community.

Vinge & Assoc. (HCS) Ltd.

**#418-4538 Kingsway
Burnaby V5H 4T9**

**Tel: 604-689-3855
Fax: 604-689-3864
Email: info@vinge.bc.ca
Website: www.vinge.bc.ca**

Provides a number of programs and services including residential programs, day programs, behaviour support programs, and professional nursing consulting services, community living services, and training services.

*** Referral by CLBC * No fees ***

SUPPORT AND INFORMATION SERVICES

ANCA Consulting Inc.

**PO Box 19571
Vancouver V5T 4E7**

Tel: 604-802-2622

Fax: 604-875-9352

Website: www.naturallyautistic.com

Provides developmental support, intervention facilitation, and social opportunities in the community for people with Autism. Groups for young adults offer volunteer opportunities and experience, leadership development, team building, planning and organizational skills, and career exploration.

ALS Society of British Columbia

**#119–1600 West 6th Avenue
Vancouver V6J 1R3**

Tel: 604-685-0737

Fax: 604-685-0725

Toll free: 1-800-708-3228

Website: www.alsbc.ca

The mission of the ALS Society of Canada is to fund research towards a cure for ALS and support provincial ALS Societies to provide quality care for those affected by ALS.

Alzheimer Society of British Columbia

**#300–828 West 8th Avenue
Vancouver V5Z 1E2**

Tel: 604-681-6530

Fax: 604-669-6907

Toll free: 1-800-667-3742

Email: info@alzheimerbc.org

Website: www.alzheimerbc.org

This society provides caring and supportive assistance and information to individuals with Alzheimer's disease and related dementias, and to their families and caregivers. Services include early stage support groups, caregiver support groups, and public education and awareness.

Autism Community Training British Columbia (ACT-BC)

Tel: 604-205-5467

Fax: 604-205-5345

Toll free: 1-866-939-5188

Email: info@actcommunity.net

Website: <http://www.actcommunity.net/>

Provides a range of information and training on autism spectrum disorders to parents, educational, health, and support personnel.

*** Fee for programs ***

Autism Society of British Columbia

**#301–3701 East Hastings Street
Burnaby V5C 2H6**

**Tel: 604-434-0880
Fax: 604-434-0801
Toll free: 1-888-437-0880
Email: administrator@autismbc.ca
Website: www.autismbc.ca**

An organization of parents, professionals, and other interested people, working together to promote full community integration for children and adults with autism. Services include support, information, referral, life services plans, library and resource centre, workshops and conferences, family support groups, social events, and newsletter.

*** Includes all children and adults with autism and their families ***

*** Open referral ***

BC Aboriginal Network on Disability Society

**1179 Kosapsum Crescent
Victoria V9A 7K7**

**Tel: 250-381-7303
Fax: 250-381-7312
Toll free: 1-888-815-5511
Email: carrie@bcands.bc.ca
Website: www.bcands.bc.ca**

A non-profit society that provides a variety of support services and resources to help BC's aboriginal people with disabilities, their families and professionals who work with aboriginal people with disabilities. Members receive monthly newsletter: *Voices and Visions*, and may borrow material from an extensive resource library.

*** Open referral * Membership required – free of charge ***

BC Association for Community Living

**227 6th Street
New Westminster V3L 3A5**

**Tel: 604-777-9100
Fax: 604-777-9394
Toll free: 1 800-618-1119
Email: info@bcacl.org
Website: www.bcacl.org**

Non-profit association which advocates for people with mental disabilities and their families. Provides educational workshops, publications, resources, and advocacy.

*** Open referral ***

BC Coalition of People with Disabilities

**#204–456 West Broadway
Vancouver V5Y 1R3**

**Tel: 604-875-0188
TTY: 604-875-8835
Fax: 604-875-9227
Toll free: 1-800-663-1278
Advocacy Access: 604-872-1278
Email: feedback@bccpd.bc.ca
Website: www.bccpd.bc.ca**

Self-help, province-wide umbrella group representing people with all disabilities. Through advocacy access, provides group and individual advocacy, information and referral, and sponsors self-help projects.

*** Open referral ***

BC Epilepsy Society

**#510 - 999 West Broadway
Vancouver V5Z 1K5**

**Tel: 604-875-6704
Fax: 604-875-0617
Email: info@bcepilepsy.com
Website: www.bcepilepsy.com**

Provides information, referral, and support services to people with epilepsy, their families, and caregivers.

*** Open referral ***

BC Paraplegic Association

**780 South West Marine Drive
Vancouver V6E 4A4**

**Tel: 604-324-3611
Email: vancouver@bcpara.org
Website: www.canparaplegic.org/bc/**

Serves people with spinal cord injuries and other physical disabilities, helping them achieve independence, self-reliance, and full community participation. Provides peer support, rehabilitation counselling, vocational/employment services, community advocacy, injury prevention, case management, and information services. Youth-to-adult transition planning and support through “Bridges to the Future” program.

*** Open referral ***

Bridges to the Future

**301–1338 West Broadway
Vancouver V6H 3V4**

Tel: 604-788-7124

Fax: 604-731-6127

Email: info@bridgestothefuture.ca

Website: www.bridgestothefuture.ca

A community-based resource that provides support to BC youth living with physical disabilities. A community program in partnership with Muscular Dystrophy Association of Canada, BC Paraplegic Association, and Spina Bifida and Hydrocephalus Association of BC, “Bridges to the Future” is designed to help youth with physical disabilities achieve community integration and participation, attain realistic educational, employment, and life skills training, and initiate, build, and maintain relationships as they make the transition to adulthood.

*** Ages 15 to 24 years * Individuals who qualify for community adult living services will not be included in the program ***

Canadian Mental Health Association (CMHA)

**British Columbia Division
#1200–1111 Melville Street
Vancouver V6E 3V6**

Tel: 604-688-3234

Fax: 604-688-3236

Email: info@cmha.bc.ca

Website: <http://www.cmha.bc.ca/>

A voluntary organization concerned with educating people about mental health issues, and changing the way mental illness is viewed and treated in BC. Services include education, advocacy, and research.

*** Open referral ***

Canadian National Institute for the Blind (CNIB)

**#100–5055 Joyce Street
Vancouver V5R 6B2**

Tel: 604-431-2121

Fax: 604-431-2099

Website: <http://www.cnib.ca/en/Default.aspx>

Offers programs to enhance adjustment to blindness, integration into the community, blindness prevention, and maximum use of residual vision. Special services are provided to all ages including counselling, rehabilitation, and mobility for persons with visual impairments.

*** Open referral ***

Cerebral Palsy Association of BC (CPABC)

**#801-409 Granville Street
Vancouver V6C 1T2**

**Tel: 604-408-9484
Fax: 604-408-9489
Toll free: 1-800-663-0004
Email: info@bccerebralpalsy.com
Website: www.bccerebralpalsy.com**

Provides information and advocacy for people with cerebral palsy. Educates the general public about the causes, treatment, and prevention of cerebral palsy. Provides free parent information kits to parents of children with cerebral palsy and maintains a library of books available to loan to the public. Produces a resource manual for teachers regarding mainstreaming of students with disabilities.

*** Open referral ***

Children and Adults with Attention Deficit Disorders (CHADD)

**P.O.Box 74670
Vancouver V6K 4P4**

**Tel: 604-222-4043
Email: chaddvan@vcn.bc.ca
National Website: www.chaddcanada.org**

National, non-profit parent-based organization formed to better the lives of individuals with attention deficit disorder (ADD) and their families. Sponsors support and information meetings.

ConnecTra

**770 Pacific Boulevard South
Plaza of Nations
Vancouver V6B 5E7**

**Tel: 604-688-6464 ext 115
Fax: 604-688-6463
Email: info@connectra.org
Website: www.connectra.org**

ConnecTra Society is dedicated to encouraging and enabling people with physical disabilities to contribute to their communities. The society works in partnership with people who have physical disabilities to reduce the barriers that may limit them in the contribution of their skills and abilities to the community and in their access to earning income.

The Abilities Business Cooperative

**Tel: 604-688-6464 ext 115
Website: <http://www.abcoop.org/>
Email: abc@disabilityfoundation.org**

A non-profit organization established by and for ConnecTra members seeking to generate income through self-employment. ABC is a business cooperative for people with a disability to offer a variety of valuable products and services to businesses and individuals within the community.

Down Syndrome Research Foundation (DSRF)

**1409 Sperling Avenue
Burnaby V5B 4J8**

**Tel: 604-444-3773
Fax: 604-431-9248
Email: info@dsrf.org
Website: www.dsrf.org**

Through educational and training programs, speech and language development programs, adult and child health clinics, and summer school programs, DSRF offers support to families and physicians who care for someone with Down syndrome. DSRF develops and supports research projects and disseminates information and research results through their research library, website, referral database, and research forum. Publishes a guide for new parents, and a quarterly newsletter: *Hand in Hand*.

*** Fees for programs * Health clinics require physician referral ***

Enquiry BC

**Tel: 604-660-2421
Toll free: 1-800-663-7867
TDD: 604-775-0303 or
1-800-661-8773
Email: enquiryBC@gov.bc.ca
Website: <http://www.gov.bc.ca/contacts/>**

Provides basic BC provincial government information: assistance in identifying a program or person that a caller should speak to, government programs or employee contact information, assistance in identifying the level of government responsible for a program or service, and toll free transfer for callers who would otherwise incur a cost for obtaining information from or conducting business with the provincial government.

Family Services of the North Shore

**#101–255 West 1st Street
North Vancouver V7M 3G8**

**Tel: 604-988-5281
Fax: 604-988-3961
Email: family@familyservices.bc.ca
Website: www.familyservices.bc.ca**

Offers counselling for individuals and families, family life education, self-help groups, palliative care volunteers, and special counselling assistance for family violence and sexual abuse. Operates a family drop-in program for parents and their children under five-years-old.

*** Open referral * Sliding scale fees ***

Family Support Institute

**227 6th Street
New Westminster V3L 3A5**

Tel: 604-540-8374 Ext. 523

Fax: 604- 540-9374

Email: fsi@bcacl.org

Website: www.familysupportbc.com

Provides support through information, referral, workshops, training, and networking opportunities for parents throughout the province. Provides video tapes and publishes a newsletter—*Focus on Families*.

Includes all children and adults with disabilities * Open referral *

Gateway Society for Autism

**4807 Georgia Street
Delta V4K 2T1**

Tel: 604-946-0401

Fax: 604-946-8429

Offers a range of residential and day treatment services to adults with autism. Services include vocational training, shared living homes, and consultation.

*** Referral by CLBC ***

Human Resource Development Canada

**124 East 15th Street
North Vancouver V7L 4S1**

Tel: 604-988-1151

Fax: 604-988-5871

Website: www.hrdc-drhc.gc.ca

Department of the Government of Canada which works with Canadians to help them achieve their goals through life. Provides employability improvement, income support, and social programs which benefit families and children, youth, workers, seniors, employers, unions, and communities.

Lower Mainland Down Syndrome Society

**#201–13281 72nd Avenue
Surrey V3W 2N5**

Tel: 604-591-2722

Fax: 604-591-2730

Email: lmdss@telus.net

Website: www.lmdss.com/

Non-profit society of parents, professionals, and self-advocates concerned with issues facing people with Down syndrome, their families, and friends. Serves communities in the Lower Mainland. Quarterly newsletter: *Downlink*.

*** Open referral ***

Community Living BC (CLBC)

**Adult Services for Community Living
North Shore/Howe Sound office
#210–1200 Lynn Valley Road
North Vancouver V7J 2A3**

Tel: 604-981-0321

Provides support and care services to assist people with developmental disabilities to achieve maximum independence, including transition planning as youth prepare to move into adulthood. Provides family support as well.

Multiple Sclerosis (MS) Society of Canada

**#1501–4330 Kingsway
Burnaby V5H 4G7**

Tel: 604-689-3144

Fax: 604-689-0377

Toll free: 1-800-268-7582

Email: info.bc@mssociety.ca

Website: www.mssociety.ca/

The MS Society provides services for people who have MS, family members, caregivers, and health care professionals. Client Services volunteers and staff assist through the major areas of information, funding and support. Information includes MS Society publications, the National Information Resource Centre Program, literature & videos and education. Funding is available in some divisions & chapters for equipment purchase and loan and special assistance for individuals with MS.

Support includes services such as individual advocacy, support counselling, consultation, support & self-help groups & recreation & social groups.

Services vary depending upon existing provincial and community programs and financial resources available to Client Services

Muscular Dystrophy Association of Canada (MDAC)

**7th Floor, 1401 West Broadway
Vancouver V6H 1H6**

Tel: 604-732-8799

Toll free: 1-800-366-8166

Fax: 604-731-6127

E-mail: infowest@muscle.ca

Web: <http://www.muscle.ca/western-canada/home.html>

Funds research into causes, treatment, and cures for muscular dystrophy and over 40 neuromuscular disorders. Provides financial assistance to registered clients for medical equipment. Provides public, client, and health care education about the management and nature of neuromuscular disorders. Acts as a referral and liaison service to specialty clinics for medical and psychosocial care. Youth-to-adult transition planning and support through “Bridges to the Future” program.

*** Open referral ***

North Shore Advisory Committee on Disability Issues

**C/O The District of North Vancouver
PO Box 86218**

North Vancouver Website: <http://www.cnv.org/server.aspx?c=1&i=141>

City of North Vancouver: Tel: 604-985-7761

District of North Vancouver: Tel: 604-990-2311

District of West Vancouver: Tel: 604-925-7000

The ACDI advises the Mayors, Councils, and staff of the three municipalities on municipal issues affecting people with disabilities such as physical accessibility, diversity, pedestrian traffic, and transportation. Members are appointed by Mayor and Council for a renewable two-year term.

North Shore Community Resource Society (NSCRS)

**#201-1935 Marine Drive (Capilano Mall)
North Vancouver V7P 1S3**

Tel: 604-985-7138

Fax: 604-985-9528

Email: nscirs@vcn.bc.ca

Website: www.nscr.bc.ca

A multi-service agency with the following programs: Information North Shore (information and referral services), Volunteer North Shore, Child Care Resource Program, and the Seniors' One Stop Information Program.

North Shore Crisis Services Society

**Suite 119-255 West 1st Street
North Vancouver V7M 3G8**

Tel: 604-987-0366

Fax: 604-987-1623

Email: admin@nscss.net

Website: <http://www.nscss.net/>

Residential crisis intervention program for women and children who are witnesses or victims of violence in their homes. Child advocate workers provide individual and group counselling to children of SAGE House. Children's program also responsible for facilitating community awareness on the impact of family violence on children.

*** Battered women and their children ages 0 to 16 years * Open referral ***

North Shore Disability Resource Centre (NSDRC)

**3158 Mountain Highway
North Vancouver V7K 2H5**

Tel: 604-985-5371

Fax: 604-985-7594

Email: nsdrc@nsdrc.org

Website: www.nsdrc.org

Provides information, referral, and advocacy for adults with disabilities. Services provided include: personal advocacy, resource library and internet access, residential services and individualized support to attain personal goals as determined by person-focused plans. Also provided are life skills programs, social opportunities through a monthly social kitchen, and equipment services.

*** MCFD, CLBC and open referral ***

North Shore Multicultural Society

**#207–123 East 15th Street
North Vancouver V7L 2P7**

Tel: 604-988-2931

Fax: 604-988-2960

Email: office@nsms.ca

Website: <http://www.nsms.ca/>

Community-based association dedicated to the promotion of cross-cultural understanding and equality for all people on the North Shore. Provides workshops and community consultation on multiculturalism, anti-racism, and immigration integration issues. Features a Settlement Services program providing orientation and assistance to newcomers. Also provides translation services and a seven week long job search program called “First Step Employment.”

Office of the Ombudsman

**756 Fort Street
Box 9039 STN PRV GOVT
Victoria V8W 9A5**

Toll free: 1-800-567-3247

Fax: 250-387-0198

Website: www.ombudsman.bc.ca

Receives inquiries and complaints about public agencies in BC and can conduct impartial and confidential investigations to determine if an authority is being fair to the people it serves.

Parent Support Services

**#220–1155 West Pender Street
Vancouver V6E 2P4**

Tel: 604-669-1616

Toll free: 1-800-665-6880

Fax: 604-669-1636

Email: parent@radiant.net

Website: www.parentsupportbc.ca

Self-help groups facilitated by trained volunteers meet weekly in many BC communities. Groups deal with parental stress, build support systems, and help prevent child abuse. Anonymous and confidential.

Planned Lifetime Advocacy Network (PLAN)

**#260–3665 Kingsway
Vancouver V5R 5W2**

Tel: 604-439-9566

Fax: 604-439-7001

Email: inquiries@plan.ca

Website: www.plan.ca

Provides independent advocacy and monitoring for people with disabilities by creating and maintaining a network of committed friends, supporters, and volunteers. Offers information and referral services, conducts ongoing workshops on will and estate planning and parental support.

*** Open referral * Fee with some services ***

Spina Bifida and Hydrocephalus Association of BC (SBHABC)

**4480 Oak Street
Vancouver V6H 3V4**

**Tel: 604-878-7000
Fax: 604-677-6608
Email: info@sbhabc.org
Website: www.sbhabc.org**

Provides information on spina bifida and hydrocephalus to those directly or indirectly affected by it. Provides support to parents and information on equipment and services available. Also publishes a newsletter: *SPIRE* and has an information library. Youth-to-adult transition planning and support through "Bridges to the Future" program.

*** Open referral ***

Telus Relay Service (TRS)

**Toll free Voice to TTY: 1-800-855-0511
TTY to Voice: Dial 711
TTY to TTY Operator assistance: 1-800-855-1155
Website: www.telus.com**

Telus Relay Service is a way for persons who are deaf, hard of hearing, or experience difficulty with speech and who use a TTY (Teletypewriter), to have telephone conversations with people using a standard telephone. Detailed information about this service is available on the Telus website.

There is no charge for using the Relay Service to place local calls. Long Distance calls are billed at a reduced rate.

Voice of the Cerebral Palsied of Greater Vancouver (VCP)

**#103-577 East 8th Avenue
Vancouver BC V5T 1S9**

**Tel: 604-874-1741
Fax: 604- 874-1746
Email: vcpgv@vcn.bc.ca
Website: www.vcpgv.org**

A self-help support society formed in the firm belief that Cerebral Palsied (CP) adults are the only experts on their own needs and aspirations. The VCP is controlled and operated solely by adults with Cerebral Palsy and other birth defects. The VCP was formed to provide a continuum of services and programs necessary to assist Cerebral Palsied individuals in developing the skills and confidence to assume a productive and meaningful role in society.

TAX PROGRAMS AND FINANCIAL SUPPORT

BC Ministry of Human Resources

**North Shore West
1050 Churchill Crescent
North Vancouver V7P 3M7**

**Tel: 604-981-0125
Fax: 604-987-5481**

Income Assistance

Website: www.mhr.gov.bc.ca/pwd.htm

PWD (Persons with Disabilities Act) provides an income for people with a significant disability who are 18 years or older. Additional supports for those receiving disability assistance are available such as enhanced medical coverage that includes Medical Services Plan, no deductible for PharmaCare, as well as other medical benefits such as dental and optical coverage.

People with disabilities are also eligible for low-cost annual bus passes and are exempt from time limits for receiving financial assistance.

*** Open referral ***

Bus Passes

Tel: 604-682-0391

An annual bus pass for the public transit systems is available for people with disabilities who are receiving disability assistance. Cost is \$45 per calendar year.

Special Transportation Subsidy (STS)

People with disabilities who are receiving disability assistance and who live in areas where the Bus Pass program is available, but are unable to use public transit, HandyDART, or TaxiSavers, may be eligible for this subsidy. Contact the employment and assistance centre for further details.

Canada Mortgage and Housing Corporation

**Residential Rehabilitation Assistance Program for Persons with Disabilities
(RRAP-Disabilities)
#200-1111 West Georgia Street
Vancouver V6E 4S4**

**Tel: 604-731-5733
Fax: 604-737-4139
TTY: 1-800-309-3388
Website: www.cmhc.ca**

Offers financial assistance, in the form of forgivable loans, to eligible homeowners to repair or modify their dwellings for access by people with disabilities.

The forgivable assistance available varies with household income and the cost of accessibility modifications.

*** Open referral ***

Canadian Pension Plan (CPP) Disability Benefits

Website: www.sdc.gc.ca/en/isp/cpp/disaben.shtml

The CPP Disability Benefit is available to eligible people who have made enough contributions to the CPP, and whose disability prevents them working at any job on a regular basis. Benefits may also be available to the children of a person who receives a disability benefit. Application forms and eligibility details are available online.

Canada Revenue Agency (Tax Deductions)

**1166 West Pender Street
Vancouver V6E 3H8**

Toll free: 1-800-959-8281

Fax: 604-689-7536

TTY: 1-800-665-0354

Website: www.ccra-adrc.gc.ca

If eligible, the following additional deductions and tax credits listed below may be claimed for a person with a mental or physical disability:

Attendant care expenses

Caregiver amount

Disability Tax credit (DTC)

Disability amount transferred from a dependent

Excise tax (refund of part of federal excise tax on gasoline)

GST/HST exemptions

Medical expenses

Refundable medical expense supplement

Tuition and education

The form *Information Concerning Persons with Disabilities* can be downloaded from www.ccra-adrc.gc.ca/formspubs/.

ICBC Autoplan Insurance Disability Discount

Website: <http://www.icbc.com/autoplan/costs/save-money/disability-discount>

Drivers, who are 16 or older, own or lease a vehicle, and are a person with disabilities, may qualify for a 25% discount on their Basic Autoplan. Applications may be made through Autoplan brokers and must be accompanied by a Motor Fuel Tax Act claim number (apply through Consumer Taxation Branch) and Owner's Certificate of Insurance and Vehicle Licence. More details on ICBC website.

*** Open referral ***

Ministry of Provincial Revenue (BC Home Owner Grant)

**PO Box 9065, Stn Prov Govt
Victoria V8W 9E2**

Toll free: 1-888-355-2700

Email: REV.Minister@gems6.gov.bc.ca

Website: www.sbr.gov.bc.ca/individuals/Property_Taxes/Home_Owner_Grant/hog.htm

A property owner with a permanent disability, or a property owner who is the spouse or relative of a person with a permanent disability who resides in their home, may be eligible for the additional home owner grant of up to \$275 per year. Contact local city or municipal office for details.

*** Open referral ***

Ministry of Provincial Revenue (Consumer Taxation)

Customer Service and Information Branch

Tel: 604-660-4524

#800-360 North Georgia Street

Fax: 604-660-1104

Vancouver V6B 6B2

Email: CTBTaxQuestions@gems9.gov.bc.ca

Website: http://www.sbr.gov.bc.ca/business/Consumer_Taxes/consumer_taxes.htm

Tax exemptions or tax refunds for programs and services available to help meet the needs of people with disabilities.

Social Service Tax (PST)

Qualifying passenger vehicles modified to accommodate people with disabilities may be eligible for tax reduction on purchase or lease of vehicle.

Equipment designed solely for the use of people with a permanent disability and for specialized devices used in the transportation of people with a permanent disability may qualify for an exemption from tax.

*** Open referral ***

Motor Fuel Tax

People with certain physical disabilities are eligible for a tax refund of the provincial tax paid on gasoline, diesel, or propane used in their vehicles.

*** Open referral ***

Ministry of Provincial Revenue (Property Tax Deferment Program)

PO Box 9065, Stn Prov Govt

Toll free: 1-888-355-2700

Victoria V8W 9E2

Email: REV.Minister@gems6.gov.bc.ca

Website: http://www.sbr.gov.bc.ca/individuals/Property_Taxes/property_taxes.htm

Property Tax Deferment is a low interest loan program that assists qualifying BC homeowners in paying the annual property taxes on their homes.

*** Certain conditions must be met in order for a tax deferment application to be approved ***

Telus Relay Service (TRS)

Toll free Voice to TTY: 1-800-855-0511
TTY to Voice: Dial 711
TTY to TTY Operator assistance: 1-800-855-1155
Website: www.telus.com

Telus Relay Service is a way for persons who are deaf, hard of hearing, or experience difficulty with speech and who use a TTY (Teletypewriter), to have telephone conversations with people using a standard telephone. Detailed information about this service is available on the Telus website.

There is no charge for using the Relay Service to place local calls. Long Distance calls are billed at a reduced rate.

MICROBOARDS

Vela Microboard Association

#100-17564-56A Avenue
Surrey BC V3S 1G3

Tel: 604-575-2588
Fax: 604-575-2589
Email: info@microboard.org
Website: www.microboard.org

A Microboard is formed when a small group of family and friends join together with an individual with a developmental disability to create a non-profit society. This committed, voluntary, personal support network, addresses the planning and support needs of the person. Members of a Microboard must have a reciprocal relationship with the individual as this is a key component. This reciprocity ensures that the individual has opportunities for community inclusion and is recognized as a valuable, contributing member.

Microboards take responsibility for the services required by the individual and make a commitment to ensure the services are responsive to the person. Residential services contracted with a Microboard must adhere to the Ministry's Residential Services Standards and are monitored against these standards.

THERAPIES AND SPECIALIZED SERVICES

ART THERAPY

BC Art Therapy Association

#101-1001 West Broadway, Dept 123
Vancouver V6H 4E4

Tel: 604-878-6393
Email: info@bcarttherapy.bc.com
Website: <http://bcarttherapy.com/>

Provides referrals to art therapists.

Vancouver Art Therapy Institute
1575 Johnston Street (Granville Island)
Vancouver V6H 3R9

Tel: 604-926-8284
Fax: 604-926-8262
Email: vatimail@telus.net
Website: <http://vati.bc.ca>

Provides referrals to art therapists.

AUDIOLOGY AND SPEECH THERAPY

BC Association of Speech/Language Pathologists and Audiologists

9912 Lougheed Highway
Burnaby V3J 1N3

Tel: 604-420-2222
Toll free: 1-877-222-7572
Fax: 604-420-4896
Email: bcaslpa@telus.net
Website: <http://www.bcaslpa.ca/>

Please phone to have a list of private Speech and Language pathologists and audiologists mailed to you.

Vancouver Coastal Health, North Shore
Central Community Health Centre
5th Floor–132 West Esplanade
North Vancouver V7M 1A2

Tel: 604-983-6700
Email: feedback@vch.ca
Website: <http://www.vch.ca/>

Audiology

Adult services are provided through the private sector. Audiology can provide patients with a pamphlet on hearing aids, a list of current licensed hearing-instrument specialists/hearing-aid consultants, and a brochure on the Board of Hearing-Aid Dealers.

BEHAVIOUR MANAGEMENT

CBI Consultants

**3970 Hastings Street
Burnaby V5C 6C1**

**Tel: 604- 320-1960
Email: info@cbiconsultants.com
Website: www.cbiconsultants.com**

Private consulting group that provides communication, behavioural, and instructional supports to children and adults with disabilities, including autism spectrum disorder. Also offer training workshops and courses.

*** Referral through CLBC (adults) * Fee for training and workshops ***

Vinge & Assoc. (HCS) Ltd.

**#418-4538 Kingsway
Burnaby V5H 4T9**

**Tel: 604-689-3855
Fax: 604-689-3864
Email: info@vinge.bc.ca
Website: www.vinge.bc.ca**

Provides a number of programs and services including residential programs, day programs, behaviour support programs, and professional nursing consulting services, community living services, and training services.

*** Referral by CLBC * No fees ***

MUSIC THERAPY

Music Therapy Association of BC

**Capilano College
2055 Purcell Way
North Vancouver B7J 3H5**

**Tel: 604- 924-0046 (voicemail only)
Fax: 604-983-7559
Email: info@mtabc.com
Website: www.mtabc.com**

Provides education, information, and referral to qualified music therapists.

OCCUPATIONAL THERAPY AND PHYSIOTHERAPY

BC Society of Occupational Therapists

**#402-1755 West Broadway
Vancouver V6J 4S5**

**Tel: 604-736-5645
Fax: 604-736-5606
Email: info@bcsot.org
Website: www.bcsot.org/**

Directory of Occupational Therapy services in BC is available to the public.

Physiotherapy Association of BC

**#402–1755 West Broadway
Vancouver V6J 4S5**

**Tel: 604-736-5130
Fax: 604-736-5606
Email: info@bcphysio.org
Website: www.bcphysio.org**

Provides a searchable online list of private physiotherapists.

Vancouver Coastal Health, North Shore

**Central Community Health Centre
5th Floor–132 West Esplanade
North Vancouver V7M 1A2**

**Tel: 604-983-6700
Email: feedback@vch.ca
Website: <http://www.vch.ca/>**

Rehabilitation Services

Physiotherapy and Occupational Therapy services promote and maintain a client's optimal functional independence in a safe home environment. These services are provided to home-bound clients only.

TRANSPORTATION

Air Canada

**Toll free: 1-888-247-2262
TTY: 1-800-361-8071
Website: <http://www.aircanada.com/en/travelinfo/>**

Offers reduced fares within North America for attendants who accompany and care for a person with disabilities during travel on an Air Canada flight. Also provides a number of special services for people with disabilities who may require extra support.

*** Open Referral ***

BC Ferry Corporation

**1112 Fort Street
Victoria V8V 4V2**

**Toll free: 1-888-223-3779
Website: <http://www.bcferries.com/>**

Offers accessible ferry travel to people with disabilities. If traveling with an escort, the escort travels free of charge. To receive this reduced rate a BC Ferries DSI Card must be presented upon arrival at the ferry terminal. To apply for a DSI card, contact the Ferry Corporation by phone or complete the application form available online at http://www.bcferries.com/files/PDFs/bcf-disabled_status_brochure.pdf.

*** Proof of disability must be provided ***

Access To Travel (Government of Canada)

Website: <http://www.accesstotravel.gc.ca/1.aspx?lang=en>

This website is designed to provide centralized and accessible information on transportation and travel services to persons with disabilities. The site includes information on bus, rail, air, and ferry transportation in Canada. It also has information on government programs and policies, local public and private transportation, and links to other accessible transportation sites.

The website was developed in partnership by the Government of Canada, several provincial governments, and non-profit organizations.

Greyhound Canada

**Pacific Central Station
1150 Station Street
Vancouver V6A 4C7**

Tel: 604-482-8747

Toll free: 1-800-661-TRIP (8747)

Email: canada.info@greyhound.ca

Website: <http://www.greyhound.ca/home/en/TicketsAndTravel/DisabledTravelers.aspx>

Offers accessible bus travel to people with disabilities who have a valid Disability Travel Card issued by the Easter Seals/March of Dimes National Council or its designated affiliates. If traveling with an attendant, the attendant travels free of charge.

*** Proof of disability must be provided ***

Parking Permit Program for People with Disabilities (SPARC)

**4445 Norfolk Street
Burnaby V5G 0A7**

Tel: 604-718-7733

Fax: 604-736-8697

Email: info@sparc.bc.ca

Website: www.sparc.bc.ca

Issues parking permits to enable people with disabilities to legally park in designated zones throughout BC. An application for a parking permit can be downloaded from the SPARC website or by calling during office hours.

*** Proof of disability must be provided * \$15 Fee ***

Translink

**#1600–4720 Kingsway
Burnaby V5H 4N2**

**Tel: 604-453-4500
Customer Information: 604-953-3333
Website: www.translink.ca**

Offers accessible transit services to people with disabilities. An escort must accompany people who require assistance to negotiate, ramps, elevators, entries, exits, or boarding bus, SeaBus, or SkyTrain.

*** Open referral ***

HandyCard

Tel: 778-452-2860

Residents of the Vancouver Regional District that are unable to use conventional transit without assistance may apply for the HandyCard. Cardholders are entitled to concession fares on transit. Residents of the Vancouver Regional District that are unable to use conventional transit without assistance may apply for the HandyCard. Cardholders are entitled to concession fares on transit buses, SkyTrain, SeaBus, West Vancouver Transit, and West Coast Express. One escort traveling with a cardholder may travel free. The HandyCard is also valid identification for the TaxiSavers program. An application for a HandyCard can be downloaded from the Translink website or contact 604-453-4634 to receive a form in the mail.

*** Proof of disability must be provided ***

HandyDART Bus Service

North Vancouver

Tel: 604-575-6600

Provides door-to-door public transit service for people with disabilities and others who cannot use conventional transportation. To use HandyDART, people must call the local HandyDART office to request an application form to register. If travelling with an attendant, one person may travel free of charge.

People may contact the local HandyDART operator to request a trip. Must book 72 hours ahead. There are two types of service:

- 1) Subscription Trips—taken regularly, i.e., daily or weekly
- 2) Casual Trips—taken on a one-time basis.

Service hours: Monday to Friday, 6:30 am – 11:00 pm

Saturday, Sunday, Holidays: 6:30 am – 9:00 pm

*** Proof of disability must be provided * Fares vary by zone * FareSavers may be used ***

Taxi Saver

Tel: 778-452-2860

HandyCard holders may purchase Taxi Saver coupons through their local HandyDART Office. Cardholders pay \$20 for a book of Taxi Savers containing \$40 worth of coupons, and they may buy up to two books each month. These coupons can be used to pay for taxi rides.

Bus

Tel: 604-953-3333

Each accessible bus can carry two wheelchairs or scooters. Not all buses and/or stops may be accessible therefore passengers must refer to the published or online schedules for this service.

SeaBus

Tel: 604-953-3333

SeaBus terminals and vessels are wheelchair/scooter accessible.

SkyTrain

Tel: 604-953-3333

SkyTrain stations and trains were designed to make the system safe, comfortable, and convenient for people with disabilities. All but Granville Station have elevators for people using wheelchairs. An escort must accompany people. There are free shuttle services at stations without elevators.

WestCoast Express

Tel: 604-488-8906

This commuter rail service between Mission and Vancouver is fully accessible to people with disabilities.

VIA Rail – Pacific Central Station

**1150 Station Street
Vancouver V6A 4C7**

**Toll free: 888-842-7245
TTY: 1-800-268-9503**

Website: <http://www.viarail.ca/en/useful-info/>

Offers accessible rail travel to people with disabilities. If traveling with an escort, the escort travels in the same class of service free of charge.

*** Proof of disability must be provided ***

DISABILITY RELATED WEBLINKS

Canadian Abilities Foundation (CAF)

Website: <http://www.abilities.ca/>

Provides information, inspiration & opportunity for people with disabilities. Home of EnableLink, the Directory of Disability Organizations in Canada, the National Employment Services Directory, the CAF Forum, over forty issues of archived articles from Abilities Magazine - if it has to do with disability in Canada - chances are you'll find it here.

Access Guide Canada (AGC)

Website: <http://www.abilities.ca/agc/>

An on-line resource of listings on accessible resources that is a work in progress and allows participation and contributions from users to keep this pool of information growing and as accurate as possible. Access Guide Canada is operated by the Canadian Abilities Foundation and is part of the organization's vast website, EnableLink.

Disability is Natural

BraveHeart Press

PO Box 7245

Woodland Park, CO 80863

Toll-free: 1-866-948-2222

Fax: 1-719-687-8114

Website: www.disabilityisnatural.com

The mission of this website is to encourage new ways of thinking and talking about disability and to help create a society in which all people are valued and included. On-line articles and newsletter: *Disability is Natural Free Press*.

Persons With Disabilities Online

Website: <http://www.pwd-online.ca/pwdhome.jsp?lang=en>

A site where persons with disabilities, their family members, caregivers, and service providers can access a full range of information on disability-related programs and services in Canada.

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