Healthy Active Aging Guide

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

To support the goals of the strategy, the City leads the ‘Age Friendly Strategy for Seniors Working Group’. This group is a network that includes diverse community-based organizations, Fraser Health, Aboriginal Health, Surrey Fire Services, RCMP, Faith based, Transportation, Surrey Libraries, Academia and seniors. The purpose of the Age Friendly for Seniors Working Group (AFSWG) is to provide networking for individuals, service agencies and organizations that work with seniors; undertake initiatives that support the outcomes of the strategy; provide information regarding the many programs and services available within the City of Surrey to seniors, their caregivers, and their families.

Some key initiatives that are being implemented will include:

‘Connecting Generations’
This initiative will create opportunities for generations to engage in dialogue and to explore differences and similarities of generations through, building strong relationships, learning, educating and understanding perspectives and perceptions to common issues. Sequentially these findings will ultimately lead to reducing stigma around aging perceptions for seniors and youth.

Physical Literacy
Of mature adults only 15% of Canadian adults meet national physical activity guidelines. Through working with diverse stakeholders Surrey aims to increase awareness and participation of physical literacy through a variety of different opportunities. The three positive effects physical activity can have on seniors are, increased mobility, cognitive wellness and increased independence.

Event Highlights
Through successful collaborations with partners and organizations, the City of Surrey offers educational opportunities to gain further knowledge and resources that will support seniors, caregivers and families with the tools to remain healthy, active, independent and engaged in the community.

Forums | Seminars
Active Aging Resource Fair
Seniors Week Celebrations
National Seniors Day
World Elder Abuse Awareness Day
Holiday Concert
Peers Active Aging Support Program
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No matter what your age, Surrey is rich with opportunities to live a healthy, active and connected life.

Fitness and Wellness

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 safe and welcoming aquatic centres, arenas, gymnasiums and fitness centres. Seniors have access to a variety of benefits and discounts to help them stay active and engaged. Seniors 70+ enjoy further discounts.

Seniors Services Membership

For just $25 per year, this membership offers adults 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

www.surrey.ca/arts

Surrey Arts Centre
13750 - 88 Avenue | 604-501-5566

Discover contemporary art through changing exhibitions, permanent artworks, and free events like tours, talks, and art-making opportunities. Accessible parking and washrooms, ramps on the main level, and an elevator that connects visitors to all three levels. Home to the Surrey Art Gallery and the Surrey Civic Theatres.

Surrey Art Gallery is a contemporary art museum that specializes in digital art. Since 1975, more than 10,000 local, national, and international artists have shown their work here. We also offer art classes for all ages and skill levels so you can explore your creative side. There’s something for everyone!

Surrey Civic Theatres offer an entertaining variety of artistic presentations and rental opportunities for professional and community theatre, music and dance—in the Main Stage and Studio Theatre at Surrey Arts Centre and Centre Stage at City Hall. Accessible seating areas with companion seating available. Patrons who have a hearing impairment can still enjoy our shows by wearing a wireless listening device, available on a first-come-first-serve basis. Patrons with a visual impairment can enjoy an enhanced theatre experience at Arts Club shows (at the Main Stage at Surrey Arts Centre) with vocaleye.ca
Heritage

www.surrey.ca/heritage

Discover what shaped the City of Surrey into what it is today. From historical treasures to living history, explore Surrey’s past as inspiration for the future.

Historic Stewart Farm
13723 Crescent Road | 604-592-6956

Experience Surrey circa the late 1800s. Register for a tea or book club, take part in a special event, visit the accessible house, walk the on-site trails, or join our team of dynamic volunteers.

Museum of Surrey
17710 56A Avenue | 604-592-6956

Vibrant, interactive and ever-changing, it’s a place of wonder, dialogue and fun for the whole family.

Parks

www.surrey.ca/parks

Get outside and explore Surrey’s vibrant and expansive parks.

With an abundance of parks and green space in Surrey, nature is never far away. From the shorelines at Blackie Spit Park, to the extraordinary flora at Darts Hill Garden, vibrance and beauty can be found throughout the city. With over 300 parks, 300KM of trails and 2.8 hectares of parkland, there are so many places to get outdoors and enjoy nature in Surrey. Many of our parks and gardens 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 Libraries

www.surreylibraries.ca
A public library should be the soul of its community: a safe setting where ideas are explored, facts are discovered, and creativity can flourish. A good public library brings the world’s best creative endeavors and most reliable information into a community and enables anyone in the community to easily access these. Visit one of Surrey’s libraries to discover more.

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.

READ-Ability 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

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.

We know that an engaged community is a safe 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.

Peer Active Aging Support Program (PAASP)
The Peer Active-Aging Support Program for those aged 55+. The program is designed to address the needs of older adults living in the City of Surrey who may be isolated and withdrawn from their peers and community.

PAASP Volunteer will:
• Supports peers in acclimatizing to the environment and making connections with programs, services and activities within the City of Surrey, in a way that promotes autonomy and confidence.
• Supports and assists their peers in accomplishing goals that build a connection to their community.

How to arrange a PAASP Volunteer:
• If you know a senior who could benefit from more exercise or socialization, but needs some support to get started, contact the City of Surrey.
• Complete the quick referral form that will be provided for you.

For more information please call 604-502-6325 or email PAASP@surrey.ca
We know that an engaged community is a safe 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.

City of Surrey Seniors Forums
www.surrey.ca/seniors
Join us for free information sessions and learn about a range of safety and security topics including:

- Elder Abuse
- 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

Community Safety
www.surrey.ca/communitysafety
(236) 598-3016
Together with several key partners, the City of Surrey supports a variety of community safety programs that collectively support preventing and reducing crime, building safe communities, and promoting collaborative community supports. Pick up the Community Safety “Who To Call” wallet-sized card for an all-in-one resource for important services.

Project IRIS
www.surrey.ca/iris
Do you have a security camera at home? The City has a voluntary camera registry, Project IRIS, that records the location of security cameras owned by businesses, residents and City facilities. This registry is a partnership between the City of Surrey, Surrey RCMP, businesses and the community. It is part of the City of Surrey’s Community Safety Initiative.

Reporting Crime
surrey.rcmp-grc.gc.ca
Reporting Matters
We often hear people question whether it’s worth reporting suspicious people, theft from vehicles, or other crime types. They feel it won’t make a difference or is an inconvenience to police. The police need that information to do their jobs more effectively, solve crimes, and to keep Surrey safe.
**Why Report**
All reports of crime and suspicious incidents get entered into a database that is shared by police agencies across the province. While not all reports require police attendance, every incident reported is analyzed and assessed to identify crime trends and public safety issues. When you file a report, you are helping the police better understand and address what is happening in your community. This information allows the police to make informed decisions on resource deployment and crime reduction initiatives.

**How to Report**
There are four ways to report crime in Surrey:

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

**Surrey Fire Service**

**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.

**Smoke Alarms**
If your smoke alarms are not working or are more than ten years old, the Surrey Fire Service will install at least 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

In an emergency are you ready? If an emergency happens in your community, it may take emergency workers some time to reach you. You should be prepared to take care of you and your family for a minimum of 72 hours. Learn how quick and easy it is to become better prepared to face a range of emergencies – anytime anywhere.

Create your own emergency plan. Use the checklists to build a 72-hour emergency kit. These basic steps will help you take care of yourself and your loved ones.

Surrey Emergency Preparedness
surreyemergencyprogram@surrey.ca.

The Surrey Emergency Program (SEP) works to make sure our city is as prepared as possible for emergencies such as earthquakes, floods, severe storms and major fires. This public safety program is managed by the Surrey Fire Service and operates under Surrey’s Emergency Bylaw.

Learn how to create emergency plans, and how to get involved in emergency preparedness efforts by joining organizations like the Emergency Social Services Program, Surrey Search & Rescue or the SEP Amateur Radio Society.

Elder Abuse
www.publichealth.gc.ca/seniors

City of Surrey is committed to building awareness and education of elder abuse and prevention. Ongoing staff training is provided so that they are given the tools to support seniors, caregivers and families.

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, assistant, 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.

DID YOU KNOW?
Only about 1 in 5 cases of abuse come to the attention of community agencies or authorities
Caregiving

The City of Surrey recognizes the importance and value of caregivers. We work with community agencies and organizations to offer programs and workshops that contribute to supporting caregivers.

Caregiver Support

Fraser Health Home Health familycaregiversbc.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 Caregiver Support Line: 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 blasts.

Seniors Come Share Society Caregiver and Family Care Coordinator

www.comeshare.ca | 604-531-9400 ext.202

- 1-1 Care
- Education sessions
- Family support
- Help navigating health care system
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. The City of Surrey is committed to supporting 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

### Housing Options in Surrey

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.

### Residential Care

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

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

### Home Ownership

As a property owner in Surrey, you can access your property tax, utility, and dog account information online through MyPropertyAccounts on surrey.ca. You will need the folio or account number and the access code from your tax or utility notice to register for this service.

### Property Tax

When you own, lease or gain an interest in a property (e.g. land, home, etc.) located in B.C. you must pay property taxes. Property tax notices for the calendar year are mailed at the end of May and due July 2. Notices include property assessments and the taxes levied for the City of Surrey and other government agencies. There are certain situations where property taxes can be deferred. Applications for Property Tax Deferment are available online. It is important to claim your Home Owner Grant (if eligible) and pay your utility charges, including any secondary suite charges.
Volunteer Water Meter Program

www.surrey.ca

The City of Surrey offers a water meter program which allows you to pay for only the water you consume. If in the first year your bill exceeds the flat rate you can be reimbursed for the difference to assist with the transition to consumption-based billing. Meter installation for single family dwellings is free. Condominiums/townhouse complexes must switch to meters as a complex through strata.

Call to request a free water meter.

Better at Home Program

Seniors Come Share Society
www.comeshare.ca/home-support
604-531-9400

Better at Home is a program delivered by the Seniors Come Share Society, a non-profit organization that provides community support programs and day programs for seniors in Surrey and White Rock. It 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.

Services offered include housekeeping, yard and home maintenance, transportation, grocery shopping and friendly visits. The Government of British Columbia funds the program, United Way of the Lower Mainland manages it, and local non-profit organizations provide the services.

Am I eligible?

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

Are there any Fees for Better at Home Services?

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).

DID YOU KNOW?

Did you know the City of Surrey partners with Empower Me Canada to offer energy savings workshops for seniors so they can save money and energy in their homes by installing energy saving measures?

Sign up online at www.empowermeprogram.com or by calling 604-598-8428
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 Trip Planner makes planning your trip easy. Simply enter your destination along with your home address or starting point.

**Pedestrian Safety**

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. Report City’s Service Request to fix sidewalks, visit www.surrey.ca/report or call 604-591-4011.

**Public Transit**

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 Trip Planner makes planning your trip easy. Simply enter your destination along with your home address or starting point.

**HandyDART**

www.translink.ca/access

604-953-3680

HandyDART is a 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.

**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 webpage by going to www.bc.cbc.rcmp-grc.gc.ca and clicking on ‘Protecting Yourself’
Taxisaver and Handycard

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

BC Bus Pass Program

[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

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.

Cycling

Surrey has more than 520 kilometers of cycling infrastructure, including; bike lanes/shoulder, multi-use pathways and neighbourhood bike routes. The City of Surrey plans to build more protected bike lanes and off-street paths suitable for all ages and abilities.

To request a hard copy or enquire about cycling infrastructure, call 604-591-4853 or send an email at cycling@surrey.ca

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 bikesense.bc.ca

**DID YOU KNOW?**

City of Surrey’s Seniors Services programs include walking groups and indoor walking tracks to keep you moving and active.

**DID YOU KNOW?**

There was a 15% increase in bus ridership in Surrey in 2018
Ensuring You Have Access

Over the past several years, the City of Surrey has made a number of improvements to both the physical spaces and programming enjoyed by our seniors population. The City recreational facilities and other municipal parks and buildings are also being continually improved to meet higher accessibility standards.

The Rick Hansen Foundation (RHF) Accessibility Certification provides a rating, based on Universal Design principles which aims to remove barriers to accessibility in places where we live, work, learn and play. These ratings includes a survey of a variety of features from parking to washrooms, visual fire-alarms and emergency evacuation systems to hearing loops, wayfinding, interior circulation, contrast, noise-dampening features and more. To date, Surrey is the highest participating municipality and is committed to continual improvement in accessibility for all.

Certified facilities in your community:
- RHF Certified Gold (above 80%):
  - Cloverdale Recreation Centre
  - Surrey Arts Centre

Many of our other recreation and community centres, arenas and aquatics facilities have been RHF Accessibility Certified including the Museum of Surrey and City Hall.

Lists of accessible features such as fitness equipment, parking stalls, pool ramps and more can be found on individual facility web-page.

Hearing Loops

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 Loop Located?

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

- Chuck Bailey Recreation Centre
  13458 – 107A Avenue
  Multipurpose Room

- Guildford Recreation Centre
  15105 – 105 Avenue
  Upstairs Multipurpose Room

- Fleetwood Community Centre
  15996 – 84 Avenue
  Large Hall

- Newton Seniors Centre
  13775 – 70 Avenue
  Large Hall

- Cloverdale Recreation Centre
  6188 – 176 Street
  Upstairs Multipurpose Room

- South Surrey Recreation and Arts Centre
  14601 – 20 Avenue
  Gym #3

Accessible Travel

When it comes to traveling to our locations via transit, our 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.
Language Access

DIVERSEcity Community Resources Society
13455 76 Avenue, Surrey, BC, V3W 2W3
dcrs.ca | 604-597-0205
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 Program
• 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
Options Community Services is a non-profit society and registered charity dedicated to making a difference.
9815 - 140th Street | Carole Wahl Building
Surrey, BC V3T 4M4
604.584.5811

13520 - 78th Avenue | Newton Office
Surrey, BC V3W 8J6
604.596.4321

MOSAIC
200A - 7134 King George Blvd
Surrey, BC Canada, V3W 5A3
778-591-9334 | mosaicbc.org
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.
• Services offered in Surrey
• Grow with RESPECT
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

S.U.C.C.E.S.S
www.successbc.ca
604-588-6869
S.U.C.C.E.S.S is a multicultural, multi-service agency assisting people at all stages of their Canadian experience.
100 - 15117 101 Avenue
Surrey, BC V3R 8P7
604.584.5811
Surrey’s off-leash areas are located within the following parks:

1. Blackie Spit Park
   (3136 McBride Avenue)

2. Clayton Park
   (7011 - 188 Street)

3. Dogwood Park
   (13485 20 Avenue)

4. Freedom Park
   (15452 84 Avenue)

5. Kennedy Park
   (12171 90 Avenue)

6. Panorama Park
   (12863 60 Avenue)

7. Serpentine Dog-off-Leash Park
   (12589 76 Avenue)

8. Tannery Park
   (10761 Dyke Road)

9. Tynehead Regional Park
   (16695 96 Ave)

10. Bolivar Park
    (13591 Crestview Drive)

11. Forsyth Park
    (10659 140 Street)

12. Wills Brook Park
    (2955 160 Street)

13. Hawthorne Rotary Park
    (10513 - 144 Street)
We know that animals can help reduce stress, lower blood pressure, and increase interaction and physical activity.

Surrey Animal Care Facility

www.surrey.ca
17944 Colebrook Road | 604-574-6622
animalinfo@surrey.ca
Animal Shelter 10:00am - 6:00pm, 7 days/week
Adoption Viewing 11:00am - 5:30pm, 7 days/week

The Surrey Animal Source Centre (formerly the Surrey Animal Shelter) helps find homes for homeless animals in Surrey.

Visit us to:
• adopt a pet
• donate to the animals
• visit the Centre
• report a lost animal
• volunteer

Plus, learn about owner responsibilities, dogs off leash and the City’s animal related regulations.

Volunteering at the Surrey Animal Resource Centre

Interested in volunteering with animals at the Surrey Animal Resource Centre?

Steps:
• Complete an online application or call 604-574-6623 if you do not have access to computers
• Submit references and a Criminal Record Check
• Attend an orientation
• Sign up for training specific to the program area of your interest (dog walking, cat care, small animal care or foster care program)

Licensing Your Dog

Benefits of licensing your dog
• Tag registration enables animal control to reunite missing dogs and their owners more quickly and efficiently at no cost to the owner
• Complaints made against your dog in public places will not incur a response fee (or resource fee as needed) to you, the owner if the dog is registered
• Ebilling available for licence renewals

How to license your dog

Visit our website at www.surrey.ca/dogs or call 604-592-2601.

DID YOU KNOW?

Seniors age 65+ pay a reduced rate when purchasing a dog license!
The City of Surrey works with many different community agencies, organizations and volunteers to offer programs and services that benefit seniors.

Seniors’ Share and Care

Join your neighbours and friends for light conversation over coffee. Bring a book, play a game of cards or enjoy a game of bridge with fellow participants.

- Chuck Bailey Recreation Centre
  Every 2nd Wednesday | 9:00am-12:00pm

- Fraser Heights Recreation Centre
  Every Tuesday | 9:00am-2:00pm

Seniors Service Connecting

This service program provides trained staff and volunteers who are able to connect seniors and their friends and families to information about programs and services available to them in our community. Take Out Connectors are available during all Share & Care and Meal programs.

If you need help filling out forms you must book an appointment. If no one is available at the site, email directorofcsp@comeshare.ca or call our office 604-531-9400 ext. 204.

Meal Program

Seniors Come Share Society and the City of Surrey invite you to attend our Community Meals Program. The Spice of Life lunch provides an opportunity to connect and increase support for seniors. Socialize with your peers, eat a nutritious, affordable meal and participate in interactive activities and entertainment.

For more information about the program, or to find out more about how Seniors Come Share Society can support you contact the Meals Program Coordinator, at (604) 531-9400 ext. 207 or email: mealprogram@comeshare.ca

Registration required, please call the Call Centre at 604-501-5100.

- Cloverdale Recreation Centre | 604-598-7960
  Spice of Life Lunch 2nd & 4th Thursday of the month | 11:30am-1:30pm | $7.75

- Chuck Bailey Recreation Centre | 604-598-5898
  Spice of Life Lunch | 4th Wednesday of each month | 10:30am-12:30pm | $7.75

- Newton Seniors Centre | 604-501-5010
  Spice of Life Lunch | 1st & 3rd Wednesday of each month | 11:30am-1:30pm | $7.75

- North Surrey | Drop-in | Oak Avenue Hub
  Fresh and Lively Lunch | 2nd and 4th Monday of each month | 12:30pm-2:30pm
  604-582-7088 | By donation

- Guildford Recreation Centre | 604-502-6360
  Spice of Life | Third Thursday of each month 11:30am-1:30pm | $7.75
Seniors First BC

Free Legal Advice Clinic for Older Adults in Surrey
The Seniors First BC (BCCEAS) is now offering a free elder law advice clinic in cooperation Surrey Public Libraries.

Surrey Libraries – City Centre
10350 University Drive
2nd Tuesday of every month
2:00pm-4:00pm
To book an appointment please call 604-688-1927

A lawyer will be able to answer questions on elder law issues such as,
- 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.)

Self-Management BC
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 in City of Surrey recreation centres.

Seniors’ Centre Without Walls (SCWW)
Stay socially connected and participate in fun and educational activities all from the comfort of home! The Seniors’ Centre Without Walls provides recreational activities and social opportunities completely over the telephone and connects you with other seniors across the city. If you’re a senior 55+ and live in Surrey, you’re welcome to join!

Activities include:
- Brain Games
- Fun Facts & Trivia
- Health & Wellness Talks
- And more!

For more information please contact scww@comeshare.ca or call 604.531.9400 ext 205.
End of Life Resources

Cemetery Services Resource and Administration Facility
P 604-598-5770 | F 604-598-5880

We understand that making final arrangements is not a common event for families. The City of Surrey has established an education and resource centre, Sunnyside Lawn Cemetery at 14850 – 28th Avenue, to provide a place to get answers and/or be guided in the right direction in a comfortable environment. Find information on cemeteries in Surrey, grief support, financial assistance, public trustee and other end of life resources.

City of Surrey Cemeteries

Hazelmere | 19184 - 16 Avenue
In use since the late 1800’s, 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 – 28 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.
Important Contact Numbers

**Emergency**
- Police/Fire/Ambulance ................................................................. 9-1-1
- Poison Control ............................................................................. 604-682-5050
- 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
- VictimLinkBC ............................................................................... 1-800-563-0808
- Deaf or Hard of Hearing Callers .................................................. TTY: 604-875-0885
- BC Hydro ..................................................................................... 1-800-224-9376
- Surrey Animal Resource Centre ..................................................... 604-574-6622

**Health & Medical**
- Deaf and Hearing Impaired .......................................................... 7-1-1
- HealthLinkBC (Including dietician) .............................................. 8-1-1
- Fraser Health Authority Home Health Service Line .................... 1-855-412-2121
- Medical Services Plan of BC (www.health.gov.bc.ca/msp) ............. 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
- 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 (www.translink.bc.ca) ................................................................. 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
Sources Community Services ............................................................. 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
  Cloverdale ............................................................................................ 604-598-7320
  Fleetwood ............................................................................................. 604-598-7340
  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 (info@seniorsfirstbc.ca | seniorsfirstbc.ca).................. 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
Seniors Connectors Come Share Information and Support Line ......................................................... 604-531-9400
Finances, Pension & Taxes

Service BC ................................................................. 604-660-2421
BC Securities Commission ........................................ 604-899-6854
Canada Pension Plan (CPP) and Guaranteed Income Supplement (GIS) ........................................ 1-800-277-9914
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
   White Rock/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 (www.bchousing.org) ........................................... 1-800-257-7756
   604-433-2218
Community Living BC ............................................... 1-866-640-2522
   Surrey Line ........................................................... 604-501-8310
Tenant Resource and Advisory Centre (www.tenants.bc.ca) ............................................................ 604-255-0546
   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 ............................................................ 604-684-1628
Progressive Intercultural Community Services ............................................................... 604-596-7722
MOSIAC ................................................................. 778-591-9334
Seniors Come Share Society ............................................... 604-531-9400