

Resource Directory

HOUSING BARRIERS

KPU BSN YEAR 4: KIANA DE VERA, LYDIA SODA, SKYLA
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1. Identification

1.1 Social Insurance Number (SIN)

See Appendix 1.1

1.2 Drivers License and BCID

Replace lost or stolen Drivers License or BCID:

If your license has been damaged, lost or stolen, you can replace it at any ICBC driver licensing office

Follow these steps to replace your license:

1. Visit any driver licensing office
2. Bring accepted ID (one primary and one secondary)
 - Primary
 - BC Drivers License or BCID
 - BC Service Card
 - Combination driver's license and BC Service ID
 - Birth Certificate
 - Canadian Citizenship card/Certificate
 - Canadian Passport
 - Permanent resident card (previously Canadian record of landing)
 - Secure certificate of Indian Status
 - Student, work, visitor, or temporary-resident permit
 - Secondary
 - Bank card (both your imprinted name and signature must appear on the card)
 - Birth certificate from foreign country
 - Canadian Forces ID
 - Correctional service conditional release card
 - Credit card (both your imprinted name and signature must appear on the card)
 - Department of National Defence 404 driver's license
 - Driver's license (Canadian or U.S.)
 - Employee ID card with photo
 - Foreign Affairs Canada or consular ID

- Health card issued by a Canadian province or territory. Your name must be imprinted and include your signature and/or photo. (Health cards with a signature to acknowledge organ donation are not accepted)
- Native Status card
- Nexus card
- Parole certificate ID
- Passport (Canadian or foreign, including U.S. passport card). *not accepted if expired
- Pleasure craft operator (Boating license - Canadian)
- Police identification
- Possession and Acquisition License (PAL)
- Social insurance card (newer cards without a signature strip are not accepted)
- Student card (school ID)

Additional ID requirements

- Photocopies
 - Each identification document must be an original, or a *true copy* of the original, certified by the issuing government agency.
- Non-English documents
 - If your license, driving record and ID are in a language other than English, they have to be translated by an ICBC-approved translator. The fees and services vary for each translator-please contact them for more information.
- Name changes
 - If your name has changed (or is different from the name shown on your ID) you must provide proof of this.
- If you don't have the right ID
 - If you were born outside Canada and don't have the required primary ID, please contact Citizenship and Immigration Canada at 1-888-242-2100.
- Your full legal name
 - To ensure the integrity of records and your personal information, ICBC will only issue driver's licenses, BC Identification and BC Services Cards in your full legal name.

When you first become a customer they will take your full legal name and date of birth from what they call a foundation document. A foundation document is a type of identification that establishes or changes your full legal name and date of birth.

Foundation documents

- If you're born in Canada - Your legal name is the full name that appears on your birth certificate issued by a Canadian Vital Statistics agency.

- If you're born outside of Canada - Your legal name is the full name that appears on your most recent immigration document issued by Citizenship and Immigration Canada including:
 - Your most recent work, student or visitor permit
 - Permanent Resident card or
 - Certificate of Canadian Citizenship (Note: ICBC will only use the name that appears below the coat of arms).
- If there's a mistake in your foundation document – You must get this corrected by the issuing government agency. ICBC will only use the exact full legal name on your foundation document(s).

Preferred names

You may have a preferred name (i.e. Bill instead of William or Sue instead of Susan). These preferred names are not allowed on your records unless you present a legal Change of Name Certificate or an updated foundation document. You may not re-arrange your names into a different order. Your full legal name will appear exactly as on your foundation document.

- Pay the fee for either a renewal or replacement

BC Services photo card	Free
Combination driver's licence and services card (driver licensing fee only)	See licence fees
Original BCID (valid for five years)	\$35
BCID Replacement or renewal	\$15
BCID for Seniors (65+)	\$15
Seniors who exchange their driver's licence for a BCID	Free
Renewal for recipients of B.C. Benefits (please bring recent cheque stub or letter from Ministry on letterhead)	Free
Enhanced identification card	See Enhanced ID fees
Year license renewal	\$75
Year license renewal for seniors (65+)	\$17

Replacement License (if lost or stolen) or upgrade license	\$17
First 2 year license (for non-learner drivers moving to BC)	\$31
First 5-year GLP N License	\$75
Year license reinstatement	\$31

Note: If you do not have enough accepted ID to replace your lost or stolen card, please contact a Driver Licensing representative either in person or by phone.

<p>Surrey driver licensing (Boardwalk Mall Guildford) Unit C1A 15285 - 101st Ave. - Surrey BC Phone: 1(800) 950-1498 Website: http://www.icbc.com Hours: Monday – Friday: 9:00 am - 6:00 pm Saturday: 9:00 am - 5:00 pm Sunday: Closed Call for holiday hours</p>	<p>Surrey driver licensing (78th Ave.) 13426 -78th Ave, - Surrey BC Phone: 1(800) 950-1498 Website: http://www.icbc.com Hours: Monday – Friday: 8:00 am – 5:30 pm Saturday – Sunday: Closed Call for holiday hours</p>
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1.3 Birth Certificate

- Mail Delivery
 - \$27 per birth certificate. Prints within 5 business days, plus mailing time from Victoria to you.
- Courier Delivery
 - \$60 per birth certificate. Prints the next business day, plus courier delivery time from Victoria to you.

1.3.1 How to Order a Birth Certificate

If it is your birth certificate or if you are a parent ordering the certificate for your child who is 18 years old or younger, you can order the certificate in any of the following four ways. All other individuals placing an order can only order the certificate in person or by mail.

- **Online**
Use the Vital Statistics Agency's secure online ordering service. A credit card is required.

By Phone

Call the Vital Statistics Agency at 250 952-2681 in Victoria or 1 888 876-1633 elsewhere in B.C. A credit card is required.

In Person

Go to any Service BC counter. You do not need to fill out an application, but will need to provide the customer service representative with the same details about the birth that are requested on the Application for Birth Certificate or Registration form. You will also need to provide payment. (See Appendix 1.4.1)

By Mail

Send a completed Application for Birth Certificate or Registration Photocopy form (See Appendix 1.4.1) to the following address:

<p>Vital Statistics Agency PO Box 9657 Stn Prov Govt Victoria, B.C. V8W 9P3 Website: http://ecos.vs.gov.bc.ca</p>
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1.3.2 Reporting Lost or Stolen Birth Certificates

File a Declaration of Lost or Stolen Birth Certificate form (Appendix 1.4.2). This free service authorizes the cancellation of the birth certificate under Section 40.1 (2) (c) of the Vital Statistics Act.

The Vital Statistics Agency cannot stop dishonest individuals from using a lost or stolen certificate, but they can make it harder for them. Vital Statistics notifies agencies that electronically verify birth certificate information, such as ICBC, when you report a birth certificate lost or stolen.

Contact the local police to report your lost or stolen birth certificate. If you suspect you have been a victim of identity theft, contact RCMP PhoneBusters at 1 888 495-8501.

1.4 Passport

Replacing lost, stolen, or damaged passport

A replacement passport may be issued if you meet all of the requirements, including submitting:

1. a completed application form, signed by your guarantor (See Appendix 1.5)
2. Two identical passport photos, one of which is signed by the guarantor
3. An accepted proof of Canadian citizenship
4. A document to prove your identity
5. The appropriate fees
6. A complete declaration concerning a lost, stolen, inaccessible, damaged or found Canadian travel document.

Canadians living in Canada or the United States can ask for a replacement passport in person at any passport office or submit an application by mail or courier.

Passport Office
Central City Shopping Centre
1109 Central City, 10153 King George Boulevard
Surrey, British Columbia
Website: <http://www.cic.gc.ca>
Hours: Mon-Fri: 8:30am-4:00pm

2. Financial Assistance

2.1 Income Assistance

2.1.1 Whalley Employment & Income Assistance Office

Its mission is to focus on the customer by transforming the way they deliver services, using effective and outcome-based practices, and working in collaboration with ministries, other levels of government and business, community and service organizations. The Ministry of Social Development aims to assist individuals in need with their social and economic potential.

Whalley Employment & Income Assistance Office

101-10095 Whalley Blvd
Surrey BC V3T 4G1
604-664-0135

2.1.2 Provincial Assistance

You may be eligible if you find yourself in any of these situations:

- You're out of work or not earning enough to meet your basic needs
- You're waiting for other sources of money to arrive
- You can't work at all
- You urgently need food, shelter or medical attention

The ministry can only give available resources to people who meet eligibility criteria. You must look for and use all other sources of income and assets before you apply.

You will need to provide details about your current situation, income and assets. Be ready to give information, such as:

- Identification for you and your family
- Your Social Insurance Number (SIN) (See 1.1 if not in possession)
- How much you pay for rent and utilities
- Your bank account balance
- How much you owe on your vehicle, if you have a car

They will also ask you if:

- You are getting or waiting for Employment Insurance (EI) or Worker's Compensation benefits (WCB)
- You have any outstanding warrants
- A family member sponsored you into Canada

They are committed to protecting your privacy when they collect and review your personal information

2.2 Rental Assistance

You may be eligible for the Rental Assistance Program if you meet all of the following criteria:

- Some or all of your annual household income must come from employment.
- You have a gross annual household income of \$35,000 or less.
- You have at least one or more dependent children.

Please note: In The Housing Registry, some providers may have different criteria about what constitutes a dependent child.

- You have less than \$100,000 in assets.
- You file an annual income tax return.
- You pay more than 30 percent of your household income towards rent for your home, or pay pad rental for a manufactured home (trailer) that you own and occupy.
- You have lived in British Columbia for the full 12 months immediately preceding the date of application.
- You meet the residency requirements for the program.

Once you have confirmed your eligibility, the next step is to complete an application form (Appendix 2.2).

2.3 Subsidized Housing

a) You must fall into one of the eligible groups

- Family – Defined as a minimum of two people, including one dependent child.
- Senior – Defined as a single person age 55 and older, or a couple where at least one person is age 55 or older
- People with disabilities – Those who can live independently and are in receipt of a recognized disability pension or are considered disabled for income tax purposes.
- Single people and couples – You are a single person, or a couple, with a low income and homeless, or at risk of homelessness. In addition, you do not meet the definitions of seniors or people with disabilities.

b) You must meet the residency requirements

Applicants must permanently reside in British Columbia when applying, and each member of the household must be one of the following:

- Canadian citizen
- Individual lawfully admitted into Canada for permanent residence
- Refugee sponsored by the Government of Canada
- Individual who has applied for refugee status

c) Your household income must be below certain limits

To be eligible for subsidized housing, the applicant's gross household income must be below certain income limits, as established by the Housing Income Limits (HILs). HILs are determined

by BC Housing from time to time, and represent the income required to pay the average market rent for an appropriately sized unit in the private market. Average market rents are derived from Canada Mortgage and Housing Corporation's Annual Rent Market Survey.

d) Your assets may be subject to certain requirements

For buildings managed by BC Housing, in order to be eligible your household assets must be less than \$100,000. BC Housing's asset policy has been developed to benefit those in greatest need and to prevent people from having to deplete all of their resources. Individual non-profit or co-operative housing providers will decide if they are going to apply an asset ceiling and the maximum allowable assets may vary by provider.

Assets that are included for valuation are:

- Stocks, bonds, term deposits, mutual funds and cash.
- Real estate equity, net of debt.
- Business equity in a private incorporated company including cash, GICs, bonds, stocks or real estate equity.

Assets that are excluded from valuation include:

- Personal effects such as vehicles, jewellery and furniture.
- Bursaries or scholarships from educational institutions for any household member that is a current student.
- Registered Education Savings Plans (RESPs), Registered Retirement Saving Plans (RRSPs), and Registered Disability Savings Plans (RDSPs.)
- Trade and business tools essential to continue currently active employment, such as farm equipment, specialized tools and vehicles.
- Assets derived from compensatory packages from government, for example Indian Residential School Settlements and Japanese Canadian Redress.

Housing Registry Application Form (Appendix 2.3)

2.4 Shelter Aid For Elderly Renters (SAFER)

You may be eligible for SAFER if you meet all of the following conditions:

1. You are age 60 or older.
2. You have lived in British Columbia for the full 12 months immediately preceding your application.
3. You and your spouse (with whom you are living) meet the citizenship requirements:
 - Applicants must permanently reside in British Columbia when applying, and each member of the household must be one of the following:
 - Canadian citizens not under sponsorship
 - Individuals lawfully admitted into Canada for permanent residence and not under sponsorship
 - Individuals who have applied for refugee status

- Individuals for whom private sponsorship has broken down
4. You pay more than 30% of your gross (before tax) monthly household income towards the rent for your home, including the cost of pad rental for a manufactured home (trailer) that you own and occupy.

SAFER Application Form (Appendix 2.4)

2.5 Supportive Housing Registration Service Form (Appendix 2.5)

The Supportive Housing Registration Service provides a single point of access for supportive housing funded through BC Housing. The goal is to facilitate the transition from homelessness to permanent supportive housing by allowing applicants to register once, rather than registering with multiple housing providers.

Contact Information:

Website: <http://bchousing.org>

3. Disability

3.1 Applying for Disability

3.1.1 Eligibility

To be eligible, you must:

- Show that you meet financial eligibility to receive assistance
- Be 18 years old (you can start the application process when you are 17 ½)
- Have a severe physical or mental impairment that is expected to continue for more than two years
- Be significantly restricted in your ability to perform daily-living activities
- Require assistance with daily living activities from
 - Another person
 - An assistive device, or
 - An assistance animal

Assets

You must meet certain income and asset criteria before you can receive disability assistance. Some general assets are exempt, including:

- Cash
 - Personal property that can be turned into cash
 - Personal interest in a trust
- The general asset exemption limits are:
- \$100,000 for a single, couple, or family where one person has the PWD designation
 - \$200,000 for a couple where both adults have the PWD designation
- Some assets are allowed and don't count towards the general limit above, such as:
- Your home
 - One motor vehicle
 - Clothing and necessary household equipment
 - A Registered Disability Saving Plan
 - Assets held in a qualifying trust

3.1.2 How to Apply

Steps in Applying for Assistance

You can complete the Application for Assistance in one of two ways:

Using the convenient online application which is available 24/7 and can be accessed on a computer, tablet or mobile device. An application can be started on one device, saved and then continued on a different device.

Or, contact 1-866-866-0800 (select option 2, then option 1, and then option 2) and a staff member will arrange for someone to assist you with the application process.

Step 1: Gather Required Documentation

- Document Checklist (Appendix 3.1)

Step 2: Register for My Self Serve (requires computer access)

Step 3: Apply for Assistance

Contact Information

Website: <http://myselfserve.gov.bc.ca>

3.2 Transportation

3.2.1 HandyDART

- Application Form (Appendix 3.2)

HandyDART is a door-to-door, shared ride service for passengers with physical or cognitive disabilities who are unable to use conventional public transit without assistance. The driver will come to your home, help you board on the vehicle, and get you to the door of your destination safely.

Am I Eligible?

If you have a physical, sensory, or cognitive disability and are unable to use conventional public transit without assistance, you may be eligible to use HandyDART.

Booking or Cancelling a Trip

- To book or cancel a trip on HandyDART, call 604.575.6600.
- Trip reservations can be made up to seven days in advance, and can be made until 4 p.m. the day before the trip.
- HandyDART understands that trips may need to be cancelled from time to time. To give other users an opportunity to make a trip, please let us know as soon as possible.

HandyDART offers two types of service:

1. **Subscription trips:** repetitive trips that are taken to and from the same locations at the same times (on a daily or weekly basis).
2. **Casual trips:** trips taken on a one-time basis.

Customers who book a trip with HandyDART will receive:

- An automated phone call to remind you of your next day trip; if you need to cancel a trip you can do so at that time.
- A phone call to your home shortly before your ride arrives to pick you up.

To avoid delays, please be ready 15 minutes before your scheduled pickup time. If your driver hasn't arrived 15 minutes after your scheduled time, call HandyDART at 604.575.6600 and press number 3 for "Where's My Ride" information.

Fares

- The fare for all HandyDART trips is a 1-Zone adult fare. You can pay with cash, Adult FareSaver tickets, or an Adult Monthly Pass (FareCards). Drivers don't carry change, so please have the exact cash amount ready when you board.
 - Single Fare - \$2.85
 - FareSaver Tickets (Book of 10) - \$22.00
 - Adult Monthly Pass - \$93.00

3.2.2 HandyCard and TaxiSaver

- **Application Form** (Appendix 3.2)

If you live within the TransLink service area, HandyCard allows travel at Concession fare prices on the bus, SkyTrain, SeaBus, and West Coast Express, and if someone needs to travel with you to provide assistance, can travel with you for free.

- HandyCard is for travel on conventional transit and can't be used on HandyDART. If your trip includes HandyDART, you'll pay regular adult fare rates.
- Concession fares are eligible for HandyCard holders, seniors 65 years and older and youth 14 to 18 years with valid photo identification proving age, and children 5 to 13 years. Children under 5 years ride free when accompanied by an adult (maximum 4 children per adult).

TaxiSaver is a supplementary service to HandyDART available to people with permanent disabilities that already have a HandyCard.

Access Transit Customer Care Office
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Phone Number: 604-953-3680

Website: http://www.translink.ca
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3.2.3 Getting a bus pass if I have a disability

The Transportation Supplement (TS) is an ongoing bus pass that is provided under the EAPWD Act and Regulation for *Persons With Disabilities* (PWD) who are in receipt of disability assistance. No annual renewal is required.

- Recipients who are PWD can choose to receive the TS as an in-kind (physical) bus pass or as \$52 monthly by notifying the ministry by the 5th of the month for the change to take effect the following month.
- EAWs are to record the recipient's choice which will be processed by the system.
- An urgent request that cannot be processed through batch jobs can be done manually by exception with approval from a supervisor.

Contact Information

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

3.3 Employment for Persons With Disabilities

The Employment Program of BC (EPBC) provides support for people looking for jobs, including specialized services for people with disabilities. Learn about the [program and services](#) on WorkBC.ca. Then call or visit your local WorkBC Employment Services Centre. Use the [interactive map](#) to find a WorkBC Centre in your area. You may also be able to access EPBC services online.

Email: contactWESC@options.bc.ca

Address: #160 - 10362 King George Boulevard,
Surrey, BC V3T 2W5

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

4. Transportation

4.1 Getting a Compass Card

What is Compass and where can I load it?

Compass is a reloadable fare card that works everywhere on transit in Metro Vancouver. It's convenient, easy to use, safe and secure. Now you can load fare products onto one card and tap your way across the system.

Where to load: Load your Compass Card online at [compasscard.ca](https://www.compasscard.ca), at a Compass Vending Machine or by phone at 604.398.2042.

Contact Information

Phone: 604.398.2042

Website: <https://www.compasscard.ca/>

Where to Buy Compass Cards and Tickets

You can buy a Compass Card at the following convenient locations:

Compass Vending Machines located at:

- SkyTrain, SeaBus, and West Coast Express stations
- BC Ferries Tsawwassen and Horseshoe Bay terminals

OR at any of the following London Drugs Store locations:

100–555 6 St New Westminster	7280 Market Crossing Burnaby
2585 Hastings St E Vancouver	1650 Davie St Vancouver
5639 Victoria Dr Vancouver	875 Park Royal N West Vancouver
2032 Lonsdale Ave North Vancouver Vancouver	2230 Broadway St W (the Vine)
2091 42 Ave W Vancouver	3200–11666 Steveston Hwy Richmond
Trenant Park Mall, 5237 48 Ave Ladner	7303 120 St Delta
2340 Guildford Town Centre Surrey	821–17685 64 Ave Surrey
1B–20202 66 Ave Langley	100–15355 24 Ave Surrey
Coquitlam Centre Mall 1030–2929 Barnett Hwy Coquitlam	
Valley Fair Mall, 101-22709 Lougheed Hwy Maple Ridge	

5. Other

5.1 Supportive Worker

Supportive Worker on site at SUMS

Contact information:

Joelle Dobin

(604) 619-1932

joelledobin@hotmail.com

For a list of support workers in the community see below:

Website: <http://www.findasocialworker.ca/BC/en/FindASocialWorker.asp>

- The above website allows you to find a social worker in your area who has expertise in your needs.

6. Finding a Job

6.1 Work BC

What is Work BC?

Whalley WorkBC Employment Services Centre is dedicated to help job seekers find employment.

- offers a wide range of services to help people achieve their employment goals.
- services are cost-free and tailored to Whalley residents who are unemployed and legally entitled to work in Canada

STAFFED RESOURCE AREA

- Fully staffed self-serve resource centre for independent job search activities, providing computers and internet access, printers, telephones, fax machines, photocopier and scanning services. As well as a variety of job search resources and access to community service resource information.

JOB SEARCH & WORKSHOPS

- Career assessments to help you succeed in finding suitable work
- Job search workshops

CASE MANAGEMENT

- Case Management services are provided when it is determined that an individual requires more intensive services and supports to meet their employment objectives. It involves working collaboratively with a Case Manager to assess and identify your employment readiness, your specific employment related needs and developing an individualized action plan to support your efforts to achieve labour market attachment. Your Case Manager will assess your eligibility for services, provide one to one employment counseling, job search support and career decision making guidance and continue to support and monitor your progress through regular follow up until you successfully obtain employment or community attachment.

CONNECTIONS TO GET HIRED

- Connecting our clients to valuable community and employer contacts

SELF EMPLOYMENT SERVICES

- Referrals for Business Plan Development and Management Support based on eligibility

FINANCIAL SUPPORTS

- Short term certifications

- Long term Occupational Skills Development training
- Project Based Labour Market Training
- Apprenticeship programs
- Wage subsidy support
- Job start supports
- Support for single parents on income assistance

SPECIALIZED SERVICES

- Customized services available for persons with disabilities
- One-on-one Job Support
- Specialized services available for Aboriginals, Francophone, New Immigrants, Survivors of Violence, Youth and Mature workers.

Contact Information

Address: #160 - 10362 King George Boulevard,
Surrey, BC V3T 2W5

Phone: 604. 584. 0003

Fax: 604. 584. 0002

Email: contactWESC@options.bc.ca

Website: <http://whalleyesc.ca>

Hours: Monday - Friday 8:00-4:30

Saturday and Sunday CLOSED

7. Addictions

7.1 Resources

- Fraser Health Authority - Substance Use (Addictions) Services
 - Getting Help
 - Where can I go?
 - Community Substance Use Services Clinics (formerly 'Outpatient Clinics')

Surrey Substance Use Services

102-13670 94A Avenue

Surrey, B.C. V3V 1N1

604.580.4950

Open: Monday to Friday 8:30 a.m. - 4:30 p.m.

- BC Mental Health & Substance Use Services

Contact Information

Websites: <http://www.fraserhealth.ca>

<Http://www.bcmhsus.ca>

8. Mental Health

8.1 Resources

Counselling

- Variety of resources available depending on help you are seeking
 - Examples include family counselling, counselling for those who have been abused, and counselling for those who have experienced violence
 - Refer to BC 211 [directory](#) for resources applicable to you
 - You can also dial 2-1-1 for assistance

Where can I go?

Surrey Mental Health Centre #1100 13401 108th Avenue Surrey, B.C. V3T 5T3 604.953.4900 Open: Monday to Friday 8:30 a.m. - 4:30 p.m.	Surrey Mental Health Outreach Program 203-7327 137 Street Surrey, B.C. V3W 1A4 604.592.2700 Open: Monday to Friday 8:30 a.m. - 4:30 p.m.
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9. Physical Health

9.1 Resources

Where can I get medical supplies?

The Red Cross Health Equipment Loan Program (HELP) is a community-based service that is made possible through the support of health authorities, donations of used equipment, financial donations, and the efforts of hundreds of volunteers and professional staff.

They lend basic equipment on a short-term basis to assist people coping with illness, injury or end-of-life at home.

Equipment Available

- Bath boards
- Bath stools
- Bath transfer benches
- Bathtub safety rails
- Bed cradles
- Bed handles
- Canes – standard and quad
- Commodes - wheeled, stationary and shower
- Crutches – axilla and forearm
- I.V. poles
- Overbed tables
- Raised toilet seats
- Toilet safety frames
- Wheelchairs - standard and companion
- Walkers – frame, 2 wheeled, 4 wheeled

Referral from one of the following registered health care professionals listed below:

- Doctor
- Chiropractor
- Licensed Practical Nurse
- Nurse
- Occupational Therapist
- Physical Therapist

Canadian Red Cross Surrey Office
109 - 4727 108th Avenue
Surrey BC V3R1V9
Phone: 604. 930.9049
Website: <http://redcross.ca>