


# Healthy Active Aging Guide



Surrey **Age  
Friendly**

## Vision

Surrey is an age friendly city  
where people enjoy lifelong  
activity and engagement







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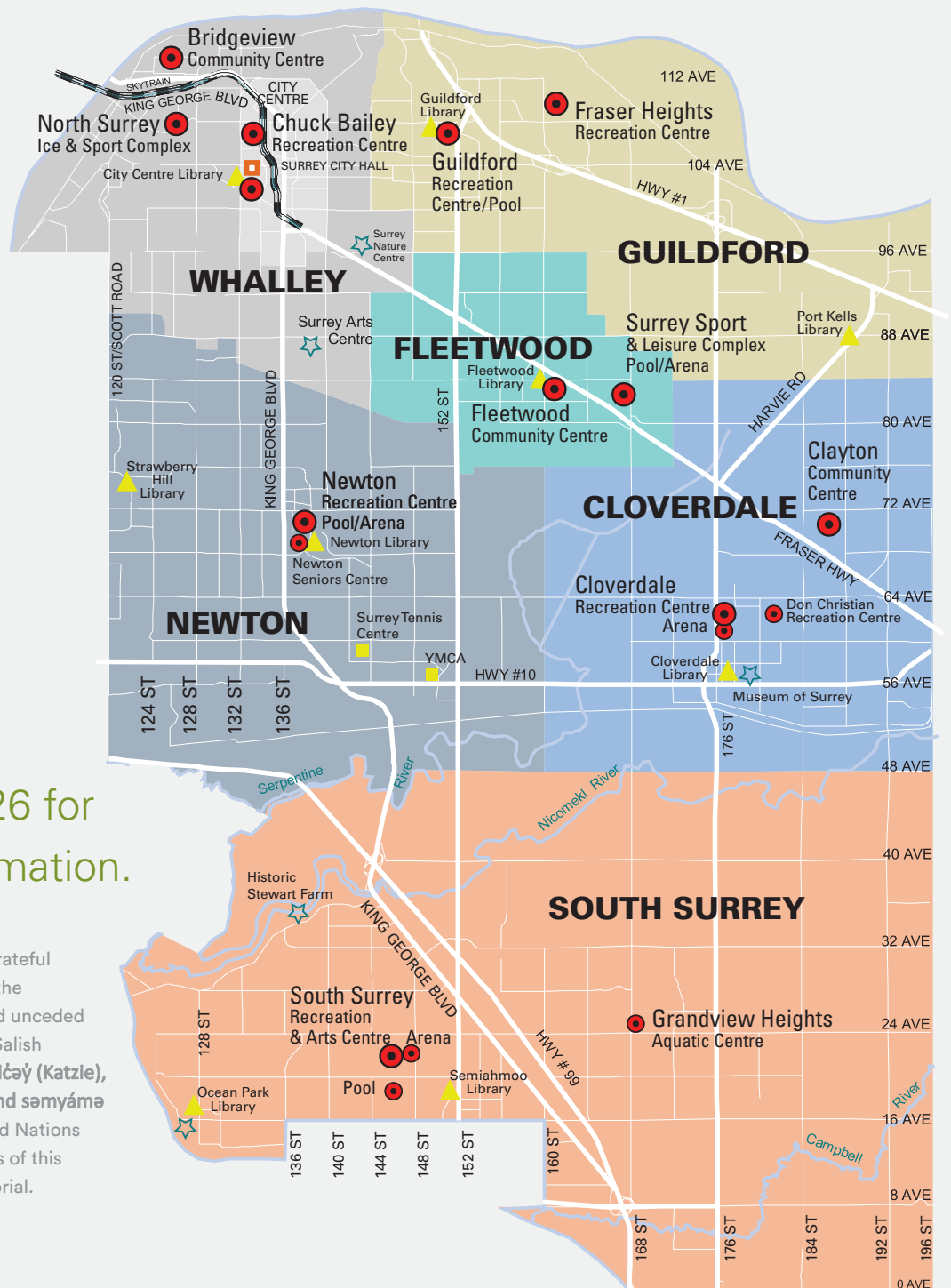
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# City of Surrey Six Town Centres

Each of these town centres has a variety of recreational facilities. Throughout the seasons a variety of programs are also offered at other locations. To view a full listing of programs, pick up the latest recreation guide at any City of Surrey recreation centre or view it online at [www.surrey.ca/recreation](http://www.surrey.ca/recreation)

Find Age Friendly Pedestrian Routes across the city with WALKit. See page 26 for more information.



We recognize and are grateful that we are situated on the traditional, ancestral and unceded territories of the Coast Salish Peoples, including the ḱíčəḱ (Katzie), ḱʷa:ḱʷəḱ (Kwantlen), and səmyámə (Semiahmoo) land-based Nations who have been stewards of this land since time immemorial.

The City of Surrey is leading the way in supporting healthy active aging through its Age Friendly Strategy, a framework that ensures seniors, families and caregivers are supported through advocacy, policy, partnership and service delivery.

## Age Friendly Network

To support the goals of the strategy, the City leads the Age Friendly Network. The purpose of the Age Friendly Network is to:

- Connect individuals, service agencies, and organizations working with seniors.
- Carry out initiatives supporting the goals of the strategy.
- Share information about the various programs and services for seniors, caregivers, and families in the City of Surrey.

The Network is a collective of diverse community-based sector (includes, Settlement Services), academia, Fraser Health, Division of Family Practice, faith based groups, City of Surrey (eg. Fire Services, Surrey Libraries, ByLaws, Transportation, Social Planning, Community Services), Police, TransLink, Surrey Accessibility Leadership Committee (SALT), and Fraser Region Aboriginal Friendship Centre (FRAFCA).

## Featured Programs and Events

Through successful collaborations and partnerships with organizations, the City of Surrey offers educational opportunities to gain further knowledge and resources and prepare older adults with the tools to remain healthy, active, independent and engaged in the community.

### Webinars and Forums

### Seniors Week Celebrations

### National Seniors Day

### World Elder Abuse Awareness Day

### Digital Technology Hub

### WALKit

### Try It Sports and Games

### Connecting Generations

# City Programming

## Fitness and Wellness

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[www.surrey.ca/recreation](http://www.surrey.ca/recreation) | 604-501-5100

Whatever your age, ability or interest, Recreation Surrey offers a wide variety of registered or drop-in opportunities within a safe and welcoming environment. Seniors have access to a variety of benefits and discounts to help them stay active and engaged.

### Seniors Services Membership

The Seniors Services Membership offers adults ages 55 and up an economical way to stay active, connect with others, and enjoy new or favourite hobbies and other social activities. Enjoy discounted pricing on registered programs, specific volunteer-led drop-in programs, bus trips, special events and services. Valid at specific designated facilities and programs.

### Recreation Pass

Enjoy unlimited drop-in access to pool, arenas, gyms and fitness centres. Seniors who purchase an annual pass automatically receive a year-long Seniors Services membership for free.

## Arts and Culture

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[www.surrey.ca/arts](http://www.surrey.ca/arts)

### Surrey Arts Centre

**13750 88th Avenue | 604-501-5566**

Surrey is home to the Surrey Art Gallery and Surrey Civic Theatres. These venues prioritize accessibility with parking, washrooms, ramps, and an elevator. The art gallery features changing exhibitions, permanent artworks, and free events like tours and art classes. Surrey Civic Theatres offer a variety of performances and rental options in accessible spaces. Patrons with hearing impairments can use wireless listening devices, while visually impaired individuals can enjoy enhanced experiences through [vocaleye.ca](http://vocaleye.ca) at select shows.





## Heritage

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[www.surrey.ca/heritage](http://www.surrey.ca/heritage)

### Historic Stewart Farm

**13723 Crescent Road | 604-591-4627**

This one-of-a-kind heritage site is in beautiful Elgin Heritage Park. Its mission is to connect people to stories of the past and to immerse them so they feel what it was like to live and work there. Drop in to the 1890s farmhouse and explore at your own pace or engage in one of the many heritage demonstrations, events, and public programs offered throughout the year.

A new addition to the site is the **South Surrey Indigenous Carving Centre**. The Centre provides new artist opportunities and support the transmission of Indigenous cultural knowledge and practices.

### Museum of Surrey

**17710 56A Avenue | 604-592-6956**

Vibrant, interactive and ever-changing, Museum of Surrey is a place where communities can share their stories and learn from each other. This modern facility is packed with events and programs with highlights such as the Textile Centre, Indigenous Hall, Feature Gallery, TD Explore Zone and heritage buildings. It is a space for all Surrey residents and visitors and is free for everyone.

## Parks

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[www.surrey.ca/parks](http://www.surrey.ca/parks)

With an abundance of parks and green space in Surrey, nature is never far away.

Surrey has more than 800 parks - 200 with amenities for people and 600 more to protect natural areas. Explore more than 650 kilometres of trails and paths through scenic coastal landscapes, forests, feature gardens, and more.

Many of our parks have accessible pathways, rest areas with benches, and accessible washrooms. Our parking lots also include accessible parking stalls close to pathways and park entrances.

### Surrey Archives

**17671 56th Avenue | 604-502-6459**

Surrey Archives' mission is to keep the memories of our communities alive and increase our understanding of each other. View historic photos, oral histories, maps and more that tell the story of our city. Discover something new through our engaging public programs, attend an outreach event or explore the collection from home through our online heritage tools.

No matter what your age, Surrey is rich with opportunities to live a healthy, active and connected life.

## Surrey Libraries

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[www.surreylibraries.ca](http://www.surreylibraries.ca)

A public library is the soul of its community: a safe setting where ideas are explored, facts are discovered, and creativity can flourish. The library brings the world's best creative endeavors and most reliable information into the community and enables anyone to easily access these.

### Book Clubs & Book Chats

Enrich the experience of reading and join a monthly book club or casual book chat.

### Technology Help

Get one-to-one help with your basic computer, internet and technology needs in a no stress atmosphere.

### Family History Research

Discover your past and who you are with one of the largest Canadian family history collections in the country. Surrey Libraries, extensive resources, programs and expertise can help you on this path.

### Accessibility Services

**604-598-7399**

Take advantage of services provided to seniors and individuals with disabilities including home delivery service, audio materials and assistive technology.

## Volunteer Opportunities

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[www.surrey.ca/volunteer](http://www.surrey.ca/volunteer) | **604-598-5863**

Get started and enjoy the many benefits of volunteering. Not only can sharing your time and skills expand your social circle, it can also be a mood booster and create a sense of purpose. We offer a wide range of volunteer opportunities for people of all ages.

### Support Participation and Inclusion: Reach-out, Involve and Transform (SPIRIT)

SPIRIT volunteers support members of our community of all ages with disabilities to participate in Parks, Recreation & Culture programs, and activities to improve their overall health and wellness. Volunteers gain valuable experience supporting all ages with all abilities in City of Surrey programs. They develop and gain new skills while working with qualified instructors. Participants can receive low-support assistance to create the best experience possible. If you have any questions, please email [SPIRIT@surrey.ca](mailto:SPIRIT@surrey.ca).



# Digital & Technology

## Digital Technology Hub

Stay Connected!

Explore resources to help you navigate the digital world and make it easier for you to connect to services and programs.

The City of Surrey's Digital Technology Hub is a free platform to help older adults access the digital world, making it easier to connect to services, programs, and people.

Easy-to-use resources on internet access, devices, training, tech support, virtual health care and online activities.

Most branches of Surrey Libraries offer help with technical skills. Bring your device, or use one of ours, and staff will assist you.

Visit [www.surrey.ca/digitalhub](http://www.surrey.ca/digitalhub) to learn more and get connected today!

## Cloverdale Seniors Computer Club

**6188 - 176th Street | 604-598-7960**

Club hosts their own tutorials and brings in outside speakers. Wide range of expertise among members.

## Newton Senior's Computer Club

**13775 - 70th Avenue | 604-501-5010**

Computer classes, drop-in tech sessions and workshops for seniors.

Most branches of  
Surrey Libraries offer  
technical support.



### Brella Community Services Society

[www.brellasociety.ca](http://www.brellasociety.ca)

**15008 - 26 Avenue | 604-531-9400 ext 220**

Computer classes taught by volunteer seniors.  
Teaches basic Internet and computer skills.

Pre-registration required. Please visit

[www.brellasociety.ca/tech-buddies-computer-lessons](http://www.brellasociety.ca/tech-buddies-computer-lessons)

### Digital Skills for Seniors Program (PICS Society)

[www.pics.bc.ca](http://www.pics.bc.ca)

The Digital Skills for Seniors is a free program that focuses on equipping seniors with digital skills to enhance their sense of belonging and connection within their communities and with their loved ones. It is a three-week program where seniors receive training on laptops and phones, making it easier for them to use digital tools and enjoy a more comfortable life at home.

For more information or to register, please visit [www.seniorssocialinclusion.ca/newton](http://www.seniorssocialinclusion.ca/newton) or call us at 604-596-7722, extension 109.

# Safety & Security

## Webinars

[www.surrey.ca/seniors](http://www.surrey.ca/seniors)

Join us for free online information sessions and learn about a range of safety and security topics including:

- Elder abuse awareness and prevention
- Personal safety
- Transit safety
- Fire safety
- Financial and fraud safety
- End of life planning: power of attorney, wills and estates, representation agreements
- Housing resources: residential care, rental, ownership, tenant rights, Better at Home and Home is Best programs
- Tax and government resources: Service Canada, CPP, OAP

## Blueprint Pathways

[communitysafety@surrey.ca](mailto:communitysafety@surrey.ca)

Blueprint Pathways is a youth outreach and mentorship program that strengthens connection to family, school and community. It provides outreach-based mentorship to select Surrey youth aged 13 to 19. Mentorship is designed to reduce a youth's risk for gang affiliation and exploitation. The program connects youth clients to individualized one-to-one support at school and in the community; pro-social activities and community-based resources; and additional specialized services as needed.

## Empower Surrey - Parent & Caregiver Resources to Keep Kids Out of Gangs

[www.empowersurrey.ca](http://www.empowersurrey.ca)  
[communitysafety@surrey.ca](mailto:communitysafety@surrey.ca)

Enhancing the impact of the Surrey Anti-Gang Family Empowerment (SAFE) Program, Empower Surrey is dedicated to helping parents, caregivers and other trusted adults build protective factors among Surrey children and youth to reduce their susceptibility for gang involvement. The website features information of the unique Surrey gang landscape, how to identify and address risk factors, tips and tools to start early conversations with children and youth, and much more.

## Project IRIS

[www.surrey.ca/iris](http://www.surrey.ca/iris)  
[projectiris@surrey.ca](mailto:projectiris@surrey.ca)

Support community safety in your neighbourhood. Register your security camera with Project IRIS. Project IRIS is the City's closed-circuit television camera registry. It is a database that lists the location of external security cameras owned by residents and businesses in Surrey to help speed up police investigations. Registration is voluntary and easy, all information is confidential and secure, and you can withdraw at any time.

Project IRIS:

- Gives residents and businesses the opportunity to directly support community safety in their community.
- Supports police so they can conduct investigations more quickly and efficiently.
- Helps keep footage off social media, which can hinder investigations.

Support community safety in your neighbourhood by joining the Project IRIS community today! Register at [www.surrey.ca/iris](http://www.surrey.ca/iris)

Your camera footage might be the missing piece that helps solve an investigation in your community.

As part of our commitment to support healthy active aging in Surrey, we are committed to informing and engaging with seniors about safety and security.

## Reporting Crime

[www.surrey.rcmp-grc.gc.ca](http://www.surrey.rcmp-grc.gc.ca)

### Reporting Matters

Reporting crimes and suspicious activity is essential for a safer community. Some may doubt its impact or consider it bothersome for the police, but providing information helps them work efficiently, solve crimes, and maintain the safety of Surrey.

### Why Report

All crime and suspicious incident reports are recorded in a shared database accessible to police agencies throughout the province. Although not all reports necessitate immediate police response, each one undergoes analysis to identify crime patterns and public safety concerns. By filing a report, you contribute to the police's comprehension and resolution of community issues. This information empowers them to allocate resources effectively and implement initiatives to reduce crime.

## How to Report

There are four ways to report crime in Surrey:

<b>1</b>	<b>9-1-1 for emergencies</b> (crimes in progress, immediate threats to person or property)
<b>2</b>	<b>604-599-0502 for non-emergencies</b> (crimes that have already been committed and no suspects present)
<b>3</b>	<b>In person at any of the six Surrey RCMP offices</b>
<b>4</b>	<b>Text 9-1-1</b> (available for pre-registered deaf, hard of hearing or speech impaired persons)







## Surrey Fire Service

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[www.surrey.ca/fireservice](http://www.surrey.ca/fireservice) | 604-543-6780

When dealing with emergencies, we believe the best course of action is to prevent these emergencies from happening, which is why you'll find us working with the community to promote home and personal fire safety.

Contact us for a home safety inspection at [Smoke Alarm Inspection](#)

### Smoke Alarms

Test your smoke alarms to ensure they are working. If not, replace them immediately to increase your chances of survival in a house fire. If you are unable to access or perform an install, the Surrey Fire Service will assist you by installing one new smoke alarm in your home for free.

- Install a smoke alarm outside all sleeping areas and on each floor of the home
- Test your smoke alarms once a month to ensure they are working
- Replace smoke alarms that are more than ten years old, even if they are hard-wired
- Replace batteries twice a year

### Emergency Preparedness

[www.getprepared.gc.ca](http://www.getprepared.gc.ca)

The Surrey Emergency Program (SEP) strives to ensure our city's readiness for various emergencies like earthquakes, floods, severe storms, and major fires. In the event of a large-scale emergency in your area, it may take some time for emergency personnel to arrive. It is crucial for you to be prepared to take care of yourself and your family for at least 72 hours. Discover how simple and convenient it is to enhance your preparedness for different emergencies, regardless of the time or location. Develop your own emergency plan and utilize checklists to assemble a 72-hour emergency kit. By following these fundamental steps, you can effectively care for yourself and your loved ones.

## Alertable

[www.surrey.ca/emergencynotifications](http://www.surrey.ca/emergencynotifications)

The City of Surrey's Emergency Program is now using a public notification system, called Alertable, to send emergency alerts. These alerts will inform the public of potential life safety issues before or during large scale emergencies such as earthquakes, floods, severe weather, and other hazards.

This application will allow those who have signed up to receive important safety information, in a timely manner, which will help keep both themselves and others informed and up to date. It provides many options to receive notifications including text, email, phone, website, mobile app, social media, home smart speaker and more.

We encourage both residents and visitors to use it to stay aware and take the necessary actions to reduce their risks during emergencies.

## Elder Abuse

[www.publichealth.gc.ca/seniors](http://www.publichealth.gc.ca/seniors)

What is elder abuse?

The deliberate mistreatment of an adult that causes the adult to experience:

- Physical, mental or emotional harm, or
- Damage or loss in respect of the adult's financial affairs, and includes intimidation, humiliation, physical assault, sexual assault, over-medication, withholding necessary medication, censoring mail, invasion or denial of privacy, or denial of access to visitors.

What is self neglect?

Any failure to provide necessary care, assistance, guidance, or attention to an adult that causes, or is reasonably likely to cause within a short period of time, the adult serious physical, mental, or emotional harm or substantial damage to or loss of assets.

The City of Surrey  
is committed to  
building awareness  
and education of elder  
abuse and prevention.

## Did you know

Only about 1 in 5 cases of abuse come to the attention of community agencies or authorities.

# Caregiving

## Caregiver Support

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### Fraser Health Home

[www.fraserhealth.ca](http://www.fraserhealth.ca) | 1-855-412-2121

Trained staff are available 7 days a week from 8:30am-4:30pm. Translation services are also available.

### Family Caregivers of BC

[www.familycaregiversbc.ca](http://www.familycaregiversbc.ca) | 1-877-520-3267

Free services and support for family and friend caregivers include:

- One-to-one emotional support
- Information and referral to community resources
- Help navigating the health care system
- Referral to caregiver coaching sessions for problem solving and action planning
- Extensive online resource hub for caregivers
- Quarterly Caregiver Connection newsletter and monthly e-news

### Brella Community Services Society Caregiver and Family Caregiver Support

[www.brellasociety.ca/caregiver-support](http://www.brellasociety.ca/caregiver-support)  
604-531-9400 ext.219

- 1-1 care
- Education sessions
- Family support
- Help navigating health care system

### DIVERSEcity

Email [senior@dcrs.ca](mailto:senior@dcrs.ca) or 604-547-1262.

- 1-1 care system navigation system
- 1-1 clinical counsellings
- Language specific support groups
- Education sessions
- Family support
- Help navigating health care system

Surrey works with community agencies and organizations to offer programs and workshops that contribute to supporting caregivers.



# Your Home

## Housing Options in Surrey

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[www.surrey.ca/about-surrey/housing-homelessness](http://www.surrey.ca/about-surrey/housing-homelessness)

Whether living in residential care, renting or owning your own home, the City of Surrey is committed to help support seniors to have access to affordable and appropriate housing and support necessary to remain as independent as possible.

The City of Surrey hosts a variety of workshops focused on various aspects of home including:

- Power of attorney, wills and estates, representation agreements
- Residential care, rental, ownership, and support programs
- Tenant rights
- Energy savings at home

## Long Term/Complex Care

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[www.fraserhealth.ca](http://www.fraserhealth.ca)

Fraser Health provides a wide range of information on residential care, programs and services for caregivers and support home care. Learn more about your options.

## Renting

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[www.tenants.bc.ca](http://www.tenants.bc.ca)

Learn more about the legal rights for both a tenant and landlord at the Tenant Resource and Advisory Centre.

According to the World Health Organization there is a link between appropriate housing and access to community and social services in influencing the independence and quality of life of older people.

## Shelter Aid for Elderly Renters (SAFER)

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[www.bchousing.org/housing-assistance/rental-assistance-programs/SAFER](http://www.bchousing.org/housing-assistance/rental-assistance-programs/SAFER)

BC Housing's Shelter Aid for Elderly Renters (SAFER) program helps make rent affordable for BC seniors with low to moderate incomes. SAFER provides monthly cash payments to subsidize rents for eligible BC residents who are ages 60 or over and who pay rent for their homes.

## Home Ownership

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[www.surrey.ca/mypropertyaccounts](http://www.surrey.ca/mypropertyaccounts)

Access your City of Surrey property tax, utility, and dog account information online through MyPropertyAccounts on [surrey.ca](http://surrey.ca). You will need the folio or account number and the access code from your tax, utility or dog notice to register for this service.

## Utility Billing

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[www.surrey.ca/utilities](http://www.surrey.ca/utilities)

Property owners who have a water meter to measure their water usage are encouraged to provide clear access to their water meter all year round. Keep the meter clear of leaves and debris and avoid putting planters over your meter box. Year round, please trim back bushes or vegetation that may impede access to your meter. Visit the website above to locate and ready your water meter.

## Property Tax

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[www.surrey.ca/propertytaxes](http://www.surrey.ca/propertytaxes)  
[www.gov.bc.ca/homeownergrant](http://www.gov.bc.ca/homeownergrant)

Property tax notices are mailed in May and due in July. They include property assessments and taxes for the City of Surrey and other agencies. You can defer property taxes in certain situations. Visit [gov.bc.ca/propertytaxdeferral](http://gov.bc.ca/propertytaxdeferral) for information and applications.

Claim your Home Owner Grant online and pay utility charges, including those for secondary suites.

## Aging in Place

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[www.cmhc-schl.gc.ca](http://www.cmhc-schl.gc.ca) | 1-800-668-2642

Canada Mortgage and Housing Corporation has a variety of resources for seniors to maintain independence in their home. They include:

- Maintaining Seniors' Independence Through Home Adaptations A Self Assessment Guide
- About Your House – Fact Sheets
- At Home with Alzheimer's Disease: Useful Adaptations to the Home Environment

## Better at Home Program

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[www.betterathome.ca](http://www.betterathome.ca)

Supporting the non-medical needs of older adults in BC.

If you are a senior age 65+ living in the Surrey area, you may be eligible.

Seniors who receive Better at Home services will pay a fee for some services. Subsidies are offered and are based on the client's previous year's net income. (proof required).

Better at Home is a program that helps seniors with simple non-medical, day-to-day tasks so that they can continue to live independently in their own homes and remain connected to their communities.

United Way British Columbia Healthy Aging administers the Better at Home program throughout B.C., supporting over 85 non-profit organizations who deliver Better at Home in over 260 communities. This community-based approach ensures that local agencies are responding to local needs.

Better at home is funded by the Government of B.C. and managed by United Way British Columbia Healthy Aging.

Help is close to home. If you're a senior living in a community which offers Better at Home, a program coordinator will work with you to help determine which services will suit you best.

Contact one of these listed organizations to see if you are eligible.

**Brella Community Services Society**  
[www.brellasociety.ca](http://www.brellasociety.ca)

**DIVERSEcity**  
[www.dcrs.ca](http://www.dcrs.ca)

**Progressive Intercultural Community Services (PICS)**  
[www.pics.bc.ca/programs/  
community-programs/senior/better-at-home](http://www.pics.bc.ca/programs/community-programs/senior/better-at-home)

**SUCCESS**  
[www.successbc.ca/better-at-home](http://www.successbc.ca/better-at-home)





# Getting Around Surrey

## Pedestrian Safety

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Walking is a great way to get around our city. It can save you money, improve your health and help the environment. The City of Surrey is committed to making walking a safe and convenient transportation choice for everyone in the city.

To leave feedback about your walking experience or report a problem, visit [www.surrey.ca/report](http://www.surrey.ca/report) or call 604-591-4011.

## Public Transit

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[www.translink.ca](http://www.translink.ca) | 604-953-3333

Seniors 65 years and older are eligible for discounted rates. In Surrey there are four SkyTrain stations and more than forty five bus routes.

TransLink's online [www.translink.ca/trip-planner](http://www.translink.ca/trip-planner) makes planning your trip easy. Simply enter your destination along with your home address or starting point.

## WALKit

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[www.surrey.ca/walkit](http://www.surrey.ca/walkit)

Walking is a great way to get around, explore our city, and help achieve your fitness goals. Join us for a walk or use our web map to explore new pedestrian routes in your neighbourhood!

Get moving, meet new people, and learn about various areas and topics of interest through the WALKit program. We offer free guided walks for ages 55+ on Wednesdays, year-round.

Can't meet up? Use our interactive WALKit Web Map, an online interactive tool that can be used to find age friendly pedestrian routes across the city.

## HandyDART

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[www.translink.ca/HandyDART](http://www.translink.ca/HandyDART)

HandyDART is TransLink's door-to-door public transit service that uses specially-equipped vehicles designed to carry passengers with physical or cognitive disabilities who are unable to use public transit without assistance.

## Travel Training

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In partnership with community groups, TransLink provides large group informational workshops for seniors and people with disabilities to assist with independent travel. For more information or to request a workshop, please call 604-953-3636.

## TaxiSaver and HandyCard

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TaxiSaver is a supplementary service to HandyDART, and is available for people with permanent disabilities who have a HandyCard.

## BC Bus Pass Program

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[www2.gov.bc.ca/gov/content/transportation](http://www2.gov.bc.ca/gov/content/transportation)  
**1-866-866-0800**

If you're from BC and qualify for additional assistance from the BC Ministry of Social Development and Social Innovation, you may be eligible for a discounted yearly bus pass. The BC Bus Pass Program offers a reduced cost annual bus pass for low-income seniors and individuals receiving disability assistance from the province. Bus passes can be used on the regular transit system but not on HandyDART.

## Transit Safety and Security

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TransLink's Transit Police force is committed to promoting safety and reducing crime on the transit system, and have the same authority and powers of other municipal police officers in BC.

For emergencies call 911.

**For non-emergency issues call  
604-515-8300 or send a text message  
to 87-77-77**

## Did you know

A person using a scooter is classified as a pedestrian by law.

When operating a scooter you're required to obey the same rules as a pedestrian would, such as using a sidewalk wherever possible. If there are no sidewalks or if the sidewalk does not have ramps, travel on the far left side of the road facing traffic.

**For scooter safety tips, visit the RCMP's scooter safety page, [www.bc-cb.rcmp-grc.gc.ca](http://www.bc-cb.rcmp-grc.gc.ca) and clicking on 'Protecting Yourself'**



## Cycling

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Cycling is a fun and healthy way to stay active and access your daily needs. Surrey wants cycling to be safe and easy for people of all ages and abilities. We are expanding our network of protected, connected and continuous cycling routes in key locations across the city.

For more information about cycling in Surrey visit [www.surrey.ca/cycling](http://www.surrey.ca/cycling)

For practical tips on how to ride your bike in urban environments, download a copy of Bike Sense, the British Columbia Bicycle Operators Manual, online at [www.bccycling.ca](http://www.bccycling.ca)

## Ensuring You Have Access

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City of Surrey has enhanced its facilities and programs for seniors, focusing on physical spaces and programming. Recreational facilities, parks, and municipal buildings are continuously improved to meet higher accessibility standards. Facility-specific webpages provide detailed information about accessible features such as fitness equipment, parking, and pool ramps.

Learn more about Surrey's focus on accessibility at [www.surrey.ca/accessibility](http://www.surrey.ca/accessibility)

## Hearing Loops

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The City of Surrey has 'hearing loops' in six different locations. The hearing loops are designed to provide those with 'T-Coil' hearing aids with the ability to hear presentations more clearly without distraction of background noise.

### Where are the Hearing Loops Located?

Look for the Hearing Loop sign or ask staff to assist you.

Chuck Bailey Recreation Centre  
13458 107A Avenue  
Multipurpose Room

Clayton Community Centre  
7155 187A Street

Cloverdale Recreation Centre  
6188 176th Street  
Multipurpose Room

Fleetwood Community Centre  
15996 84th Avenue  
Large Hall

Guildford Recreation Centre  
15105 105th Avenue  
Multipurpose Room

Newton Seniors Centre  
13775 70th Avenue  
Large Hall

South Surrey Recreation & Arts Centre  
14601 20th Avenue  
Gym #3

Surrey City Hall  
13450 104th Street  
Council Chambers

## Accessible Travel

When it comes to traveling to our locations using transit, buses feature:

- Automated electronic and audible announcements
- Courtesy seating for persons with a disability and the aging population
- Ramps with the ability to lower, ensuring all transit users can disembark safely

Transit stations feature tactile warning surfaces to indicate changes in the environment—ideal for someone who is blind or may use other kinds of assistive devices.

## City of Surrey Leisure Access Program (LAP)

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[www.surrey.ca/LeisureAccess](http://www.surrey.ca/LeisureAccess) | 604-502-6325  
[LeisureAccessProgram@surrey.ca](mailto:LeisureAccessProgram@surrey.ca)

If you are in financial need, you might qualify for Surrey's Leisure Access Program. With the Leisure Access Program, you can join Surrey recreation activities at a discounted rate.

Language translation services are available at no cost if you have questions. Interpretation services are also available at all Surrey recreation facilities.



## Language Access

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### DIVERSEcity Community Resources Society

[www.dcrs.ca](http://www.dcrs.ca) | 604-597-0205  
13455 76th Avenue

DIVERSEcity specializes in multi-lingual support for immigrant and refugee seniors. We invite you to try any of our programs that include:

- Community Kitchen and Community Garden programs
- Multi-lingual counselling supports
- Settlement supports for immigrant and refugee seniors
- Better At Home program
- Seniors group programs including English Conversation Circles and Staying Active Seniors Club
- Volunteer opportunities for seniors
- Annual tax clinics for low income seniors
- Therapeutic Activation Program for Seniors
- Newcomer Family Caregiver Support program

### Options Community Services

[www.options.bc.ca](http://www.options.bc.ca)

Options Community Services is a non-profit society and registered charity dedicated to making a difference.

**9815 140th Street | Carole Wahl Building  
604-584-5811**

**13520 78th Avenue | Newton Office  
604-596-4321**

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

[www.successbc.ca](http://www.successbc.ca) | 604-588-6869  
#100 - 15117 101st Avenue

S.U.C.C.E.S.S is a multicultural, multi-service agency assisting people at all stages of their Canadian experience.

### MOSAIC

[www.mosaicbc.org](http://www.mosaicbc.org) | 778-591-9334  
#200 - 7134 King George Blvd

MOSAIC is the one of the largest settlement organizations in Canada. Our Seniors Club in Vancouver and Surrey provides support and services for settlement and wellbeing of refugee and immigrant Seniors in Canada.

- R Resources for settlement and support
- E Enhancing social connections and breaking isolation
- S Socializing to have trusted companionship
- P Physical activities for wellbeing
- E Enjoy and learn diverse cultures
- C Craft and design sessions
- T Training for safety of seniors

### Progressive Intercultural Community Services (PICS)

[www.pics.bc.ca](http://www.pics.bc.ca) | 604-596-7722  
#205 - 12725 80 Avenue

Progressive Intercultural Community Services (PICS) Society provides a broad spectrum of programs and services that includes Employment Programs, Settlement Services, Language Services, Social Programs and Housing Services, since 1987. Our services assist new immigrants, seniors, farm workers, women and youth.



# Pets and Resources

## Surrey Animal Resource Centre

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[animalinfo@surrey.ca](mailto:animalinfo@surrey.ca) | 604-574-6622  
17944 Colebrook Road

**Animal Shelter 10:00am - 6:00pm, 7 days/week. By appointment only.**

**Adoption Viewing 2:00pm - 5:00pm**

The Surrey Animal Resource Centre (SARC) is an innovative team of animal care professionals serving the community with integrity, providing education and resources to make measurable improvements in responsible pet guardianship and compassion for animals.

SARC reception is open daily from 11:00am-5:00pm Call 604-574-6622 to inquire about:

- adopting a pet
- reporting or redeeming a lost animal
- donating to the animals
- visiting the Centre
- volunteering

Plus, learn about upcoming SARC events, ongoing shelter programs and fun ways you can support the shelter animals.

## Did you know there are 4 ways you can donate to the shelter?

1. Monetary donations can be made online via [www.canadahelps.org](http://www.canadahelps.org)
2. Physical Donations can be dropped in the blue uline bin out front of the shelter during reception hours.
3. Items can be purchased off of our Amazon [www.amazon.ca/hz/wishlist/intro](http://www.amazon.ca/hz/wishlist/intro)
4. You can donate by calling 604-574-6622.

## Licensing Your Dog

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### Benefits of licensing your dog

- Tag registration reunites missing dogs and owners promptly and efficiently, with no expense to the owner.
- No response fee will be charged to the owner if complaints are made about their registered dog in public places.
- Licence renewals can be conveniently processed through ebilling.

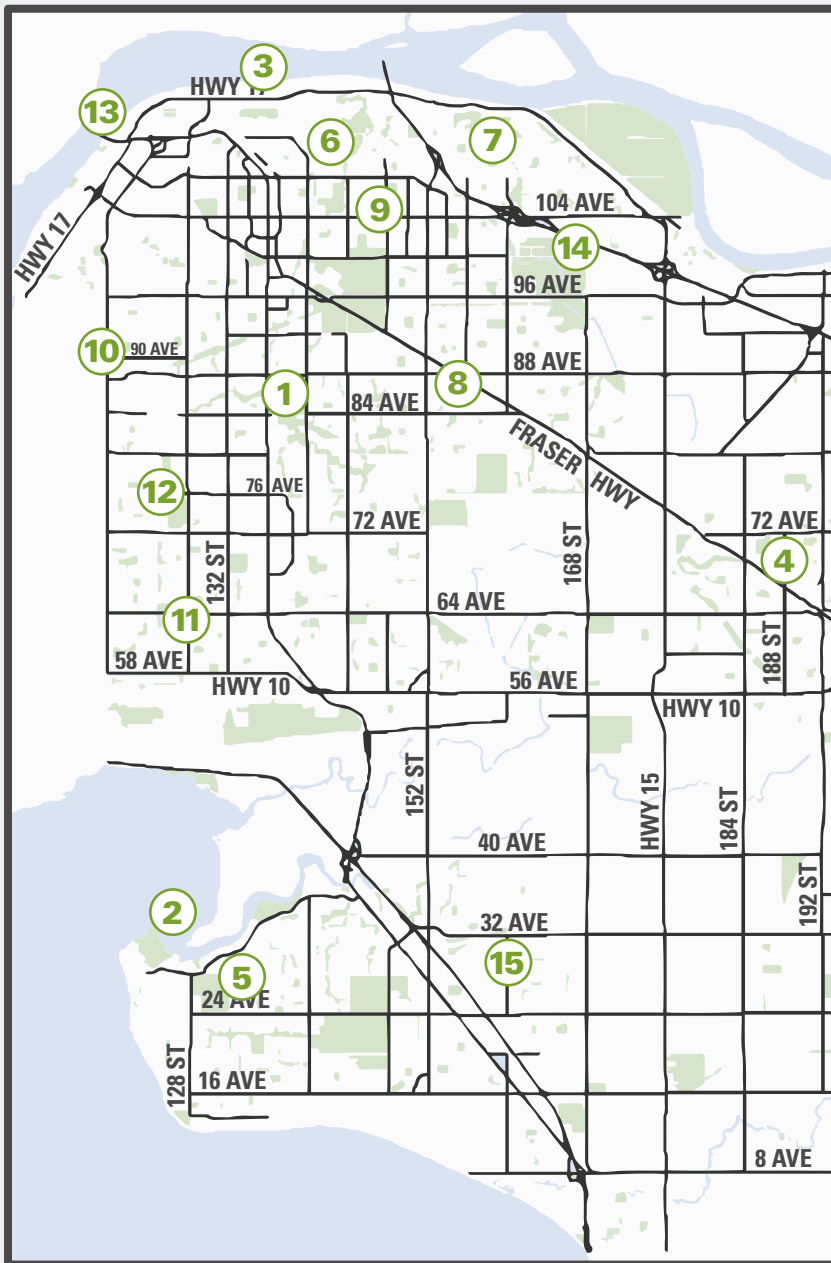
### How to license your dog

Visit our website at [www.surrey.ca/dogs](http://www.surrey.ca/dogs) or call 604-592-2601.



## Dog Off-Leash Parks

Surrey's off-leash areas are located within the following parks



Pets can help reduce stress and lower blood pressure and cholesterol.

- 1 **Bear Creek Park**  
8448 King George Blvd
- 2 **Blackie Spit Park**  
3136 McBride Avenue
- 3 **Bolivar Park**  
13591 Crestview Drive
- 4 **Clayton Park**  
7011 188th Street
- 5 **Dogwood Park**  
13485 20th Avenue
- 6 **Forsyth Park**  
10659 140th Street
- 7 **Fraser View Park**  
11210 159A Street
- 8 **Freedom Park**  
15452 84th Avenue
- 9 **Hawthorne Rotary Park**  
10513 144th Street
- 10 **Kennedy Park**  
12171 90th Avenue
- 11 **Panorama Park**  
12863 60th Avenue
- 12 **Serpentine Dog-Off-Leash Park**  
12589 76th Avenue
- 13 **Tannery Park**  
10761 Dyke Road
- 14 **Tynehead Regional Park**  
16695 96th Avenue
- 15 **Wills Brook Park**  
2955 160th Street

# Community Resources

## Alzheimer Society of B.C.

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[www.alzheimer.ca/bc](http://www.alzheimer.ca/bc)

If you have questions about Alzheimer's disease or other dementias, call the Alzheimer Society of B.C.'s or Dementia Helpline for information and support (toll-free):

English: 1-800-936-6033  
(Monday to Friday, 9am - 8pm)

Cantonese and Mandarin: 1-833-674-5007  
(Monday to Friday, 9am to 4pm)

Punjabi, Hindi and Urdu: 1-833-674-5003  
(Monday to Friday, 9am to 4pm)

First Link® dementia support connects people with dementia and their care partners to support services, education, and information at any stage of the journey.

If you are living with dementia, connecting to First Link means you'll receive the support you need when you need it – through bulletins, support groups, education, and one-on-one phone calls.

## Brella Community Services Society

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[www.brellasociety.ca](http://www.brellasociety.ca) | 604-531-9400

Since 1977, Brella Community Services Society (formerly Senior's Come Share Society) has been dedicated to providing older adults and their families with the services, programs and resources necessary to remain educated, engaged, and empowered members of our community. Its mission is to enable older adults, their families and caregivers to lead full, engaged and meaningful lives.

### Senior Connectors

The Senior Connector program aims to offer support, referrals, and detailed information to adults aged 55+ in Surrey. If you need information on housing, pensions, benefits, or need help with filling out applications or referral to other services, the Senior Connector volunteers are available to support you. Currently, services are provided in-person at most Surrey libraries and community centers, as well as by appointment at Brella Community Services Society Office in South Surrey.

For more information, please contact 604-531-9400 ext. 203.

## Falls Prevention Mobile Clinic

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[www.fallsprevention@fraserhealth.ca](mailto:www.fallsprevention@fraserhealth.ca)  
**604-374-2273**

The falls prevention mobile clinics are offered free and involve a personalized assessment session.

The education sessions discuss fall risk factors, the four pillars of fall prevention (vision, medication, exercise and home safety), and walks participants through fall prevention exercises. In the assessment session, participants sit one-on-one with health professionals (pharmacist, kinesiologist and physiotherapist). At that time, various aspects of the senior's fall risk status will be assessed, and interventions will be discussed. A detailed report of all the recommendations is provided to the participant and sent to his or her primary physician and any referring health professional, if applicable. The total time spent at the clinic is approximately two hours.

The clinic travels to many different locations in the Fraser Health region including community centres, seniors housing complexes and other locations where seniors gather. Pre-registration is required.

City of Surrey works with many different community agencies, organizations and volunteers to offer programs and services that benefit older adults, caregivers and their families.

## Self-Management BC

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[www.selfmanagementbc.ca](http://www.selfmanagementbc.ca) | **604-940-1273**

The University of Victoria offers free evidence-based workshops for adults living with ongoing physical or mental health conditions. Program offered at various Surrey recreation facilities.

## Seniors First BC

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[www.seniorsfirstbc.ca](http://www.seniorsfirstbc.ca)

**1-866-437-1940** for an intake. Press 2 to leave a voice message. Calls returned from a private number.

### Elder Law Clinic

The Seniors First BC provides a free elder law advice clinic in cooperation with City of Surrey, clinic offered every month between 10:00am – 12:00pm. By appointment only, please call 604-437-1940.

A lawyer will be able to answer questions on elder law issues including:

- Wills and estates – including drafting simple wills
- Drafting Representation agreements and Powers of Attorney
- Small Claims Court
- Complaints against professionals, other service providers, government agencies, etc.
- Elder abuse including financial exploitation (unpaid family loans, misuse of Power of Attorney, joint accounts, etc.)

(Note: the lawyers are unable to advise with respect to real estate conveyancing, family law or criminal law matters).

# Planning Affairs

## End of Life Resources

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### **Cemetery Services Resource and Administration Facility** **604-598-5770**

We understand that making final arrangements is not a common event for families. The City of Surrey has established an education and resource centre at Sunnyside Lawn Cemetery to provide a place to get answers and/or be guided in the right direction in a comfortable environment.

## City of Surrey Cemeteries

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### Hazelmere

19184 16th Avenue

In use since the late 1800s, City of Surrey assumed operation of this cemetery in 1958. The first interment date recorded is May 14, 1922. In December 2000, Hazelmere was added to the Surrey Heritage Register as having historical and cultural significance.

### Sunnyside Lawn

14850 28th Avenue

This cemetery began providing burial service in 1954, and the first interment date recorded is May 1, 1954. It is located adjacent to Sunnyside Acres Urban Forest and a portion of the heritage designated Semiahmoo Trail.

### Surrey Centre

16671 Old McLellan Road

In use since 1880, City of Surrey purchased Surrey Centre in 1924. The earliest interment date recorded in the cemetery database is April 11, 1905.

# Contact Numbers

## Emergency

Police/Fire/Ambulance .....	9-1-1
Poison Control .....	604-682-5050
.....	1-800-567-8911
Gas Leaks and Odour .....	1-800-663-9911

## Non-Emergency Surrey

Police .....	604-599-0502
Fire .....	604-543-6700
Ambulance .....	604-872-5151
Crime Victim Assistance .....	1-866-660-3888
Victim Services – Surrey .....	604-599-7600
HealthLinkBC for Deaf/Deaf or Hard of Hearing Callers .....	TTY: 604-875-0885
VictimLinkBC .....	1-800-563-0808
BC Hydro .....	1-800-224-9376
Surrey Animal Resource Centre .....	604-574-6622

## Health & Medical

HealthLinkBC (Including dietician) .....	8-1-1
Victim LinkBC and Hard of Hearing/Deaf and Hearing Impaired .....	7-1-1
Fraser Health Authority Home Health Service Line .....	1-855-412-2121
Medical Services Plan of BC ( <a href="http://www.health.gov.bc.ca/msp">www.health.gov.bc.ca/msp</a> ) .....	604-683-7151
Family Caregivers of BC ... ..	1-877-520-3267
First Link Dementia Helpline... ..	1-800-936-6033
South Asian Dementia Helpline.....	1-833-674-5003
Cantonese and Mandarin Helpline.....	1-833-674-5007
Vancouver Chinese Alzheimer Resource Centre... ..	604-687-8299
Red Cross Medical Equipment/Advanced Health Equipment Loan Program .....	604-930-9049

## Mental Health and Substance Use Services

Surrey Central.....	604-953-4900
South Surrey/White Rock .....	604-541-6844
Alcohol and Drug Info/Referral .....	604-660-9382
Problem Gambling Help Line.....	1-888-795-6111
Crises Intervention and Suicide Prevention.....	604-872-3311
.....	1-800-784-2433
Fraser Health Crisis Line.....	604-951-8855
Seniors' Distress Line.....	604-872-1234

## Hospitals

Surrey Memorial Hospital.....	604-581-2211
Peace Arch Hospital.....	604-531-5512

## Transportation

Translink ( <a href="http://www.translink.bc.ca">www.translink.bc.ca</a> ) .....	604-953-3333
HandyDART Services .....	604-575-6600
.....	or 1-844-475-6600
BC Bus Pass Program .....	1-866-866-0800
Discounted transit passes for low-income seniors, dial the toll-free number, press option 2, then option 2 again, then option 1	
SOURCES Volunteer Wheels .....	604-542-4357

## City of Surrey

Main Switchboard .....	604-591-4011
Property Tax and Utilities .....	604-591-4181
Parks, Recreation and Culture .....	604-501-5050
Program Registration .....	604-501-5100
Reporting Hazards .....	604-591-4152
Surrey Emergency Program .....	604-543-6795
By-Laws/Animal Control .....	604-591-4370
Surrey Animal Resource Centre .....	604-574-6622
Waste Collection .....	604-590-7289
Surrey Libraries	
City Centre .....	604-598-7420
Readability Services .....	604-598-7399
Clayton .....	604-592-2727
Cloverdale .....	604-598-7320
Fleetwood .....	604-598-7346
Guildford .....	604-598-7360
Newton .....	604-598-7400
Ocean Park .....	604-502-6304
Port Kells .....	604-598-7440
Semiahmoo .....	604-592-6900
Strawberry Hill .....	604-501-5836

## Legal Advocacy Service

Seniors First BC ( <a href="mailto:info@seniorsfirstbc.ca">info@seniorsfirstbc.ca</a>   <a href="http://seniorsfirstbc.ca">seniorsfirstbc.ca</a> ) .....	604-688-1927
BC Seniors Abuse and Information Line (SAIL)	
Toll-free .....	1-866-437-1940
Vancouver .....	604-437-1940
Information Referral to Community, Social and Government Services .....	2-1-1
Brella Community Services Society .....	604-536-9348
Legal Aid BC .....	604-408-2172
SOURCES Advocacy, Housing and Prevention Services .....	604-531-6226

## Finances, Pension & Taxes

Service BC.....	1-800-663-7867
.....	or text 604-660-2421
BC Securities Commission.....	604-899-6854
Canada Pension Plan (CPP) and Guaranteed Income Supplement (GIS) .....	1-800-277-9914
.....	604-590-3346
Veteran Affairs .....	1-866-522-2122
Public Guardian and Trustees of BC (PST) .....	604-660-4444

## Food, Shopping, & Housing Assistance

Surrey Food Bank .....	604-581-5443
Meals on Wheels (Delivering hot, nutritious, midday meals)	
North Surrey .....	778-590-1433
South Surrey.....	604-541-6325
Sources Food Bank.....	604-531-8168
Better at Home (providing non-medical support for seniors) .....	604-536-9348
BC Housing/SAFER-BC Housing Commission ( <a href="http://www.bchousing.org">www.bchousing.org</a> ) .....	1-800-257-7756
.....	604-433-2218
Community Living BC .....	1-877-660-2522
Surrey Line .....	604-501-8310
Brella Community Services Society .....	604-531-9400
Tenant Resource and Advisory Centre ( <a href="http://www.tenants.bc.ca">www.tenants.bc.ca</a> ) .....	604-536-9348
.....	1-800-665-1185

## Community Connections

QMUNITY, BC's Queer, Trans, and Two-Spirit Resource Centre.....	604-684-5307
Fraser Region Aboriginal Friendship Centre Association .....	604-595-1170
Alexandra Neighbourhood House .....	604-535-0015
DIVERSEcity .....	604-597-0205
OPTIONS.....	604-584-5811
S.U.C.C.E.S.S (Surrey) .....	604-588-6869
Progressive Intercultural Community Services .....	604-596-7722
MOSAIC .....	778-591-9334
Brella Community Services Society .....	604-536-9348
Sources Community Resource Society.....	604-531-6226

## Did you know

\*211 is a helpful resource for seniors and will be able to provide information on all of the numbers listed above.

