



Shelter, food, financial and health resources

Updated June 30, 2020

Housing and Shelter

BC 211 Help Line

Call 2-1-1. This helpline can help you find emergency shelter information, help with substance abuse and addictions and other referrals you may need.

BC Housing

BC Housing can provide helpful information for those looking for shelter during this time.

Phone: 1-800-257-7756 for information on their emergency shelter program.

North Shore Crisis Services Society

The North Shore Crisis Services Society remains open during the COVID-19 pandemic if you or someone you know is experiencing domestic violence.

24 hour women's support line: 604-987-3374

Lookout Housing & Health Society: North Shore Housing Centre

Provides emergency shelter to North Shore residents who require temporary accommodation and support and have no other housing options.

705 2nd St W, North Vancouver. Phone: 604-982-9126

North Shore Youth Safe House

The North Shore Youth Safe House is a two tier, multi-component resource for youth between the ages of 13 and 18 in need of a safe bed where their immediate basic needs can be met.

Phone: 1-877-789-6884

Shower Programs and Washrooms

City of North Vancouver: John Braithwaite Community Centre Shower Program

Toiletries and towels provided, Monday - Friday, 11:30 a.m. - 1 p.m.

John Braithwaite Community Centre, 145 West 1st Street.

City of North Vancouver: Public Washrooms

Daily, 8 a.m. – 10 p.m.

- Ray Perrault Park
- Heywood Park (lower)
- Waterfront Park
- Kinsmen Art Washroom, (19th/20th Street and Jones Ave.)
- Mahon Fen Burdett
- Shipyards

District of West Vancouver: West Vancouver Shower Program

Toiletries and towels provided. Mondays, Wednesdays and Fridays 2:30 - 4 p.m. plus Saturdays 11 a.m. – 2:30 p.m. Sandwiches, water, clothing and grocery store cards available.

Ambleside Park/Rutledge Field Clubhouse, 13th Street & Marine Drive (north side of train tracks).

District of West Vancouver: Park Washrooms

7 a.m. – 9 p.m. Horseshoe Bay Park, Whytecliff Park, Lighthouse Park, Dundarave Park, John Lawson Park, Ambleside Park.

District of North Vancouver: Park Washrooms

Daily, 9 a.m. to dusk.

- Note: Field house showers, park water fountains and exterior water bottle filling stations are shut down
- West Side: Eldon Park, William Griffin Park, Delbrook Park
- Central Area: Princess Park, Fromme Park, Kilmer Park, Bridgman Park, Inter-River Park, Lynn Canyon Park, Viewlynn Park
- East Area: McCartney Park, Parkgate Park, Windsor Park, Cates/Whey-ah-wichen Park (central park area), Myrtle Park, Deep Cove Park & Panorama Park

Food

Salvation Army

The Salvation Army offers a free frozen meal program for everyone.

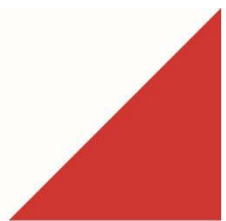
Phone: 604-988-6040 105 West 12th Street, North Vancouver

North Shore Neighbourhood House

The North Shore Neighbourhood House community food bank is open 4 p.m. – 6 p.m. Wednesday every week, except cheque issue week, at 225 2nd St E, North Vancouver (outside the front door). Phone: 604-987-8138



NORTH SHORE
EMERGENCY
MANAGEMENT



Connect North Shore

Information & resources for residents during the COVID-19 pandemic

nsem.info/connect



Highlands United Church's Saturday Brown Bag Lunch

Offering a full lunch every Saturday 1 - 1:30 p.m. Pick-up at North Shore Neighbourhood House. 225 East 2nd Street

St. Andrews United Church

Pick up a free Meal-To-Go at St. Andrew's Church every Friday from 2 – 4 p.m. Please line up at the middle door near the park bench along St. George's Ave.

1044 St. George's Ave.

Quest Food Exchange

Provides dignified access to a variety of affordable and healthy foods to individuals facing food security challenges. 167 East 1st Street, North Vancouver. Phone: 604-566-0110

- Tuesday to Friday: 9 a.m. – 4:15 p.m.
- Saturday: 9 a.m. – 4:15 p.m.
- Sunday and Holidays: Closed

Canada Emergency Response Benefit (CERB)

The federal government is providing \$2,000 per month to people who have lost income due to COVID-19 and earn less than \$1000 per month, including contractors, self-employed people, seasonal workers, and those whose Employment Insurance (EI) has recently run out. Phone: 1-800-959-2019 / 1-800-959-2041 to apply.

People on Income & Disability Assistance

- Those on assistance who do not qualify for Employment Insurance (EI) or Canadian Employment Response Benefit (CERB) will receive the COVID-19 Crisis Supplement of an additional \$300 per month for three months.
- Disability Assistance clients on the BC Bus Pass Program will receive an additional \$52 Transportation Supplement while bus fares are suspended.
- The “work search” requirement for those on Income Assistance has been temporarily suspended.

Public Health Information

- **Call 8-11** if you want to talk to a registered nurse about any health issue.
- The Public Health Agency of Canada telephone information line for the COVID-19 novel coronavirus: **1-833-784-4397**
- For non-health questions about COVID-19 **call 1-888-COVID-19**
- **North Vancouver Urgent and Primary Care Centre** on Esplanade for COVID-19 testing 221 West Esplanade - Suite 200. Phone: 604-973-1600
- North Shore Health Connections Clinic Phone: 604-984-3777

How to protect yourself and others and limit the spread of COVID-19:

- Wash your hands with soap and water and refrain from touching shared surfaces
- Avoid others who are visibly ill
- Cover your cough or sneeze, and avoid touching your eyes, nose, or mouth with unwashed hands
- Avoid crowds and maintain a physical distance of 2 metres from other people

Mental Health & Urgent Help

If you or someone you are with are in immediate danger call 9-1-1.

Canadian Mental Health Association

North Vancouver Branch. Phone: 604-987-6959

North Shore Family Services

Counselling support. Phone: 604-877-4381 and 236-982-9871

Kids Help Phone

24/7 national service offering professional counselling, information, referrals and volunteer-led, text-based support for youth. Phone: 1-800-668-6868

Crisis Centre BC

The Crisis Centre BC is a 24 hours a day, 7 days a week crisis centre that provides emotional support to anyone in distress. If you or someone you know is having thoughts of suicide, phone: 1-800-SUICIDE (1-800-784-2433)

For more information on community resources

Contact the libraries below to speak with staff about services in your community.

City of North Vancouver Library

604-998-3450

Phone hours: 10 a.m. – 5 p.m.

Monday to Saturday

District of North Vancouver Library

Lynn Valley: **604-984-0286**

Parkgate: **604-929-3727**

Capilano: **604-987-4471**

Phone hours: 9 a.m. – 5 p.m.

Monday to Friday

West Vancouver Library 604-925-7400

Phone hours: 9 a.m. – 6 p.m.

Monday to Sunday

