

CITY OF SURREY
HEALTHY ACTIVE AGING GUIDE 2019



AGE FRIENDLY STRATEGY
FOR SENIORS

ADULTS 55+

VISION

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



PROGRAMS AND SERVICES FROM PREVENTION TO INTERVENTION WILL BE AVAILABLE FOR ALL SENIORS

CONTENTS

ANNUAL SPECIAL EVENTS.....	7
PROGRAMS AND ACTIVITIES.....	8
Stay Active.....	8
Enjoy Art & Culture.....	9
Learn about Surrey’s Heritage.....	9
Explore Surrey’s Parks.....	10
Volunteer in Your Community.....	12
Visit Surrey Libraries.....	12
CAREGIVING.....	13
Helping You Help Others.....	13
Accessing Support.....	13
YOUR SAFETY AND SECURITY.....	14
Forums, Seminars and Workshops.....	14
Surrey RCMP.....	15
Community Safety Resources.....	15
Fire Safety Prevention.....	16
Emergency Preparedness.....	16
Elder Abuse and Neglect Prevention Awareness.....	17
YOUR HOME.....	18
Housing Options in Surrey.....	18
Home Ownership Associated Costs.....	18
Residential Care.....	19
Better at Home Program.....	19
GETTING AROUND SURREY.....	20
Exploring all Modes of Transportation.....	20
Pedestrian Safety.....	20
Public Transit.....	20
HandyDART.....	20
Taxisaver and Handycard.....	20
BC Bus Pass Program.....	21
Transit Safety and Security.....	21
Cycling.....	21

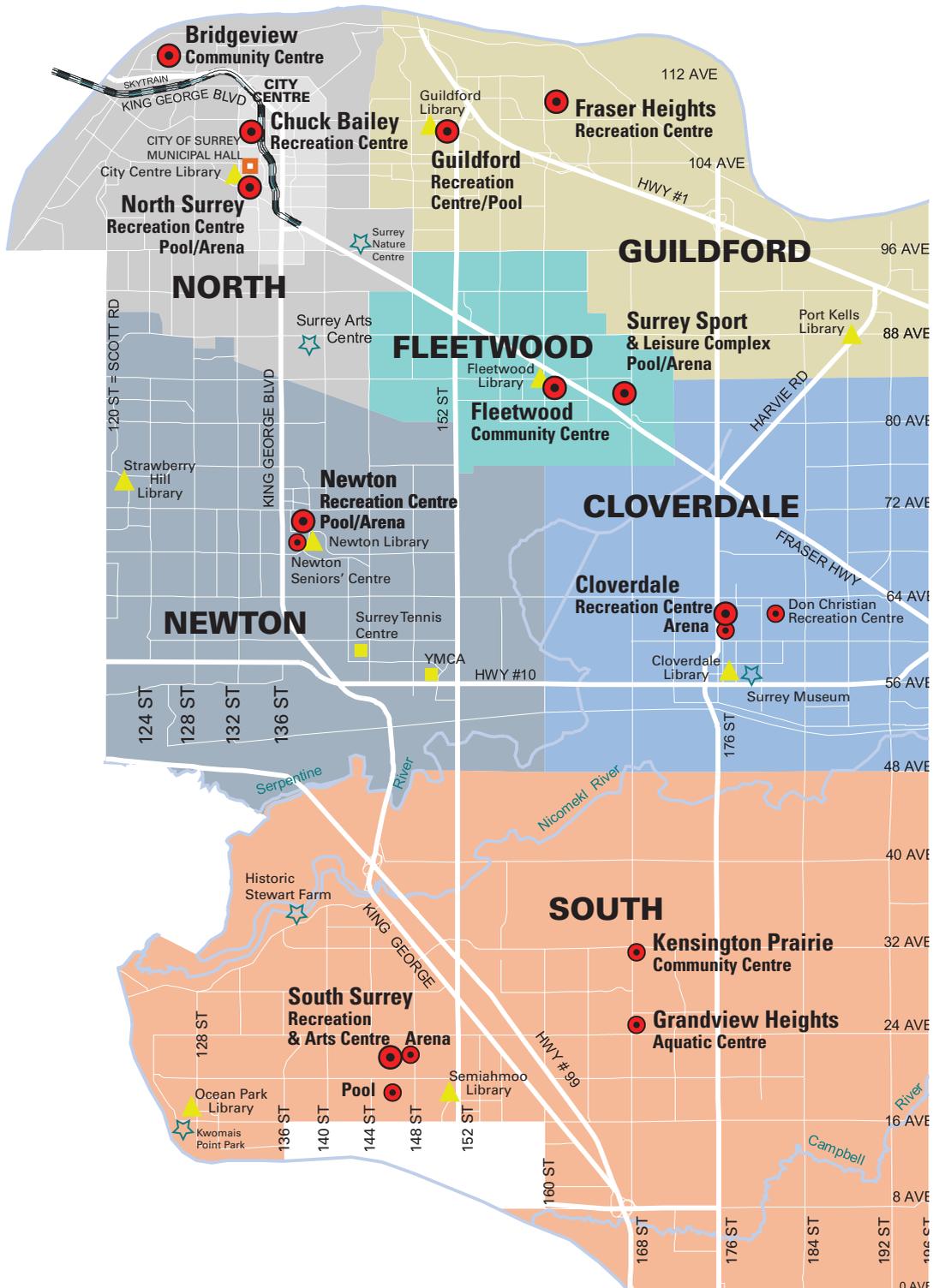
ACCESSIBILITY AND INCLUSION	22
Ensuring you have Access	22
Hearing Loops	22
Language Access	23
Committees with You in Mind	23
PETS AND ANIMAL RESOURCES.....	24
Dog Off Leash Parks.....	24
Surrey Animal Care Facility.....	25
Adopting a Pet.....	25
Donating to the Animals.....	25
Volunteering with Animals.....	26
Visiting the Animals.....	26
Licensing Your Dog.....	26
COMMUNITY RESOURCES.....	27
Seniors Share and Care	27
Meal Programs.....	27
Seniors First BC.....	28
PLANNING YOUR AFFAIRS	29
End of Life Resources	29
IMPORTANT CONTACT NUMBERS.....	30

**SURREY IS RICH WITH RECREATION
OPPORTUNITIES FOR ALL AGES.**

LOCATIONS

CITY OF SURREY IS DIVIDED INTO 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



ANNUAL SPECIAL EVENTS

The City of Surrey offers a wide range of neighbourhood events, workshops, seminars, programs and services to support healthy aging and independent living. For a complete listing go to www.surrey.ca or call **604-501-5100**.

SAVE THE DATES!

ACTIVE AGING RESOURCE FAIR

March 23, 2019 | 10am–3pm
Guildford Recreation Centre

NATIONAL SENIORS DAY CELEBRATION

October 3, 2019
Surrey City Hall

SENIORS HOLIDAY CONCERT

Friday November 22, 2019
Surrey City Hall

SENIORS' WEEK

June 2 – 8

We host activities and events at various locations throughout Surrey for Seniors' Week.

For a listing of events located in your area, visit www.surrey.ca/seniors

CANADA DAY SENIORS STRAWBERRY TEA AND ACTIVITY TENT

July 1

Cloverdale Recreation Centre

WORLD ELDER ABUSE AWARENESS DAY

June 15



PROGRAMS & ACTIVITIES

SUPPORTING HEALTHY LIFESTYLES

Surrey is rich with recreational opportunities for all ages. Adults with all interests and activity levels can find what they need to live a healthy, active and connected life.

Take advantage of the collection of recreation facilities including community centres, pools, steam rooms, saunas, arenas, indoor and outdoor courts, fitness/wellness areas, arts and crafts rooms, seniors rooms, computer labs, free Wi-Fi and more.

Discover the nature reserves, forests, beaches, and parks. Get active at City parks, hockey and soccer fields, tennis courts and trails. Explore the arts through live theatre, galleries and museums.

STAY ACTIVE

ANNUAL FACILITY PASS

Purchase a one year full facility recreation pass which offers drop-in admission to City fitness centres, fitness classes, drop-in gymnasium sports, swimming and skating at any Recreation Centre throughout Surrey.

When you purchase an annual facility pass, you will automatically receive a Seniors Services Membership, valid for all 55+ Membership facilities.

CHOOSE TO MOVE

Are you 65 and older and looking for motivation to become physically active?

Join Choose to Move to help introduce the habit of physical activity into your daily life in ways that make sense for you. Choose to Move is free and flexible, and provides you with motivation and support to become more active. In Choose to Move, you receive both individual and group support. You will work with a trained activity coach to develop and stick to a physical activity plan made just for you. You choose activities that you know you will enjoy and are able to do! You will also join a group of other Choose to Movers to share successes and challenges.

With the help of your activity coach and support group, you will find the motivation and accountability you need to achieve your goals.

To learn more about Choose to Move visit www.choosetomove/info. Offered in Surrey at Guildford Recreation Centre, Newton Seniors Centre, Tong Louie Family YMCA and Options Community Services Society.

BE SOCIAL WITH A SENIORS SERVICES MEMBERSHIP

Become a member of Surrey's Seniors Services and enjoy a number of benefits, including discounted pricing on selected registered programs, specific volunteer led drop-in programs, bus trips, special events and more.

- Membership offers access to seniors pricing on select programs and services.
- Programs may include: select 55+ sports and fitness activities, personal development programs, arts programs, clubs and social events.

Seniors 70 years and older enjoy a 75% discount on recreation passes and drop-in admissions.

Valid at specific designated facilities and programs.

WANT TO LEARN MORE?

A monthly newsletter is available to provide a more detailed overview of the programs and services within the City.

IF YOU WOULD LIKE TO RECEIVE THE MONTHLY SENIORS RECREATION AND EVENTS ENEWS, VISIT US AT WWW.SURREY.CA/SENIORS.

DID YOU KNOW?

In 2018, the University of Victoria's Institute on Aging & Lifelong Health in partnership with the City of Surrey, successfully ran 5 six-week Chronic Pain Self Management workshops reaching over 70 participants.

To hear about upcoming workshops, please contact 1-866-902-3767

ENJOY ART & CULTURE

SURREY ARTS CENTRE AND CITY HALL

The Surrey Arts Centre is a family-friendly arts hub which is home to the Surrey Art Gallery and Surrey Civic Theatres' Main Stage and Studio Theatre.

Discover contemporary art through changing exhibitions, permanent artworks, and free events like tours, talks, and art-making opportunities. Gather with friends as you watch actors, dancers, and musicians perform for you on the various stages (also available to book for your own event). Explore your creative side by taking an art class. There are so many reasons to visit!

The 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. You'll also find opportunities to express yourself through the performing arts. Entertaining you...close to home!

The theatres have accessible seating areas with companion seating.

Surrey Arts Centre has accessible parking and washrooms, ramps on the main level, and an elevator that connects visitors to all three levels.

Centre Stage at Surrey City Hall has accessible underground pay parking with an elevator to the ground floor. Accessible washrooms are available on this level.

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. Ask our Front of House staff for assistance with this free service.

Patrons with a visual impairment can enjoy an enhanced theatre experience at Arts Club shows (at the Main Stage at Surrey Arts Centre) with www.vocaleye.ca

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

City Hall 13450 - 104 Avenue | 604-591-4011

LEARN ABOUT SURREY'S 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

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.

13723 Crescent Road | 604-592-6956

SURREY ARCHIVES

Home to the photographs, maps and documents that shaped today's City. Explore your memories, have your questions answered or browse the online heritage search any time at surrey.ca/heritage

17671 - 56 Avenue | 604-502-6459

MUSEUM OF SURREY

Visit the new and improved Museum of Surrey - a vibrant, interactive and ever changing venue. This free museum is a place for wonder, dialogue and fun for the whole family. Various volunteer opportunities are available at the Museum of Surrey including Garden/ Orchard volunteers, Ambassador volunteers and more! For a full listing visit surrey.ca

Museum of Surrey is accessible in every sense: intellectually, culturally and physically.

There are multiple seating areas throughout the

MUSEUM HIGHLIGHTS

- Completely accessible – economically, physically, intellectually
- Interactive and engaging exhibits that tell the stories of Surrey.
- Tea and Tours and Reminisce Kits
- Special Events

EXPLORE SURREY'S PARKS

EXPLORE NATURE

The City of Surrey has over 200 parks for you to explore on your own, as part of a group or as a volunteer. These parks range from small green spaces to large multi-use parks. There are formal and community gardens, picnic shelters, nature trails, lakes, shorelines, forests, exercise circuits and even a Nature Centre right here in Surrey for you to discover.

Enjoy the outdoors in our parks and gardens using many of our fully-accessible pathways. Many of our parks include numerous benches and rest areas along the pathways and washrooms with accessible stalls. Our parking lots include accessible parking stalls close to pathways and park entrances.

If you want to learn a new skill, or have a skill you'd like to teach others, then volunteering with Surrey Parks is for you! There are opportunities to remove invasive plants, remove garbage and graffiti, teach others about nature and more.

Visit www.surrey.ca/parks for more information.



YOUR PARKS ARE WAITING FOR YOU – GET OUT AND ENJOY THEM!

FALL

Fall is a magical time to be out in Surrey's parks – the air is crisp, the trees are full of colour and there are guided nature walks every Saturday in October. Tour arboretums, search for signs of wildlife and get to know Surrey's parks. Also in October are Releaf tree plantings; if you enjoy planting, and want to volunteer your time, drop by and help grow Surrey.

WINTER

Parks are a popular destination in the winter, especially for birds. Join a local naturalist on guided birding walks throughout the season to explore some of Surrey's shoreline and forested parks and view these feathered visitors.

SPRING

Spring is a beautiful time in Surrey's parks and community gardens – there is new growth on trees and flowers bloom in spectacular colour. If you like to garden then the Intergenerational and Therapeutic Garden is for you – plant seeds, tend the garden and share your experiences with others at this volunteer-led community garden.

SUMMER

There is no better way to celebrate the summer season than with (free!) music in the park. Join others for the Sounds of Summer concert series held throughout July and August in parks around the City.

**Looking for something to do during the day?
Drop in to the Seniors in the Park programs
and join others for refreshments, to play
games, guided nature walks, and more.**

KEEPING ACTIVE OUTDOORS

Enjoy the outdoors in our parks and gardens using many of our fully-accessible pathways. Many of our parks include numerous benches and rest areas along the pathways and washrooms with accessible stalls. Our parking lots include accessible parking stalls close to pathways and park entrances.

BEAR CREEK PARK

Enjoy nature trails and walking paths through forests and a variety of gardens along primarily paved pathways. A few pathways are packed gravel, but they can easily be avoided should mobility be a concern.

The outdoor track is fully-accessible and welcome to people of all abilities.

Next to the track is a wheelchair-accessible outdoor fitness circuit, perfect for stretching and fitness exercises.

HAWTHORNE PARK

Enjoy many paved pathways and wooden bridges through the ornamental gardens, ponds and soon-to-be-opened expanded gardens and wetlands.

FLEETWOOD PARK

Paved walkways can be found throughout the park, with many providing access to benches and accessible picnic shelters. Enjoy sculptures and public art throughout the gardens and park along these pathways. There are also many packed gravel trails throughout the forest and gardens

HOLLAND PARK

Sit by the waterfall and enjoy the horticultural displays as you discover the urban beauty of the Holland gardens. The formal Holland Gardens feature tree-lined promenades, water features, public art and a blooming river which flows out from the central plaza towards King George Boulevard.

ROBSON PARK

You'll find a majority of the trails are paved as you loop through the park and around Robson Creek. The park also protects the headwaters of Robson Creek before it crosses 100 Ave and cuts down into Robson Ravine.



ATHLETIC PARKS

Paved pathways can be found throughout Surrey's Athletic parks including Cloverdale Athletic Park, South Surrey Athletic Park, Newton Athletic Park, great for a walk and for people-watching as they participate in baseball, basketball, football and more.

GREENWAYS

Greenways are multi-use pathways for pedestrians, cyclists and other non-motorized users.

Greenways consist of loops and connectors, with many of the pathways being paved to allow for universal design, in a growing network across the city.

PARKS WITH PACKED GRAVEL TRAILS

Packed gravel is not quite as accessible as paved pathways, many of our parks have trails that take you through forests and gardens with minimal inclines and slopes.

Bose Forest has is primarily packed gravel, but note there are some steeper inclines.

Godwin Farm Biodiversity Preserve is a wonderful place to see towering trees, beautiful birds and explore the rich history of the Godwin Biodiversity Preserve along packed gravel pathways and boardwalks.

ARE YOU RETIRED? VOLUNTEER AND GIVE BACK TO THE COMMUNITY

HELP TRANSFORM OUR COMMUNITY

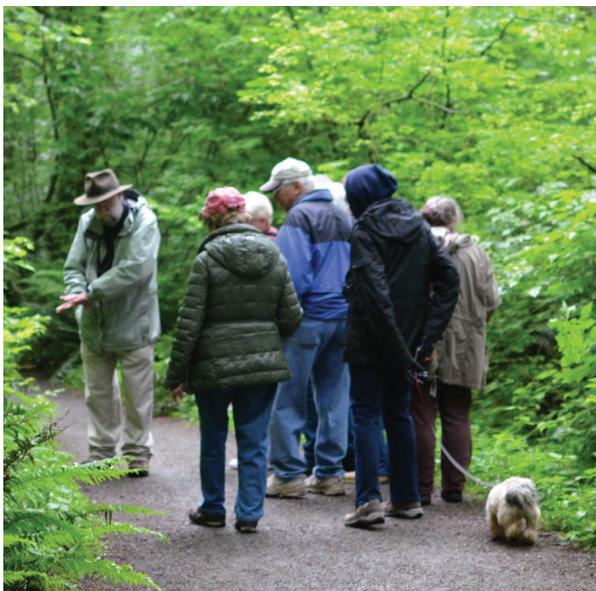
Get involved in your community and reap the benefits of volunteering - get active and stay healthy. Check out our volunteer opportunities across the City of Surrey – keep our green spaces clean with Partners in Parks, explore Surrey’s rich history as a Heritage Volunteer, or connect with your neighbours at one of our city-wide events. The City of Surrey is bound to have something to get you involved and making an impact in your community.

**Connect with us today to learn more.
volunteer@surrey.ca | 604.598.5863
www.surrey.ca/volunteer**

SENIORS VOLUNTEER INITIATIVE

The City of Surrey has launched a new Seniors Volunteer Initiative. This initiative focuses on increasing opportunities for seniors to contribute to their community, fostering social connections and a sense of belonging, strengthening the role of seniors as valued and integral members of the community, and enhancing community partnerships.

**To learn more about these opportunities,
contact Healthy Communities at 604.502.6353**



SURREY LIBRARIES

BOOK CLUBS & BOOK CHATS

For adults, seniors, and the young at heart! Whether you like fiction, non-fiction, Canadian titles or young adult literature, Surrey Libraries has a book club for you! Monthly book clubs and casual book chats.

TECHNOLOGY HELP

Get one to one help in a no stress atmosphere. Staff can help you with your basic computer, internet & technology needs.

FAMILY HISTORY RESEARCH

Discover your past, discover yourself! We have one of the largest Canadian family history collections in the country, and our extensive resources, programs and expertise can help you on this path.

**Please contact Cloverdale Library at
604-598-7320 or email familyhistory@surrey.ca
for more information.**

READ-ABILITY SERVICES

Services provided to seniors and individuals with disabilities including Home Delivery Service, audio materials and assistive technology.

**For more information on Surrey's READ-ability
Services, please visit surreylibraries.ca or call
604-598-7399**

DID YOU KNOW?

**Surrey Library volunteers and partners delivered
21,970 library materials to homebound,
seniors and those with disabilities.**

WONDERING WHAT TO READ NEXT?

We'll help you find your next great book or eBook.

Ask us in person or visit www.surreylibraries.ca

**For details and a full list of programs and
services visit any of the nine Libraries or
www.surreylibraries.ca. If you have any
questions/comments, contact Ilona at
604-598-7396.**

CAREGIVING

HELPING YOU HELP OTHERS

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.

HOW CAN I ACCESS CAREGIVER SUPPORT?

FRASER HEALTH

New clients: Contact our Home Health Service Line: 1-855-412-2121.

Current clients: Contact your Home Health office.

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

More details available online www.fraserhealth.ca

FAMILY CAREGIVERS OF BC SUPPORT LINE 1-877-520-3267

- One-to-one support
- Information and referral to community resources
- Help in navigating the healthcare system
- Online webinars and resources

www.familycaregiversbc.ca

NEED MORE INFORMATION?

Family & Friend Caregivers Information and Resource Handbook -

For seniors and boomers who are caring for older family members and friends.

DID YOU KNOW?

Did you know? There are approximately 142, 000 caregivers in Surrey

Portrait of Caregivers, Statistics Canada Report, 2012



SENIORS COME SHARE SOCIETY CAREGIVER AND FAMILY CARE COORDINATOR

604-531-9400 EXT. 202

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

YOUR SAFETY AND SECURITY

FORUMS, SEMINARS AND WORKSHOPS

With a focus on prevention and awareness of Elder Abuse, staff, and community partners host a variety of workshops focusing on:

- Personal safety
- Transit safety
- Fire safety
- Power of Attorney, Wills and Estates, Representation Agreements and end of life planning
- Housing resources (residential care, rental, ownership, tenant rights, Better at Home/Home is Best programs)
- Tax and Government resources (Service Canada, CPP, OAP)
- Financial and fraud safety

For more information on dates and locations please check our website at www.surrey.ca/seniors

DID YOU KNOW?

1 out of 12 seniors in BC have been financially abused in amounts that average over \$20,000

ReAct Materials, Fraser Health

DID YOU KNOW?

4% of Canadian seniors suffer from one or more serious forms of abuse by a spouse, relative or other close contact.

ReAct Materials, Fraser Health



SURREY RCMP

OBSERVE IT. REPORT IT.

“I don’t want to bother police with something minor.”

“Nothing will come of reporting this – why even bother?”

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. In reality, 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 Surrey RCMP 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)

COMMUNITY SAFETY RESOURCES

As part of our ongoing commitment to community connection and engagement, the City has a wallet size card with a variety of numbers listed.

- The Surrey Services - Who to Call card serves to raise awareness of the importance of reporting by providing an all in one resource for residents to connect with the numerous city services available by phone.
- The handy wallet-sized card also includes several other important numbers such as transit police and ICBC to help people learn how to report concerns when travelling or commuting on transit or if incidents are witnessed while driving.
- Various outreach support services are included on the card to encourage people to call for assistance if they witness or know of a person who is in need of support from housing, addiction or other services.
- The card is available at City recreation facilities, libraries and RCMP district offices.

If you wish to receive copies of the card for your block watch group, family, or business you can contact the City of Surrey Public Safety Office at publicsafety@surrey.ca.

PROJECT IRIS

Integrated Resources for Investigation and Safety.

Project IRIS is a voluntary camera registry that records the location of security cameras owned by businesses and residents in Surrey. 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 Public Safety Strategy.

For more information click on this link, www.surrey.ca/iris



FIRE SAFETY PREVENTION

SURREY FIRE SERVICES

City of Surrey Fire Services has developed some great resources that can be found on the City of Surrey web site. If you don't have access to a computer please contact Fire Prevention at 604-543-6780 'press 2' to speak with a representative. Safety Tip Pages www.surrey.ca/city-services

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. Surrey Fire Services provide a wide range of resource materials and education and awareness presentations in the community

For more information or to contact us for a home safety inspection please call 604-543-6780 'press 2' to speak with a representative or go online www.surrey.ca/city-services IFireprevention@surrey.ca

EMERGENCY PREPAREDNESS

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 yourself 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.

Visit www.getprepared.gc.ca to 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.

ELDER ABUSE & NEGLECT PREVENTION AWARENESS

WHAT IS ELDER ABUSE?

The deliberate mistreatment of an adult that causes the adult;

- 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 needed medication, censoring mail, invasion or denial of privacy, or denial of access to visitors

(Adult Guardianship Act-December 2013)

The 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.

MOBILE OUTREACH

In an effort to bring resources directly to the community, these Mobile Outreach sessions are offered by request within various neighbourhoods in Surrey. The program is designed to increase awareness of services and resources and prevent isolation. For more information contact Carissa at 604.591.4274.

www.surrey.ca/seniors and are advertised in local newspapers and at City recreation facilities.

RESOURCES AND MATERIALS AVAILABLE:

The Safe Living Guide, A guide to home safety for seniors. Ottawa, ON: Public Health Agency of Canada, 2015 this guide is available on the internet at www.publichealth.gc.ca/seniors



YOUR HOME

HOUSING OPTIONS IN SURREY

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 hosts a variety of workshops focusing on various aspects of home including:

- Power of attorney, wills and estates, representation agreements
- Residential care, rental, ownership, and support programs: Better At Home, Home is Best
- What you need to know when selling/purchasing your home
- Owning in a strata, what does this mean?
- Tenant rights
- EmPower Me Energy Savings Workshop

For more information on dates and locations please check our website at www.surrey.ca/seniors or call 604-501-5100

HOME OWNERSHIP ASSOCIATED COSTS

Information for home owners in Surrey

- 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.

Property Tax Deferment; Applications to defer taxes are available at

www.gov.bc.ca/propertytaxdeferment. It is important to claim your Home Owner Grant (if eligible) and pay your utility charges, including any secondary suite charges

- Water Meter Program; The water meter program 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 604-455-3655 to request a free water meter.

- Property Tax & Utility Payment Options; Property tax and utility payments may be made by a pre-authorized withdrawal plan, a metered auto debit payment plan, or online through your financial institution

ONLINE SERVICES

You can now claim your Home Owner Grant, make a payment, view your tax and utility information and renew dog licenses online from the comfort of your own home or at a local city library.

For more information, please check www.surrey.ca/ptu or sign up for MyPropertyAccounts at www.surrey.ca/mypropertyaccounts

You will need the folio or account number and the access code from your tax or utility notice to register for this service.

To claim your grant online visit www.surrey.ca/ehog



RESIDENTIAL CARE

WHAT ARE MY OPTIONS?

- Are you looking for residential care for a loved one, or family member?
- What is residential care?
- How do I find residential care? And what are the costs for being in residential care?
- What is the difference between, independent, semi-independent and full care?
- What is the difference between private and government operated residential care?

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

To learn more about Seniors Services within Fraser Health view link, www.fraserhealth.ca/health-info/seniors

RENTING A HOME

KNOW YOUR RIGHTS

We host a number of presentations for those who may want to learn more about rental units and homes and what your legal rights are for both a tenant and the landlord.

For more information on dates and locations please visit www.surrey.ca/seniors

RESOURCES AND MATERIALS

Tenant Resource and Advisory Centre

www.tenants.bc.ca

IS YOUR HOME HEALTHY?

Easy Steps to Maintaining a Healthy Home, Environmental Health Guide for Seniors at Home, Health Canada, Ottawa ON Publication date: October 2014.

Email: publications@hc-sc.gc.ca

MAINTAINING INDEPENDENCE IN MY/YOUR OWN HOME

Canada Mortgage and Housing Corporation Resource Materials. A variety of support resources for seniors can be found on the CMHC website.

They include;

- Maintaining Seniors' Independence Through Home Adaptations A Self Assessment Guide (1993 Canada Mortgage and Housing Corporation Revised: 2003, 2009)
- About Your House – Fact Sheets
- At Home with Alzheimer's Disease: Useful Adaptations to the Home Environment

These publications are free on their website.

For more information www.cmhc-schl.gc.ca then under Consumers/Aging In Place or by phone 1-800-668-2642.

BETTER AT HOME PROGRAM

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

Services offered include housekeeping, yard and home maintenance, transportation, grocery shopping and friendly visiting. 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 clients previous year's net income. (Proof Required).

Contact our Better at Home Intake Coordinator 604-536-9348 or email: bhintake@comeshare.ca

GETTING AROUND SURREY

EXPLORING ALL MODES OF TRANSPORTATION

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'

DID YOU KNOW?

You can use your cellphone to check the schedule from your bus stop.

Text your five-digit bus stop number to 33333 to get a listing of the next six buses arriving at that stop. (standard text message rates may apply)

HANDYDART

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.

To request a registration form, call 604-953-3680 or visit www.translink.ca/access. Application forms are also available through City of Surrey Seniors Services and Seniors Come Share Society Connectors.

PEDESTRIAN SAFETY

Learn more about pedestrian infrastructure online at www.surrey.ca/transportation.

HAVE A QUESTION OR SUGGESTION FOR IMPROVEMENT?

Call us at 604-591-4853. Email transportation@surrey.ca or submit a request using the My Surrey app for smartphones and tablets.

PUBLIC TRANSIT

Seniors 65 years and older are eligible for discounted rates. For more information on fare options and pricing, visit www.translink.ca.

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.

Go to www.translink.ca or visit m.translink.ca on a smartphone or tablet.

TAXISAVER AND HANDYCARD

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

DID YOU KNOW?

You can apply for HandyDART and HandyCard using the same form. Select one or both programs on the application form. Your HandyCard allows your attendant to travel for free of charge on public transit. An attendant is someone you need to assist you to be able to travel on public transit, and remains with you throughout your trip.

To find out more about TaxiSaver and other accessible transit options, contact the Access Transit Customer Care Office at 604-953-3680

BC BUS PASS PROGRAM

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.

For more information or to apply for a BC Bus Pass, call 1-866-0800 from Monday to Friday, 9:00am-4:00pm

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.

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 www.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.



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

RHF Certified (above 60%):

- Bridgeview Community Centre
- Cloverdale Arena
- Don Christian Recreation Centre
- Guildford Recreation Centre
- Fleetwood Community Centre
- Fraser Heights Recreation Centre
- Newton Arena
- Newton Recreation Centre
- Newton Seniors Centre
- Surrey Archives
- Surrey Sport & Leisure Centre
- Surrey Tennis Centre

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 IS 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

DIVERSEcity specializes in supports 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

Our main office is at 13455 76 Avenue, Surrey, BC, V3W 2W3 but many programs take place throughout the city at the libraries and recreation centres.

For more information, please visit our website www.dcrs.ca or call us at 604-597-0205.

OPTIONS COMMUNITY SERVICES

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
p: 604.584.5811
f: 604.584.7628**

**13520 - 78th Avenue
Newton Office
Surrey, BC V3W 8J6
p: 604.596.4321
f: 604.572.7413**

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

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**

TELEPHONE: 604-588-6869

COMMITTEES' WITH YOUR NEEDS IN MIND

The City believes voices are stronger together, that's why we consult with community members and our various partnered organizations for their valuable feedback.

MEASURING UP COMMITTEE

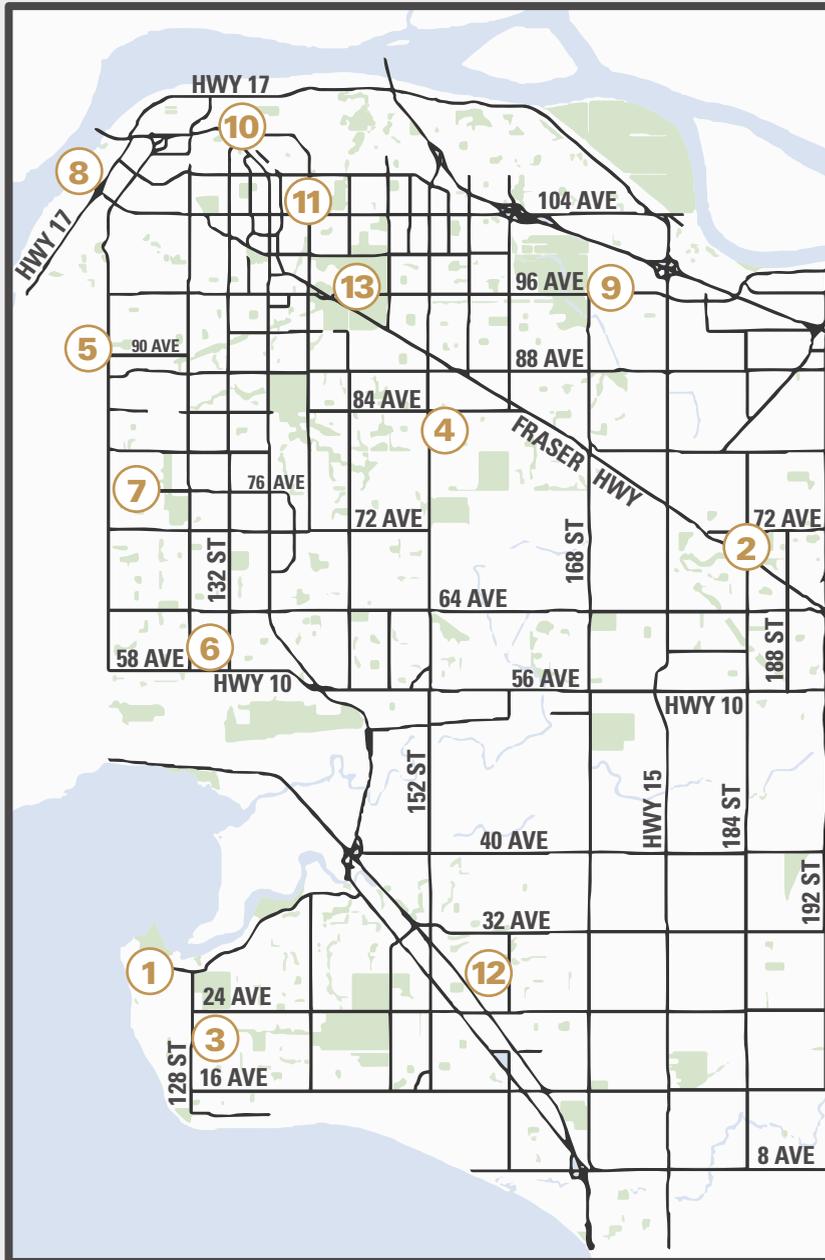
Measuring Up is a network of community leaders that have a commitment to increasing accessibility, employment, recreation, literacy and volunteerism for people with a disability. This committee acts as a resource to community and business groups that have a desire to be more inclusive and accessible to Surrey.

**To learn more about this committee,
call 604-598-5763.**

PETS & ANIMAL RESOURCES

DOG OFF LEASH PARKS

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)

SURREY ANIMAL CARE FACILITY

The Surrey Animal Resource Centre (formerly the Surrey Animal Shelter or Pound) helps animals and humans in our community.



CONTACT THE SURREY ANIMAL RESOURCE CENTRE AT 604-574-6622 TO:

- Adopt a pet,
- Donate to the animals
- Visit the Centre

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

Reporting a lost animal or making an animal complaint. Report a lost animal to 604-574-6622 or make an animal-related complaint to Animal Control at 604-591-4370.



ADOPTING A PET

Come to the Centre to meet some of our spay/neutered, vaccinated, permanently identified adoptable pets. We'll help you find an animal that matches your lifestyle and completes your family.

We want to see all of our homeless animals adopted to folks who've thought long and hard about what kind of animal is right for their situation, and who've committed to providing

- Good nutrition
- Regular veterinary care
- Mental and physical stimulation appropriate to the individual animal

Adoption Hours: Daily, 11 am to 5:30 pm

Contact the Surrey Animal Resource Centre at 604-574-6622 or connect with us on Facebook for more information on adoption.

DONATING TO THE ANIMALS

If you'd like to help out the animals at the centre, there are many items they'd love:

- Kuranda Animal Beds- Donate a bed and give the gift of comfort to a shelter dog or cat
- Dogs – high quality wet and dry food, beds, blankets, tough toys like Kongs, food dispensing toys like Buster Cubes, martingale collars and EZ walk and Sensi harnesses
- Cats – high quality wet and dry food ,scratching posts and toys, cuddly beds, interactive toys.
- Small Animals – fresh greens (and a small fridge to keep them in!), little critter houses, chew toys
- Birds – cages and accessories, small glass tea light holders (for bird grit)

We'd also love bleach, laundry detergent, dish soap and hand soap.

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)



VISITING THE SURREY ANIMAL RESOURCE CENTRE

HOURS OF OPERATION

Animal Shelter 10 am to 6 pm, 7 days/week
Adoption Viewing 11 am to 5:30 pm, 7 days/week

ADDRESS AND CONTACT INFORMATION

17944 Colebrook Road
604-574-6622
animalinfo@surrey.ca

ADOPTIONS

604-574-6623
adoption@surrey.ca

DID YOU KNOW?

Seniors age 65+ pay a reduced rate when purchasing a dog license!

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
- E-billing available for licence renewals
- eApply Coming in 2019! Apply online for your new dog licence

HOW TO LICENSE YOUR DOG

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

COMMUNITY RESOURCES

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/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

TRY ONE OF OUR SENIORS COMMUNITY LUNCHES!

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 Taya, 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**
- South Surrey & White Rock | 604-531-9400
Kent Street Centre
Fresh and Lively Lunch | First 3 Fridays of each month | 12:30pm-2:30pm | \$8
- 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,

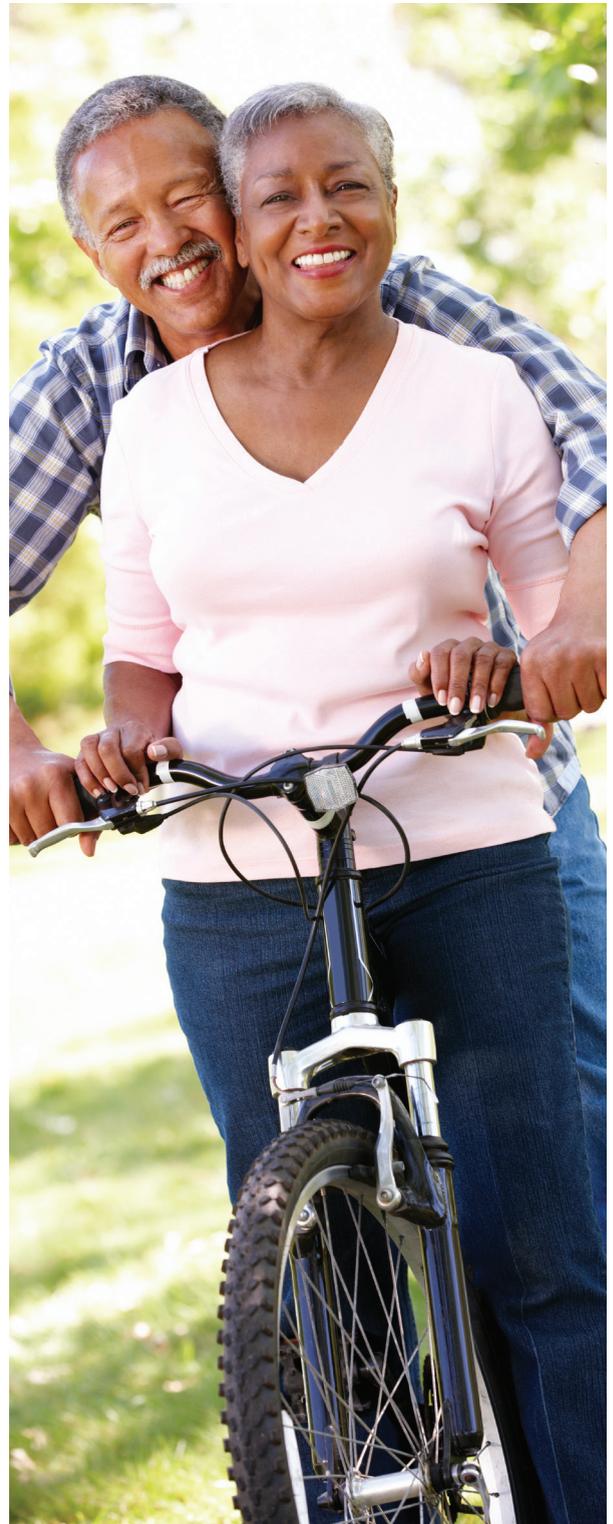
- Wills and estates – including drafting simple wills
- Drafting Representation agreements and Powers of Attorney
- Small Claims Court
- Complaints against professionals, other service providers, government agencies, etc.
- Elder abuse including financial exploitation (unpaid family loans, misuse of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

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.

**For more information please visit
www.selfmanagementbc.ca or call
604-940-1273.**



PLANNING YOUR AFFAIRS

END OF LIFE RESOURCES

We understand that making final arrangements is not a common event for families. The City of Surrey has established an education and resource centre, located at 6348 - 168th Street, 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. For more information please visit; www.surrey.ca/cemeteries

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

CITY OF SURREY CEMETERIES

Hazelmere **19198 – 16 Avenue**

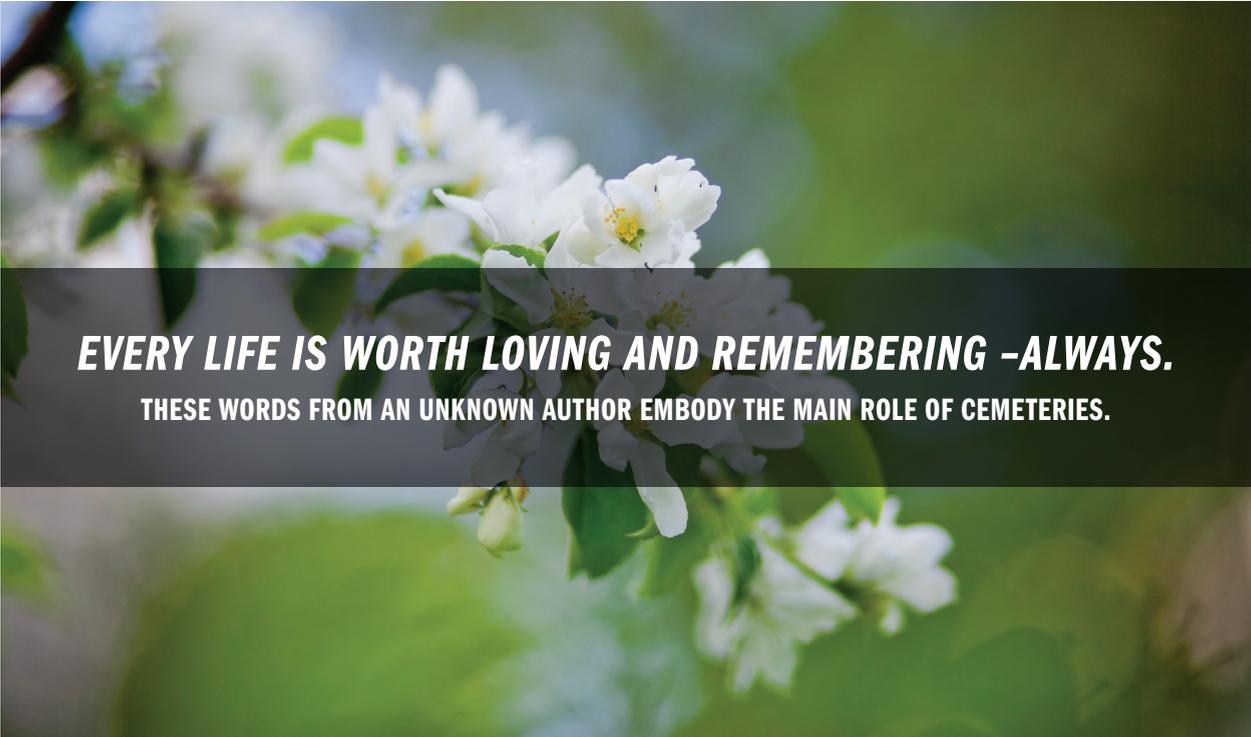
In use since the late 1800's, City of Surrey assumed operation of this cemetery in 1958. The first interment date recorded is May 14, 1922. In December 2000, Hazelmere was added to the Surrey Heritage Register as having historical and cultural significance.

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.



EVERY LIFE IS WORTH LOVING AND REMEMBERING -ALWAYS.

THESE WORDS FROM AN UNKNOWN AUTHOR EMBODY THE MAIN ROLE OF CEMETERIES.

IMPORTANT CONTACT NUMBERS

EMERGENCY

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

NON-EMERGENCY SURREY

Police	604-599-0502
Fire	604-543-6700
Ambulance	604-872-5151
Victim Services – Surrey.....	604-599-7600
VictimLinkBC	1-800-563-0808
Deaf or Hard of Hearing Callers.....	TDD: 604-875-0885

HEALTH & MEDICAL

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
Vancouver Chinese Alzheimer Resource Centre... ..	604-687-8299
Red Cross Medical Equipment/Advanced Health Equipment Loan Program (www.redcross.ca) ..	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
Peach Arch Hospital.....	604-531-5512

TRANSPORTATION

Translink (www.translink.bc.ca)	604-953-3333
HandyDART Services.....	604-575-6600
BC Bus Pass Program	1-866-866-0800
<i>Discounted transit passes for low-income seniors Dial the toll-free number, press option 2, then option 2 again, then option 1</i>	
Sources Volunteer Wheels.....	604-542-4357
Sources Community Services	604-542-4357

CITY OF SURREY

Main Switchboard (www.surrey.ca)	604-591-4011
Property Tax and Utilities.....	604-591-4181
Parks, Recreation and Culture.....	604-501-5050
Program Registration.....	604-501-5100
Surrey Emergency Program	604-543-6795
By-Laws/Animal Control.....	604-591-4370
Surrey Animal Resource Centre.....	604-574-6622
Surrey Libraries (www.surreylibraries.ca)	
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
City Centre	604-598-7420
Readability Services.....	604-598-7399

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
<i>24 hours a day, 7 days a week, language translation available</i>	
Seniors Connectors Come Share Information and Support Line (www.comeshare.ca)	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) (www.sdc.gc.ca)	1-800-277-9914
.....	604-590-3346
Veteran Affairs (www.vetarns.gc.ca)	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 (<i>providing non-medical support for seniors</i>)	604-536-9348
BC Housing/SAFER-BC Housing Commission (www.bchousing.org)	1-800-257-7756
.....	604-433-2218
.....	1-800-257-7756
Community Living BC	1-866-640-2522
Tenant Resource and Advisory Centre (www.tenants.bc.ca).....	604-255-0546
.....	1-800-665-1185

