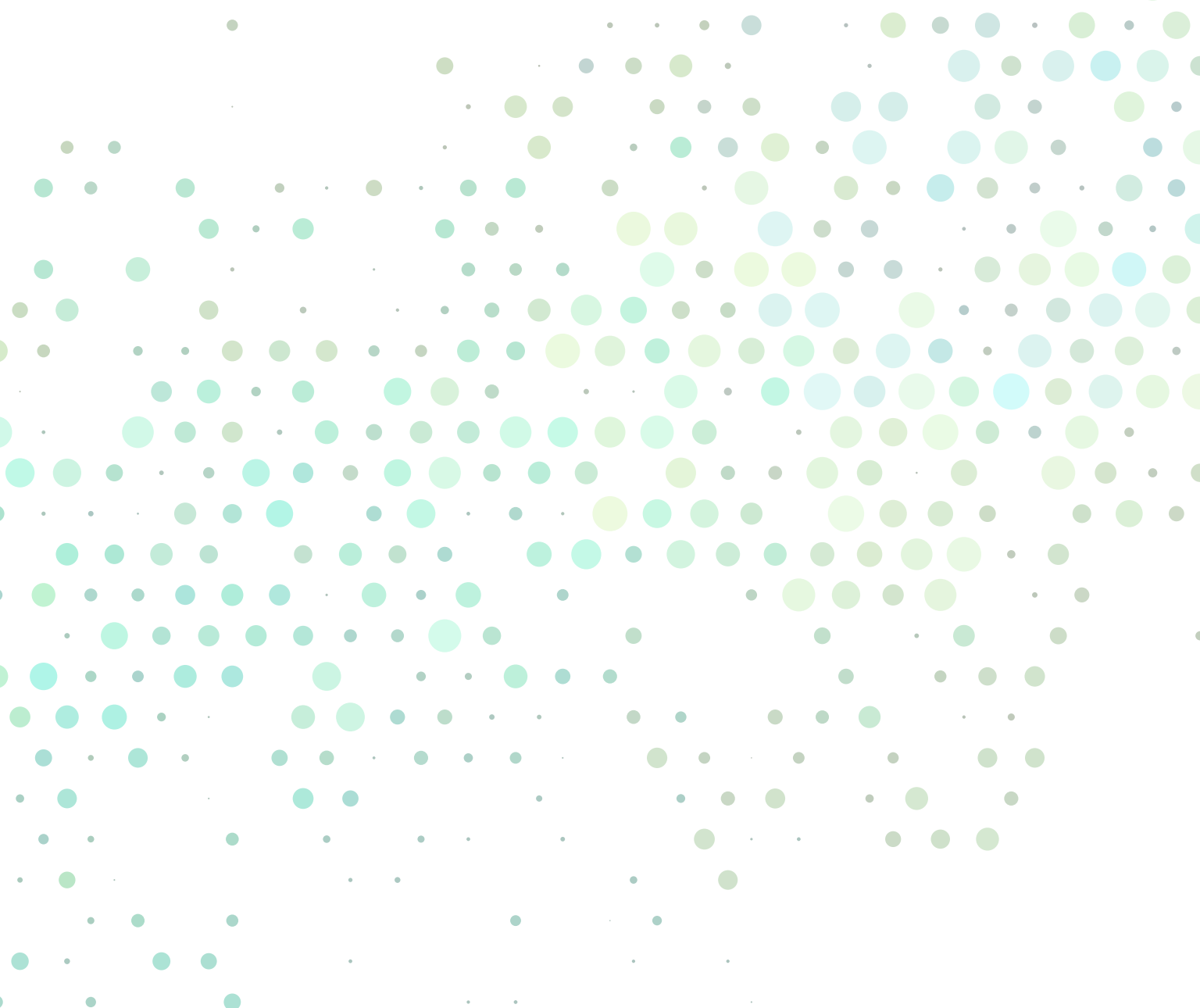


Healthy Active Aging Guide



Surrey
Age Friendly



Surrey **Age Friendly**



SURREY

GARDEN OF GENERATIONS

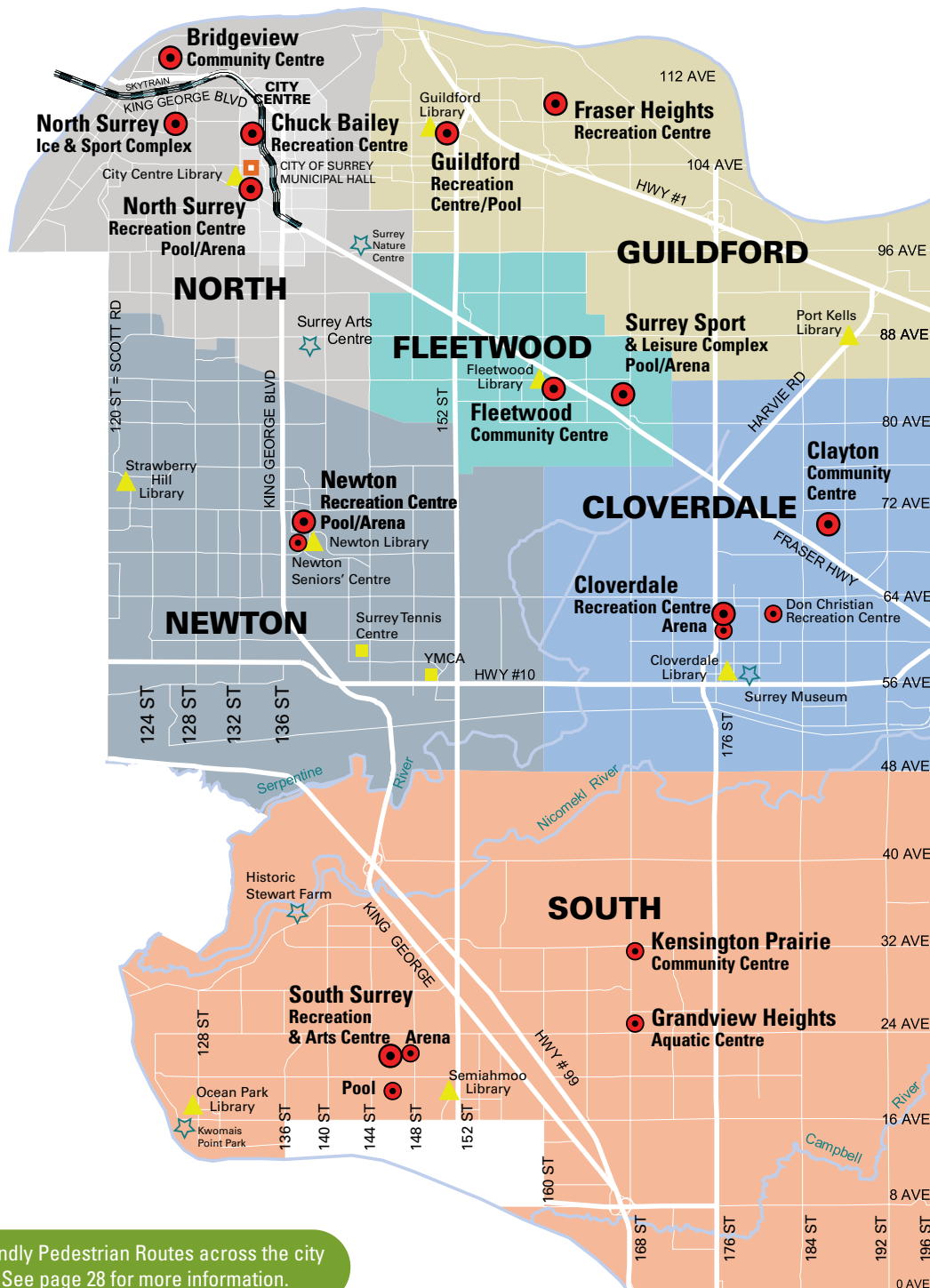
TO VOLUNTEER TO HELP TAKE CARE OF THIS GARDEN,
PLEASE CALL 604-591-9090 OR EMAIL PARKS@SURREY.CA

This garden has
been planted by
families in the
community.

Please leave the vegetation and flowers
to be enjoyed by them.

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



Find Age Friendly Pedestrian Routes across the city with **WalkIt**. See page 28 for more information.

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 an Age Friendly Strategy for Seniors 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 Network is to provide an opportunity 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.

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.

[Focus on Seniors' Webinar and Forums](#)

[Seniors Week Celebrations](#)

[National Seniors Day](#)

[World Elder Abuse Awareness Day](#)



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City Programming

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 88th Avenue | 604-501-5566

Home to Surrey Art Gallery and Surrey Civic Theatres. Accessible parking and washrooms, ramps on the main level, and an elevator that connects visitors to all three levels.

At Surrey Art Gallery, discover contemporary art through changing exhibitions, permanent artworks, and free events like tours, talks, and art-making opportunities with friends and family. We offer art classes for all ages and skill levels so you can explore your creative side.

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 Archives

17671 56th Avenue | 604-502-6459

View historic photos, documents, maps and more that tell the stories of our city. Register for a program, attend an outreach event or explore our online tools that enable 24/7 access to the archival collection.

Surrey Libraries

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. 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



Safety and Security

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 Focus on Seniors Webinars

www.surrey.ca/seniors

Join us for free 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

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.

Chalo Baat Karein

www.surrey.ca/news-events/events/chalo-baat-karein

Join in for a series of online conversations with South Asian parents, grandparents and professionals in Surrey. There are opportunities to discuss various topics that suit your needs, including COVID-19, children and their school, mental health, physical health and oral care. Conversations can be in English, Punjabi and Hindi.

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

www.empowersurrey.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

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

www.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:

1. 9-1-1 for emergencies (crimes in progress, immediate threats to person or property)
2. 604-599-0502 for non-emergencies (crimes that have already been committed and no suspects present)
3. In person at any of the six Surrey RCMP offices
4. 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 at [Request a Free Smoke Alarm or HomeSafe Inspection | City of Surrey](#)

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

If a large emergency occurs, are you ready? 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. If a large scale 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.

DID YOU KNOW?

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

Elder Abuse

www.publichealth.gc.ca/seniors

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

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.



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

www.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

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 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

DIVERSEcity

Referrals should be made to 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



Your Home

www.surrey.ca/seniors

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.

Long Term/Complex Care

www.fraserhealth.ca/health-info/seniors

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

www.tenants.bc.ca

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

Shelter Aid for Elderly Renters (SAFER)

The 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

www.surrey.ca/mypropertyaccounts

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, utility or dog notice to register for this service.

Property Tax

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 and program information for Property Tax Deferment are available at gov.bc.ca/propertytaxdeferment. It is important to claim your Home Owner Grant at gov.bc.ca/homeownergrant (if eligible) and pay your utility charges, including any secondary suite charges.

Aging in Place

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

Home Support Programs

The City of Surrey works with a variety of community partners to help support Surrey seniors to remain as independent as possible.

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

Better at Home Program

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).

Seniors Come Share Society

www.comeshare.ca/home-support

604-536-9348

Better at Home is a program delivered by the community based sector. They provide 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.

DIVERSEcity

www.dcrs.ca

Progressive Intercultural Community Services (PICS)

www.pics.bc.ca/programs/community-programs/senior/better-at-home

SUCCESS

www.successbc.ca/better-at-home/

Getting Around Surrey

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.

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.cb.rcmp-grc.gc.ca and clicking on 'Protecting Yourself'

Age Friendly Pedestrian Routes

www.surrey.ca/walkit

Explore the new pedestrian routes in your neighbourhood. Use the WALKit web map to get a detailed overview of pedestrian routes across Surrey, including routes that are age friendly. Plan your preferred route and enjoy a stroll outdoors. You can meet new people, get some fresh air and exercise.

Public Transit

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 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.

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
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

DID YOU KNOW?

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

SURREY WALKS

Walking is great way to get around and explore our City. Check out volunteer-led walks in your community surrey.ca/parks-recreation/surrey-walks

Cycling

The City of Surrey plans to build more protected bike lanes and off-street paths suitable for all ages and abilities.

To report about bike route safety and maintenance issues use the City's Service Request visit www.surrey.ca/report or call 604-591-4011

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

Surrey Walks

Walking is great way to get around and explore our city. Check out volunteer-led walks in your community www.surrey.ca/parks-recreation/surrey-walks.

Take time out this summer to explore new pedestrian routes in your neighbourhood. Use the WALKit web map to get a detailed overview of pedestrian routes across Surrey, including routes that are age friendly. Plan your preferred route and enjoy a stroll outdoors. You can meet new people, get some fresh air and exercise. www.surrey.ca/walkit

Visit www.surrey.ca/walkit to view the web map and learn more about its features.



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 www.surrey.ca/about-surrey/accessibility.

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

Clayton Community Centre
7155 187A Street, Surrey, BC V4N 6L9

Cloverdale Recreation Centre
6188 176th Street
Upstairs Multipurpose Room

Fleetwood Community Centre
15996 84th Avenue
Large Hall

Guildford Recreation Centre
15105 105th Avenue
Upstairs Multipurpose Room

Newton Seniors Centre
13775 70th Avenue
Large Hall

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

Surrey City Hall - Council Chambers
13450 104th Street

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

www.dcrs.ca

13455 76th Avenue, Surrey, BC, V3W 2W3

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

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 101st Avenue
Surrey, BC V3R 8P7
604-584-5811

MOSAIC

www.mosaicbc.org

200A - 7134 King George Blvd

Surrey, BC Canada, V3W 5A3

778-591-9334

MOSAIC is 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

Progressive Intercultural Community Services (PICS)

www.pics.bc.ca

#205 - 12725 80th Avenue

Surrey, BC, V3W 3A6

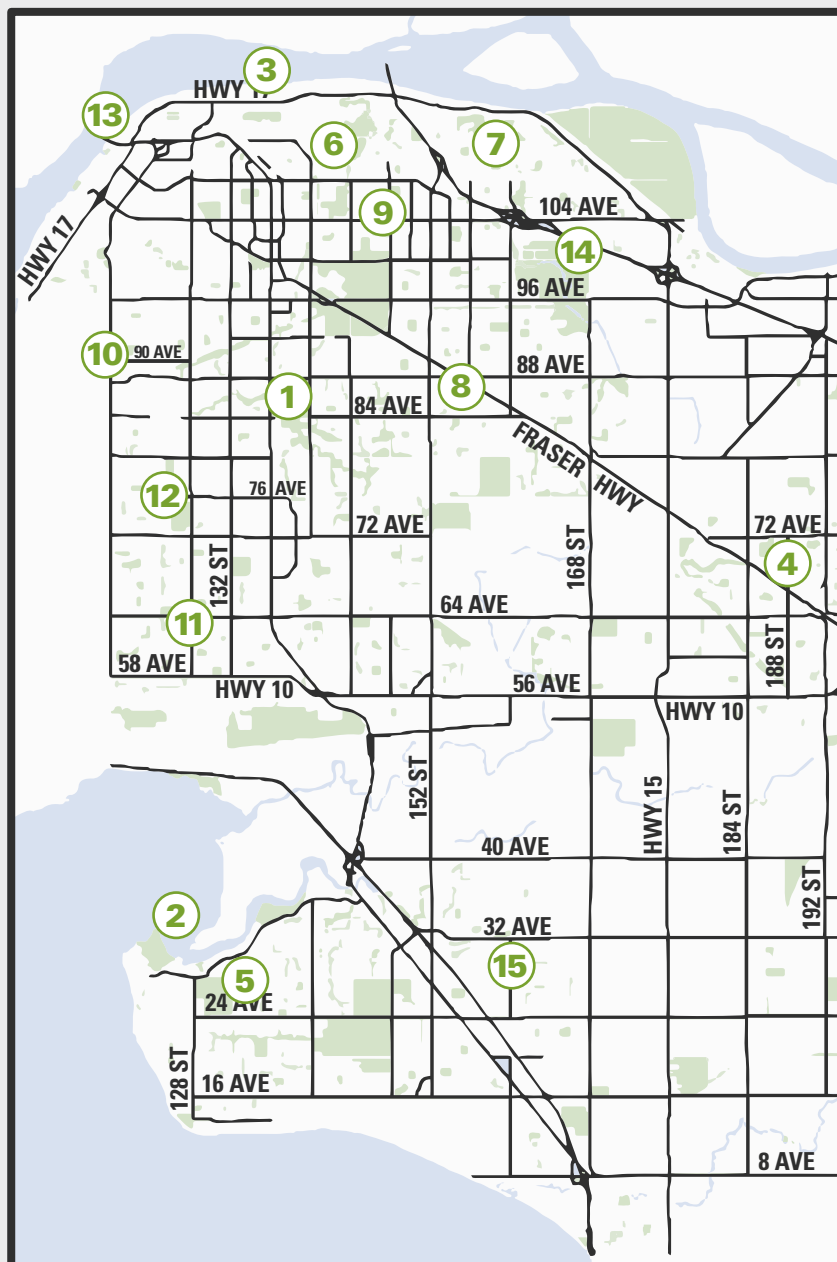
P 604-596-7722 | F 604-596-7721

Progressive Intercultural Community Services (PICS) Society provides a broad spectrum of programs and services which 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 & Animal Resources

Dog Off Leash Parks

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



- 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

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. By appointment only.**

**Adoption Viewing can be done on
Facebook page at [www.facebook.com/
surreyanimalresourcecentre](https://www.facebook.com/surreyanimalresourcecentre)**

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.

Until further notice SARC will remain open by appointment only. 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 [Canadahelps](https://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 [Wishlist](https://www.amazon.ca/surreyanimalresourcecentre).
4. You can donate by phone – call 604-574-6622.

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!

Community Resources

The City of Surrey works with many different community agencies, organizations and volunteers to offer programs and services that benefit seniors.

Seniors Service Connecting

The Senior Connector is a program intended to provide support, referrals and detailed information in the South Surrey/White Rock area. If you require someone to help you fill out an application, assist you in a housing search or connect you to community programs, the senior connector volunteer is there to support you. Currently all services are offered over the phone. For more information please contact 604-531-9400 ext. 201 or email shannen.kealy@comeshare.ca

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. Program offered at various Surrey recreation facilities.

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.



DIVERSEcity

Surrey lead for Social Prescribing, a service working with referrals from the General Practitioners and Nurses, a Seniors Community Connector will provide seniors support services to increase exercise, nutrition, and social engagement in Surrey. The Senior Community Connector helps create personalized wellness goals and connects them to the appropriate senior community services to help them attain their goals. Referrals can be made through senior@dcrs.ca or 604-507-2266.

SHARE

SHARE (Socialization, Health, Awareness, Recreation, and Education) is Seniors Come Share Society's online platform that allows older adults to continue to engage in free programs and services virtually. Programming includes exercise classes, high tea, painting classes, bingo, caregiver support services, webinars, and more. For more information, or to sign up, visit www.sharevirtually.com

Don't know how to, or don't have access to technology? Don't worry!

Loan out a tablet or laptop for free through our technology lending program and get one-on-one assistance in using this technology through our Tech Buddies program.

For all inquiries email share@comeshare.ca or call 604-531-9400 ext. 219.

Surrey Intercultural Senior Social Inclusion Partnership Network Projects

The Surrey Intercultural Senior Social Inclusion Partnership Network (SISSIP), funded by the Government of Canada's New Horizons for Seniors Programs. The Partnership Network consists of the City of Surrey, Progressive Intercultural Community Services (PICS), Sources BC, Seniors Come Share, Semiahmoo House BC, and Fraser Region Aboriginal Friendship Centre Association (FRAFCA).

The SISSIP Network is a multi-partner approach that brings together a group of collaborating organizations from different sectors with the purpose of this project is to address systemic barriers to social inclusion faced by seniors 55+ and support a more inter-culturally inclusive and engaged community.

City of Surrey

www.surrey.ca | 13450 104th Avenue

Age Friendly Pedestrian Routes

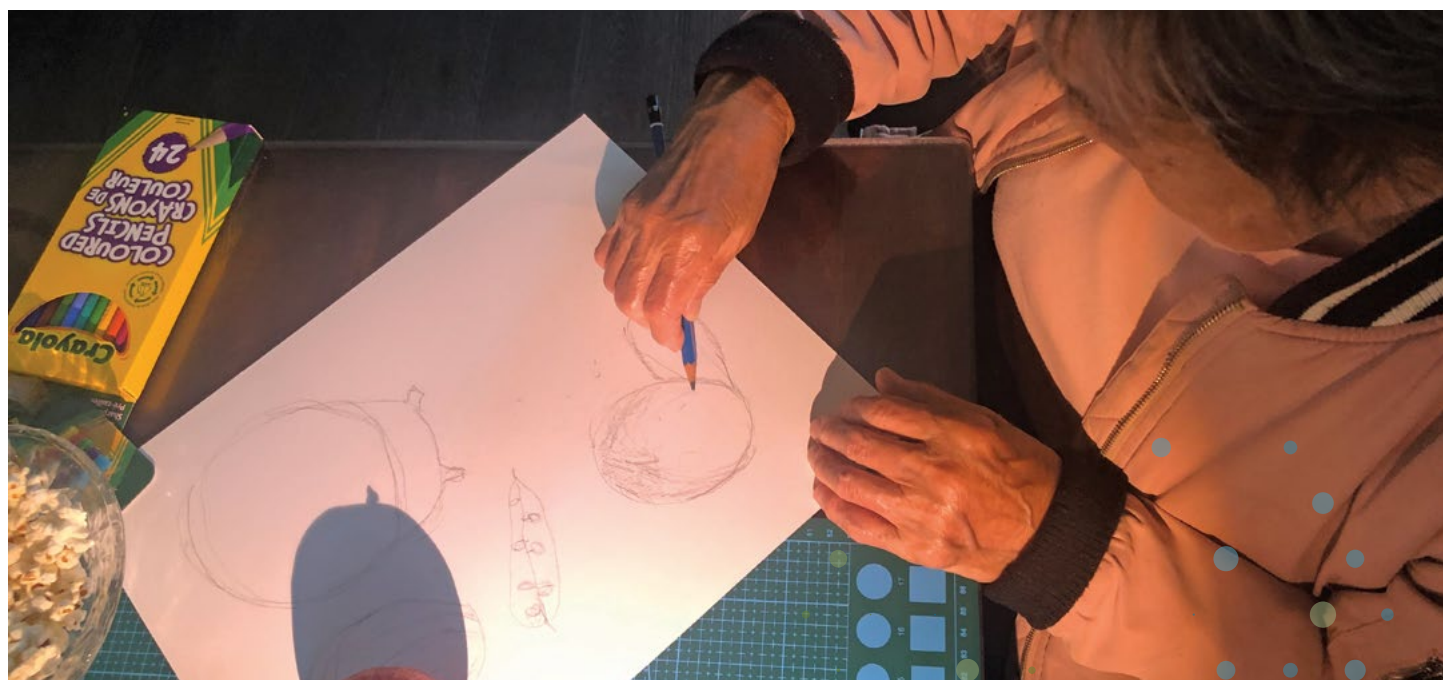
This project seeks to reduce social isolation and encourage active transportation (e.g., walking, rolling) by providing tools that focus on how seniors are going to and from their destinations within their neighbourhood. Ensures that seniors are able to take breaks to reduce risk of falling and to access events and areas they frequent to encourage a sense of community.

Objectives:

- Determine what seniors find important in a walking route
- Develop a platform that provides seniors of various backgrounds an understanding of where AFPR has been identified
- Prioritize routes for future improvements as a part of existing or future capital project works and road safety objectives

The **WalkIt** web map is an [online interactive tool](#) that seniors can use to find age friendly pedestrian routes across the city.

Contact us: Agefriendlyforseniors@surrey.ca



Connecting Generations

Connecting Generations provides an opportunity for dialogue by bringing together youth and seniors of diverse backgrounds and cultures. The project facilitates the opportunity for dialogue within an environment where people feel comfortable to have conversations that would normally not be discussed and/or addressed from various cultures and generations, while promoting learning, sharing experiences, and hearing each other's stories.

Sub-Project: Connecting Generations Community

In collaboration with the Kwantlen Park Secondary School Leos Club and community seniors, the Connecting Generations Community is an online activity where seniors and youth connect online to discuss common themes, participate in activities that are led by both generations. They engage in meaningful conversations which support development of relationships that help to create an understanding of generational similarities and differences.

Sub-Project: Garden of Generations

The Garden of Generations is an initiative in collaboration with Surrey Parks, located at Unwin Park in Newton. This initiative provides opportunity for youth and seniors to engage through share gardening skills, build relationships, participate in activities such as a seed starting kit virtual workshop, planting at the park, maintenance and garden care, art feature and more!

This initiative provides opportunity for youth and seniors to engage in a community garden, share gardening skills, build relationships, participate in activities such as a seed starting kit virtual workshop, planting at the park, maintenance and garden care, art feature and more

Progressive Intercultural Community Services (PICS) Seniors Engagement Through Technology

The world is slowly gearing up to go completely digital, and it has only gained high momentum during COVID times. And while the seniors must bear the maximum brunt of the COVID epidemic, lack of technological knowledge has made the situation even worse.

Confined within the boundaries of home, the threat of social isolation is looming above seniors and has led to limited means of engagement. The situation has made PICS' initiative 'Seniors Engagement Through Technology (S.E.T.T)' more pertinent and imperative.

SETT is an initiative dedicated towards educating and supporting seniors in use of technology to enhance social connections and engagement within the community and their personal network.

The focus of SETT is to ensure seniors receive accessible technology support and training that is inclusive and simplified for their understanding.

Seniors can also receive hardware (iPads) through a loaning program to be able to participate in the project, who otherwise might not have resources to do so.

Program Highlights:

- Seniors learn new digital skills that can be instantly applied everyday
- 5- week classes held providing practical knowledge of Computers and Internet
- Multi-lingual program delivered in English, Hindi & Punjabi
- Course designed by experts to facilitate easy learning
- Eligibility Criteria: Senior Citizens (55+), residents of Surrey

For registration purposes and/or for more info, contact Monisha Gupta at 604-596-7722, ext.313 or [email](#).

Seniors Come Share Society

www.comeshare.ca

15008 26th Avenue | 604-531-2502

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 Teasers & Trivia
- Interactive Discussions
- Health & Wellness Talks
- And more!

For more information please contact scwww@comeshare.ca or call 604.531.9400 ext 205.

UNITI

15306 24th Avenue, Surrey, BC V4A 2J1

P 604-536-1242 | F 604-536-9507

E uniti@shsbc.ca

Surrey SHARES

Surrey SHARES is a program dedicated to improving the well-being of Surrey residents through Life Coaching and Storytelling. Participants will engage in goal-setting and personal growth exercises with a certified Life Coach. Concurrently, they will engage in telling stories of personal significance and learning public speaking skills with a Speaking Coach. Through this 12 week program, participants develop the ability to tell stories and give positive feedback to themselves and others. Participants will also learn how to use technology to community and record their progress. The program culminates with all participants telling a personal story which is recorded for their own personal use as well as sharing the videos with the community. It is our belief that this intergenerational, intercultural program will connect the community of Surrey through storytelling! Please [contact us](#) if you are interested in applying for this Free program. It is available to all Surrey residents 18+.



Friendship Regional Aboriginal Friendship Centre Association (FRAFCA)

Promoting Inclusion for Indigenous Elders

<https://frafca.org/>

10095 Whalley Blvd #A101 | 604-923-1166

The sub-project intends to build up individual Indigenous Elders' self-esteem, confidence, and pride in their Indigenous culture through access to cultural opportunities such as star blanket-making, nature walks, drum-making, traditional food preparation, gardening based on Indigenous foods, participating at the annual Elders Gathering, and regional powwows/cultural gatherings. Elders will also be supported to access mainstream recreation and other inter-cultural opportunities such as visiting seniors programming at the local library, rec centres, museums and other cultural centres like mosques and temples. By year two, Elders will be built up to lead cultural exchange opportunities where they share their crafts, stories, and food with non-Indigenous seniors. It is intended that by strengthening Elders to feel pride in their Indigenous culture and nurturing them to share their culture, we will promote appreciation and awareness of Indigenous culture among both Indigenous and non-Indigenous seniors and Elders and the Surrey broader community.

The sub-project focus is currently shifted to respond to COVID 19 and support Elders' emergency needs. This entails weekly wellness phone calls, personalized grocery and essentials shopping and support connecting to needed services.

Contact us:

Lisa Denton

lisa.denton@frafca.org

604-789-3025

Sources BC

www.sourcesbc.ca

882 Maple Street, White Rock | 604-531-6226

Sources Community Seniors Hub

We assist seniors to navigate programs and services available in the community.

Connection to services and community such as

- Volunteer opportunities
- Access to information
- Access to federal and provincial income benefits
- Form Completion: OAS, GIS, CPP & other government benefits; rental applications; SAFER
- And more!

Availability is throughout the week at various locations.

For more information and/or to make an appointment, call 604-542-4357 or [email amccorkell@sourcesbc.ca](mailto:amccorkell@sourcesbc.ca).



Planning Your Affairs

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 16th Avenue

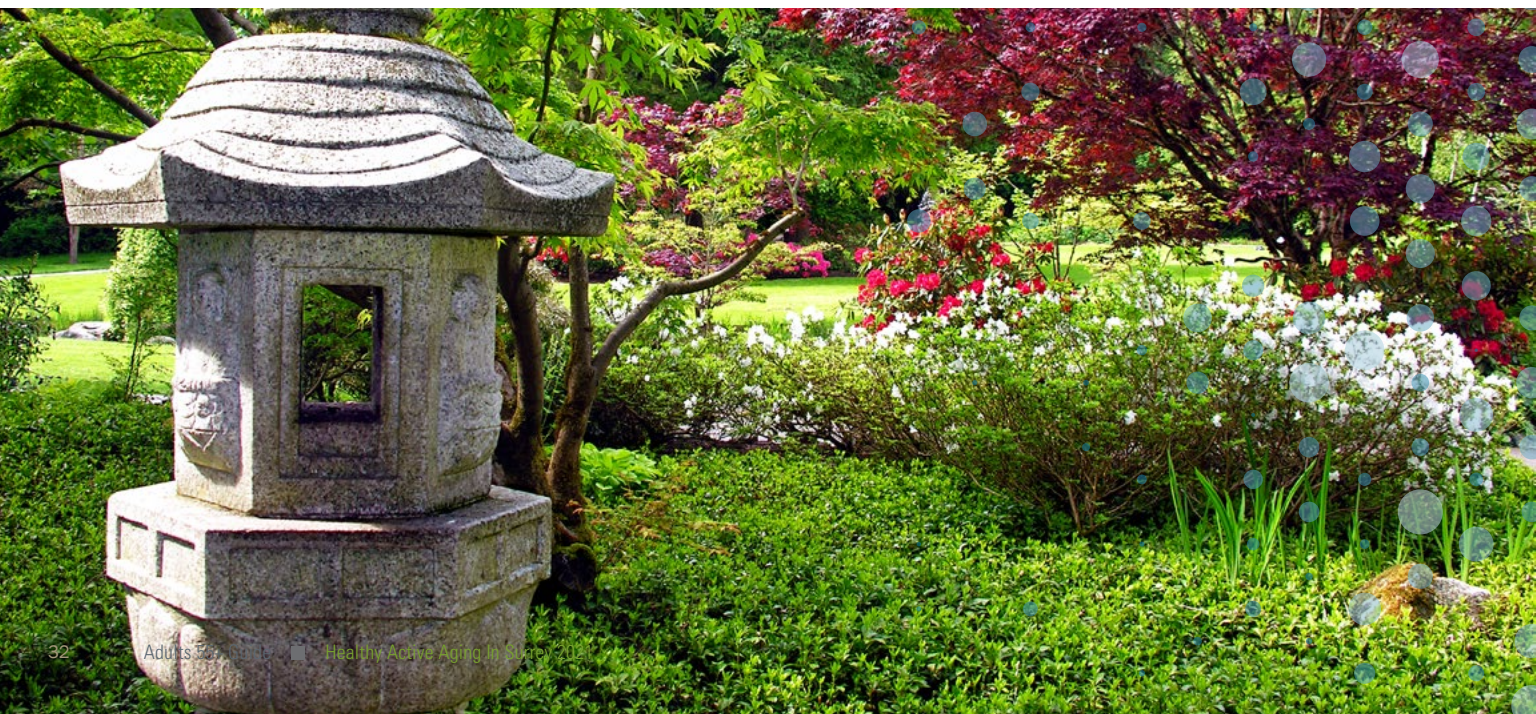
In use since the late 1800's, City of Surrey assumed operation of this cemetery in 1958. The first interment date recorded is May 14, 1922. In December 2000, Hazelmere was added to the Surrey Heritage Register as having historical and cultural significance.

Sunnyside Lawn | 14850 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.



Important Contact Numbers

Need Help?

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

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
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
.....	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 (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

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
Sources Advocacy, Housing and Prevention Services	604-596-2311

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
.....	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
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
MOSAIC	778-591-9334
Seniors Come Share Society.....	604-531-9400
Sources Community Resource Society.....	604-531-6226
Indigenous Guide Book	1-800-880-1022

